

SPSO decision report

Case: 201004951, Fife NHS Board
Sector: health
Subject: hygiene, cleanliness and infection control
Outcome: not upheld, recommendations

Summary

Mrs A was admitted to hospital on numerous occasions in the two years before her death. She had a complex medical history and tested positive for a bacterial infection, Methicillin-resistant Staphylococcus aureus (MRSA), on six occasions during that time. Mrs A's daughter (Mrs C) complained that the board failed to investigate the cause of her mother's MRSA and to successfully treat it.

Our investigation found that the cause of Mrs A's MRSA was appropriately investigated and successfully treated on each occasion she tested positive and we did not uphold the complaints. We noted that the board acknowledged there was poor communication with Mrs C and other members of Mrs A's family about MRSA and how it was being treated. The board apologised to Mrs C for this, and addressed the issue with staff on relevant wards in the hospital.

Although we did not uphold the complaints, we were concerned about problems in the record-keeping and made a recommendation to address this.

Recommendation

We recommended that the board:

- share our adviser's comments with staff involved in Mrs A's case, and ensure that records are kept in line with Royal College of Physicians and Nursing and Midwifery Council guidance.