

## SPSO decision report



**Case:** 201100382, Greater Glasgow and Clyde NHS Board - Acute Services Division  
**Sector:** health  
**Subject:** hotel services - food, laundry etc  
**Outcome:** not upheld, action taken by body to remedy, no recommendations

### Summary

Mrs C complained about the food and about failure to provide a raised toilet seat, a blanket and sleeping pills during her three-day admission to a hospital. We concluded that the board had not acted unreasonably in respect of the food provided. In respect of the other issues, we concluded that there had been shortcomings but that what had happened was not unacceptable, particularly as the board had apologised and taken some action.