

SPSO decision report

Case: 201501070, Tayside NHS Board
Sector: health
Subject: nurses / nursing care
Outcome: not upheld, no recommendations

Summary

Mr C complained that while his wife (Mrs C) was a patient in Murray Royal Hospital, she was assaulted by another patient and suffered a minor injury. The staff told him that Mrs C would be protected from the patient. Mrs C was then assaulted again by the patient and had to receive medical treatment for a severe injury to her eye. Mr C complained that the board staff had not taken appropriate action to prevent the second assault. The board maintained that the risk of the patient assaulting Mrs C on the second occasion was assessed as rare.

We obtained independent advice from two of our nursing advisers. They considered that there was no indication that the patient would assault Mrs C on the second occasion. We found that the board had taken appropriate action following both assaults, which would have greatly reduced the likelihood of a further assault.