

SPSO decision report

Case: 201800979, Golden Jubilee National Hospital
Sector: health
Subject: admission / discharge / transfer procedures
Decision: not upheld, no recommendations

Summary

Mr C, an advocate, complained on behalf of his client (Miss A) about the post-operative care Miss A received at Golden Jubilee National Hospital. Miss A underwent a total hip replacement and was discharged under a week later. Miss A complained that she did not feel ready to return home so soon after surgery and wished to be admitted to a community hospital to recuperate. She was advised that she did not meet the criteria for admission to a community hospital, so she arranged to be transferred to a nursing home. Miss A said that, prior to her discharge, no one had explained to her she would have to pay to stay in the nursing home. She also complained that no referrals had been made for physiotherapy (the treatment of disease, injury or deformity using physical methods such as massage, heat treatment, and exercise) or occupational therapy (a method of helping people who have been ill or injured to develop skills or get skills back by giving them certain activities to do), and said that her recovery time was longer as a result.

We took independent advice from a consultant orthopaedic surgeon (a specialist in the treatment of diseases and injuries of the musculoskeletal system). We found that Miss A's discharge and arrangements for follow-up care were reasonable. We noted that Miss A's concerns had been discussed with her and extra help for when she returned home was offered but declined. Miss A had been assessed as having achieved her rehab goals while an in-patient and was assessed as being safe for discharge home. We did not find any evidence why Miss A would have expected to receive respite care following her surgery. Therefore, we did not uphold Mr C's complaint.