

SPSO decision report

Case: 201401403, Lothian NHS Board
Sector: health
Subject: communication / staff attitude / dignity / confidentiality
Outcome: not upheld, no recommendations

Summary

Mr C complained to the board that they had not treated him fairly when they were considering the discharge arrangements for his mother (Mrs A) from hospital. He believed that they had unprofessionally accused him of acting inappropriately towards other patients before the accusations had been investigated; that they had unreasonably reported to the police that he had been acting in an inappropriate manner; and that they had inappropriately instructed him to refrain from contacting other patients and visitors and restricted his contact with his mother.

We took independent advice on this complaint from one of our medical advisers. We found that the staff had a duty of care towards their patients and that there were adult protection issues to consider. Their actions were appropriate in order to discharge their duties and obligations.