

SPSO decision report

Case: 201100922, Greater Glasgow and Clyde NHS Board - Acute Services Division

Sector: health

Subject: nurses; nursing care

Outcome: not upheld, no recommendations

Summary

Mrs C complained that when she was admitted to a ward at the hospital she initially made progress. However, she became unwell and stated that a nurse's attitude towards her then became unacceptable. Mrs C stated that the nurse's attitude was aggressive and frightening in her manner towards her and in how she spoke to her. She also said the nurse treated her cheekily and roughly, pushed her and struck her twice.

Mrs C also stated there were failures in her care at the hospital. This centred round the use, prescription; and monitoring of anticoagulant therapy (warfarin). Mrs C said errors were made that could have had fatal consequences.

After investigating Mrs C's complaint, we did not uphold that there was any error or omission in Mrs C's clinical care and we found that the management of the warfarin was entirely reasonable. We also did not uphold any aspect of Mrs C's complaints about the nurse's behaviour towards Mrs C as there was no evidence to support her allegations.