

SPSO decision report

Case: 201304528, Grampian NHS Board
Sector: health
Subject: communication / staff attitude / dignity / confidentiality
Outcome: not upheld, no recommendations

Summary

Mr C complained about the care and treatment that his late mother (Mrs A) had when she was admitted to Seafeld Hospital. He said he was concerned about her breathing, and, when he did not feel reassured by nursing staff that her condition was unchanged, he asked that a doctor be called. When the doctor arrived, he examined Mrs A, and concluded that no further action was needed.

Having considered the relevant medical records, we accepted independent advice from one of our medical advisers that Mrs A's care and treatment was of a reasonable standard. The adviser said that the doctor had noted that Mrs A was breathing at a relatively normal rate, there were normal levels of oxygen in her blood, and he did not hear anything abnormal in her chest. We decided that the actions of the medical staff were appropriate as we found no evidence that further treatment or assessment were needed.