

SPSO decision report



Case: 202402836, Borders NHS Board
Sector: Health
Subject: Nurses / nursing care
Decision: resolved, no recommendations

Summary

C complained about the lack of care and understanding for their parent (A) who died in hospital. C referred to incorrect information being passed to the family and the lack of notes and records of events which occurred during A's admission. C said that while the board replied with some apologies and acknowledgement that errors were made, they did not fully explain the actual events that happened in the lead up to A's death.

Having sought initial advice, we agreed to investigate the care and treatment provided to A and the board's communication with the family.