

SPSO decision report



Case: 201005315, Highland NHS Board
Sector: health
Subject: communication, staff attitude, dignity, confidentiality
Outcome: not upheld, action taken by board to remedy, no recommendations

Summary

Mrs C complained about the care provided to her by nursing staff during her stay at Raigmore Hospital. In particular she was concerned about the attitude of nursing staff and about delays in attending to her needs. We did not find sufficient evidence to support her claims that the attitude of nursing staff was inappropriate and that they failed to attend to her needs within a reasonable time period. We noted, however, that although there was insufficient evidence to show what had happened the board had in any case apologised for any delays that Mrs C had experienced. We said that we would have considered this a reasonable outcome in the circumstances.