

SPSO decision report

Case: 201800251, Lanarkshire NHS Board
Sector: health
Subject: admission / discharge / transfer procedures
Decision: resolved, no recommendations

Summary

Mr C complained about the decision to transfer his wife (Mrs A) from Wishaw General Hospital to a care home and the manner in which this was done. Mr C was concerned that he was not advised in advance about the transfer or that the decision was discussed with him. Mr C was also concerned about the lack of information given to him about the facilities available at the home and the handover provided by the hospital to the home.

During our investigation the board issued an apology to Mr C for the errors made. They confirmed that the transfer took place during a time when there was an extreme pressure on beds and the information provided to Mr C was not adequate. They also accepted that staff on the ward were not aware of the type of services available at the home. They confirmed that there should have been a more adequate handover note. As the board apologised for the errors and confirmed steps they would take to improve the service, the complaint was resolved and we took no further action.