

Case: 201003261, Greater Glasgow and Clyde NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: some upheld, recommendations

Summary

Ms C was concerned at the level of care and treatment given to her late mother (Mrs A) while she was in hospital immediately prior to her death. When Mrs A was admitted to hospital she was suffering from shortness of breath, a respiratory infection and heart failure. She had ankle oedema. Regrettably, while she was in hospital she became increasingly unwell despite episodes of care in the Coronary Care Unit. She was also diagnosed as having clostridium difficile. Mrs A died just over a year later, and Ms C complained that the care and treatment her mother had received was totally inadequate in that she was not kept clean and comfortable, nor was she given proper nutrition. She alleged that some staff appeared unhelpful and uncaring.

Our investigation established that the board failed to ensure that Mrs A was clean and comfortable and they did not communicate appropriately with her, or with Ms C and her family (which meant that Ms C was unaware of a fee due to the Procurator Fiscal because of the board's contact with that office). However, we were satisfied that Mrs A's nursing care was reasonable and that her food intake had been properly monitored and recorded.

Recommendation

We recommend that Greater Glasgow and Clyde NHS Board:

- reimburse Ms C the cost of any separate fee required by the Procurator Fiscal in connection with her complaint.