

SPSO decision report



Case: 202202757, Lanarkshire NHS Board
Sector: Health
Subject: Clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C complained about the board's assessment of their parent (A) and the decision not to admit A to hospital for further assessment and treatment. C felt that the board inappropriately relied on information provided on behalf of A, rather than speaking with A directly, and that decisions were based on unreliable information.

A tested positive for COVID-19 in their care home and the following day, care home staff contacted NHS24 about A's condition and the call was passed to NHS Lanarkshire Out of Hours service. The call was triaged for a clinician to call back, and an out of hours GP contacted the care home shortly afterwards. During the call with the out of hours GP, the decision was taken not to admit A to hospital, but for care home staff to contact A's GP the following day. A died later that day. In their response, the board explained that the out of hours GP spoke with A's carers and concluded that an appropriate assessment was undertaken.

We took independent advice from a specialist in general and geriatric medicine. We found that the assessment of A conducted over the telephone was reasonable. The record of the assessment was of the level and standard expected. We concluded that the assessment of A's condition and the decision not to admit A to hospital at that time was reasonable. We therefore did not uphold the complaint.