

SPSO decision report

Case: 201502825, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: nurses / nursing care
Outcome: not upheld, no recommendations

Summary

Ms C complained about the standard of nursing care provided to her mother (Mrs A) during an admission to Glasgow Royal Infirmary. Ms C felt her mother had been over-sedated with morphine when she was not in pain; was denied food; and that staff had labelled Ms C as being abusive towards them. The board felt that Mrs A received appropriate nursing care but were aware that Ms C found the situation difficult.

We took independent advice from one of our nursing advisers. Our adviser was satisfied with the level of nursing care provided in relation to the morphine and nutrition issues. It was also recorded that the staff found Ms C to be distressed. We did not uphold the complaint as the nursing care was appropriate and was in line with what the board had explained. However, we acknowledged that Ms C had found the situation distressing.