

SPSO decision report

Case: 201302077, Greater Glasgow and Clyde NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Miss C was unhappy with the care and treatment that her late mother (Mrs A) received from district nurses in the weeks prior to her death, and in particular in relation to pressure ulcers (bed sores).

As part of our investigation, we took independent advice from our nursing adviser, and carefully considered all the complaints correspondence and Mrs A's clinical records. We recognised how distressing this had been for Miss C and her family, but our investigation did not find that there had been any failings in the care or treatment provided to her mother. Our adviser said that this had been of a good standard and was in keeping with current standards and guidance.