

SPSO decision report

Case: 201100271, Ayrshire and Arran NHS Board
Sector: health
Subject: communication; staff attitude; dignity; confidentiality
Outcome: upheld, recommendations

Summary

Mr C complained about care and treatment provided to his wife, Mrs C. Mrs C was admitted to Accident and Emergency at Ayr Hospital in December 2010 after a fall at her home. She had a suspected fracture. After being assessed, it was confirmed that she had a fractured pelvis. She spent the night in an observation ward.

The next day, because she was unable to mobilise and was in a lot of pain, Mrs C was sent for a period of rehabilitation to Biggar Hospital. While there, her condition appeared to deteriorate and late the following day Mrs C was moved back to Ayr Hospital. Shortly afterwards, Mrs C died.

Mr C complained that his wife was not given proper care and treatment and our investigation found that there were unreasonable failings in aspects of her treatment at both hospitals.

Recommendations

We recommended that the board:

- apologise to Mr C for their failings with regard to his late wife's treatment; and
- remind staff involved of the nature of acute medical conditions in terms of the fast track protocol, with particular reference to the exploration of unresolved issues prior to transfer.