

## SPSO decision report

**Case:** 201502258, Scottish Ambulance Service  
**Sector:** health  
**Subject:** admission / discharge / transfer procedures  
**Outcome:** not upheld, no recommendations

### Summary

Ms C complained on behalf of her father (Mr A) about a delay in transferring him home from hospital. Ms C complained that the ambulance service had not taken reasonable steps to ensure they could transfer Mr A home.

The transfer was booked by staff on the hospital ward. They advised the ambulance service that, if there were any steps at Mr A's home, they believed Mr A would be able to move from a stretcher to a wheelchair. When the crew arrived, they found that Mr A would not be able to do this and they cancelled the transfer.

We found this was a reasonable decision to have made, ensuring the safety of both the patient and the crew. Therefore, we did not uphold the complaint.