

SPSO decision report

Case: 201508663, Grampian NHS Board
Sector: health
Subject: communication / staff attitude / dignity / confidentiality
Outcome: not upheld, no recommendations

Summary

Mr C complained about the involvement of a senior charge nurse in relation to a dispute on the ward between him (Mr C) and a relative of his, both of whom happened to be visiting Mr C's mother (Mrs A) at the same time. Mrs A was a patient on the ward at Aberdeen Royal Infirmary. The relationship between Mr C and his relative had been strained for a long time, and difficulties arose because they both wished to visit Mrs A before she died.

We took independent advice from a nurse. They considered the various actions of nursing staff, particularly those of the senior charge nurse. They were satisfied that staff had appropriately tried to act in Mrs A's best interests by trying to give both relatives separate time with Mrs A and that it had not been their responsibility to check that one relative had left the premises before the other arrived.

Mr C also expressed concerns about the board's handling of his complaint. We saw no evidence to support such concerns.