

SPSO decision report

Case: 201507834, Forth Valley NHS Board
Sector: health
Subject: admission / discharge / transfer procedures
Outcome: not upheld, no recommendations

Summary

Ms C's partner (Mr A) was admitted to the A&E department at Forth Valley Royal Hospital, where he died. Mr A's mobile phone was not listed among his valuables and could not be found. Ms C made a formal complaint to the board but the phone could not be located. Ms C said that the phone contained images of her late partner and their child that could not be recovered.

Our investigation focused on the efforts made to locate the phone and/or to find out where and when it had gone missing. We were satisfied that, although ultimately unsuccessful, the board took reasonable actions to try to locate the phone.