

## SPSO decision report



**Case:** 201808173, Greater Glasgow and Clyde NHS Board - Acute Services Division  
**Sector:** Health  
**Subject:** admission / discharge / transfer procedures  
**Decision:** not upheld, no recommendations

### Summary

Mrs C, a support and advocacy worker, complained on behalf of her client (Miss B). Miss B was concerned that her mother (Mrs A) had been discharged prematurely from Royal Alexandra Hospital. Mrs A had been discharged the day after her admission. Mrs A deteriorated suddenly following her discharge and died the following day.

Miss B believed that Mrs A had not been well enough to be discharged. In particular she felt that her mobility was not properly assessed, as Mrs A was reviewed by medical staff whilst sitting in a chair. Additionally, Miss B had raised concerns with the board about comments made to her and Mrs A about other patients needing a bed, requiring Mrs A's discharge.

We found that the board had already conducted a serious clinical incident review, which had focussed on the issue of comments by nursing staff. Miss B wanted us to review the decision to discharge Mrs A and in particular the assessment of her.

We received independent medical advice. We found that the decision to discharge Mrs A was reasonable and that her deterioration could not have been anticipated. We did not uphold this complaint.