

SPSO decision report

Case: 201508823, Western Isles NHS Board
Sector: health
Subject: nurses / nursing care
Outcome: upheld, recommendations

Summary

Mrs C complained about several aspects of the nursing care that had been provided to her mother (Mrs A) at Western Isles Hospital and about the nursing staff's communication with the family.

We took independent nursing advice. We found that while some aspects of nursing care were reasonable, the board had already carried out their own review which had identified a number of failings with care and communication and apologised for these. We found that there had been poor practice in relation to the use of a hoist when lifting Mrs A. We therefore upheld Mrs C's complaint.

Recommendations

We recommended that the board:

- provide a further apology, for the inappropriate use of the hoist by staff on the ward; and
- provide Mrs C with a copy of the completed case review showing the action taken to address the concerns raised.