

Complaint not Resolved. Referred to Investigation

Noelene complained about the care provided to her adult daughter Mary who has impaired decision-making capacity and impaired mobility. Noelene complained about discharge planning, stating that the hospital had discharged Mary without first organising the equipment needed so that Noelene could manage her at home (including a wheelchair). Noelene had complained directly to the service, however was unhappy with the response she had received which she described as offensive and irrelevant to her concerns.

The HCSCC found that there had been inadequate planning in relation to Mary's discharge from hospital and in particular, there had been no physiotherapy assessment of her mobility. Further, the hospital advised the HCSCC that it was assessed no wheelchair or equipment was required despite observation by staff in the Medical Record that Mary could only walk 5-10 metres unassisted. The officer conducting the assessment noted that distance from the ward to the foyer was much further than 10 metres.

Secondly, the HCSCC found that the hospital's response did not recognise the distress and difficulty experienced by Noelene and her daughter Mary following discharge and generally did not respond in a patient centred manner.

This complaint resulted in two investigations: discharge planning in the hospital involved and complaints handling. Both investigations are currently underway.