

SPSO decision report

Case: 201203806, Greater Glasgow and Clyde NHS Board

Sector: health

Subject: clinical treatment / diagnosis

Outcome: not upheld, no recommendations

Summary

Miss C broke her wrist and was taken to hospital by ambulance, although ambulance staff could not take with her the wheeled walking frame that she normally used at home. In the hospital, Miss C was helped with a wheelchair and later with a wheeled 'patient transporter'. However, she was then told that she could not use this equipment, as her broken wrist would not affect her ability to move around the ward. She was given a walking frame instead. Miss C complained that, due to arthritis and a weak grip, she could not use the walking frame. She found it to be too lightweight and unstable.

We found that the board had made arrangements for Miss C's mobility to be assessed with a view to providing her with assistance. However, Miss C was a very private and independent person, who did not wish to discuss her care or normal living practices with staff. She declined occupational therapy or physiotherapy assessment and staff were unable to fully assess her mobility needs. We were satisfied that the board considered whether Miss C was able to consent to treatment and found that, as she had decided not to undergo assessment, the decisions reached by staff were reasonable and appropriate. We did not find any evidence to suggest that Miss C was refused mobility assistance or that she did not receive a reasonable level of care.