

## SPSO decision report

**Case:** 201508035, Greater Glasgow and Clyde NHS Board - Acute Services Division

**Sector:** health

**Subject:** nurses / nursing care

**Outcome:** upheld, no recommendations

### Summary

Miss C complained to us about the nursing care provided to her mother (Ms A) at Stobhill Hospital. Ms A had been transferred to a rehabilitation unit in the hospital after suffering a stroke. Her condition deteriorated and Ms A died.

Miss C complained in particular that her mother was not monitored properly, that her pain was not controlled appropriately, that staff had failed to prevent falls, that staff failed to maintain Ms A's dignity and that Ms A was unreasonably moved into a side room. Miss C also complained that Ms A's belongings were not dealt with appropriately.

We took independent advice from a nursing adviser. We found that Ms A's pain had been reasonably managed, that it was reasonable to put Ms A in a side room and that a care plan in relation to falls prevention was in place. However, we found failings in the nursing care provided to Ms A in relation to maintaining Ms A's dignity and the treatment of her belongings, therefore we upheld Miss C's complaint in view of these specific failings. We did not make recommendations, however, as we were satisfied that the board had apologised for the failings and had taken reasonable action to try to prevent similar problems occurring in the future.