

SPSO decision report

Case: 201901333, Highland NHS Board
Sector: Health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C complained about the care and treatment provided to their parent (A). A was diagnosed with cancer and was admitted to hospital. As the hospital team struggled to control A's pain, A was transferred to hospice care, where they later died. C complained about the care and treatment offered to A at the hospice and asserted that it was not reasonable. C's position was that as a result of that unreasonable care and treatment, A experienced chronic pain and died prematurely. C stated that they believed that staff involved in A's care failed to act in line with guidelines and ignored medical guidance.

The board found no evidence to support C's assertions that A was not provided with reasonable care and treatment. The board said that a multi-disciplinary, patient-centred approach was taken to A's care and many clinicians contributed to A's pain management strategy.

We took independent advice from a medical adviser. We did not find any failings in A's care and treatment and did not consider that it was unreasonable. Therefore, we did not uphold this complaint.