

## SPSO decision report

**Case:** 201602386, Greater Glasgow and Clyde NHS Board - Acute Services Division

**Sector:** health

**Subject:** clinical treatment / diagnosis

**Decision:** not upheld, no recommendations

### Summary

Ms C, who works for an advocacy and support agency, complained on behalf of Mrs A about the care Mrs A received at the Queen Elizabeth University Hospital. Specifically, she complained about a delay in a scan being carried out, the temperature of the room Mrs A was in and that Mrs A's food and fluid intake were not adequately monitored.

We took independent advice from a consultant physician and a nursing adviser. We found no clear reason why Mrs A had been on bed rest which would have placed her at risk of loss of muscle tone. However, this did not appear to have had a significant impact on her, nor did we consider there was any undue delay in scanning her knee. We did not identify evidence related to the room temperature being unreasonably cold. We acknowledged the board had taken steps to address the provision of food and concluded that Mrs A's fluid and nutrition intake were reasonably assessed and monitored during her admission. We did not uphold Ms C's complaints.