

## SPSO decision report

**Case:** 201202343, Lanarkshire NHS Board  
**Sector:** health  
**Subject:** communication; staff attitude; dignity; confidentiality  
**Outcome:** not upheld, action taken by body to remedy, no recommendations

### Summary

Mrs C, who is an advocacy worker, complained to the board on behalf of her client (Mr A), that he had been abused by a member of staff. The police had been contacted but no charges were made due to a lack of witnesses. The member of staff had also contacted the police about being assaulted by Mr A. Mr A was dissatisfied with the board's investigation into his complaint.

Our investigation found that the board had taken Mr A's allegations seriously. They had conducted a thorough investigation and interviewed appropriate staff in order to reach conclusions. We, therefore, did not uphold the complaint that the board failed to adequately investigate Mr A's complaint about being abused by a member of staff.