

SPSO decision report

Case: 201202867, Tayside NHS Board
Sector: health
Subject: clinical treatment; diagnosis
Outcome: not upheld, no recommendations

Summary

Mrs C said that her husband (Mr C), who had terminal cancer, had fallen from his bed which was in a side room in the hospital, and died later that day. Mrs C felt that staff should have kept a better watch on her husband as he had lain on the floor for some time. She felt that the level of investigation of her complaint was inadequate.

In response to Mrs C's complaint, the board had apologised that the level of observation carried out on Mr C overnight was inadequate, and said that they had reminded staff of their responsibilities. They also explained that Mr C was assessed as at low risk of falling and when he was discovered on the floor he was examined by a doctor and put back to bed. Mr C had been placed in the side room for privacy, and to allow the family flexibility in visiting. Our investigation noted that it was good practice for the board to have placed Mr C in the side room for privacy reasons. We did not uphold the complaint, as we found that the board had properly investigated Mrs C's concerns.