

SPSO decision report



Case: 202401362, Lothian NHS Board - Acute Services Division
Sector: Health
Subject: Nurses / nursing care
Decision: upheld, recommendations

Summary

C complained about the nursing care provided to their late parent (A) during their admission to hospital. A arrived at the emergency department before being admitted to a ward. While in hospital, A lost weight and had difficulty eating. Due to delirium, A's mobility was poor and they experienced a number of falls whilst in hospital. This resulted in a broken hip requiring surgery.

In response to the complaint, the board agreed that there had been multiple failings in relation to the management of A's diet and reduction in weight. When mobilising A, it was explained that staff did so in accordance with physiotherapy assessments and a number of measures were put in place to prevent A from falls. However, the board acknowledged that due to staffing levels, A did not receive the level of care that they should have.

We took independent advice from a nursing adviser. We found that basic nursing care could not be evidenced in A's case due to a lack of individualised care planning and delivery. We found that the care provided to A was inadequate and inconsistent and was not provided to the standard required. Therefore, we upheld C's complaint.

Recommendations

What we asked the organisation to do in this case:

- Apologise to C for the failings identified in this report. The apology should meet the standards set out in the SPSO guidelines on apology available at www.spsso.org.uk/meaningful-apologies.

What we said should change to put things right in future:

- Nursing documentation should be completed to standard required.
- Patients should receive appropriate nursing care.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.