

## SPSO decision report

**Case:** 201202521, The State Hospital Board for Scotland  
**Sector:** health  
**Subject:** appliances, equipment & premises  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that there was an inadequate number of toilet facilities on his ward.

Our investigation found that patients spend only a limited time on the ward. In essence, the ward is used for little more than eating meals and making phone calls. Patients spend most of their waking time in other areas, which have ample toilet facilities. Sleeping areas are separate, and have en-suite toilet facilities. We also established that Mr C was able to move between areas to a reasonable extent. We considered this reasonable and we did not uphold the complaint.