

SPSO decision report

Case: 201807981, Fife Health and Social Care Partnership
Sector: health and social care
Subject: nurses / nursing care
Decision: not upheld, no recommendations

Summary

Ms C complained about the treatment which her mother (Mrs A) received from district nursing staff while she was in a care home. Mrs A had entered the care home for respite for one week but ended up in the care system for more than five months. Mrs A had developed pressure ulcers in her heels and although care was provided by the district nursing team, Ms C felt the care was inadequate and that it resulted in Mrs A's ulcers becoming infected, which affected her mobility.

We took independent advice from an adviser in district nursing. We found that the district nurses had provided appropriate care to Mrs A in that her pressure ulcers were treated and dressed, and that appropriate pressure relieving aids such as a special mattress and boots were in use. There was also an appropriate referral to podiatry to provide the ongoing management of Mrs A's foot care. We did not uphold the complaint but did provide feedback to the staff about a lack of record-keeping which would have highlighted which risk assessments had been carried out in order to substantiate the need for the treatment options which were put in place.