

SPSO decision report



Case: 201704145, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: clinical treatment / diagnosis
Decision: upheld, recommendations

Summary

Ms C complained about the medical care and treatment and the nursing care provided to her late mother (Mrs A) at Royal Alexandra Hospital. Mrs A was admitted to the hospital with a urinary infection. Mrs A was discharged from the hospital and readmitted within a few hours. Mrs A had a seizure while in hospital and sustained a broken leg.

We took independent advice from a consultant in acute medicine. While the board provided reasonable medical care in a number of areas, we found that the board failed to:

- take steps to increase Mrs A's sodium levels and monitor the effect of this on her delirium prior to discharging her
- ensure that Mrs A received a prompt review from medical staff following her seizure
- administer anti-seizure medication to Mrs A because stocks were not available on the ward
- ensure that Mrs A's records made it clear that she had a fractured leg

We also took independent advice from a nursing adviser. In relation to Ms C's complaint that the board did not provide reasonable nursing care to Mrs A, we found that there were a number of failings. In summary the board failed to:

- ensure the recording regarding Mrs A fluid and nutritional needs followed the appropriate policy and guidance
- record the use of a red silicone mat at mealtimes
- record the date Mrs A's special diet was ordered
- record Mrs A's oral care needs and what oral care was provided
- record Mrs A's episodes of pain
- record Mrs A's specific personal care needs and the frequency that personal care was required in her care plan
- complete a multidisciplinary moving and handling care plan
- involve Mrs A and her family in the assessment and care planning process
- record the physical assessment carried out by nursing staff following Mrs A's seizure

- update Mrs A's care plan to detail what her post-fracture needs were.

In view of these failings we upheld Ms C's complaints that the board did not provide reasonable medical care and treatment and nursing care to Mrs A. We also found that the board did not identify these failings during their own investigation of Ms C's complaints and made recommendations in light of this finding.

Recommendations