

SPSO decision report

Case: 202409961, Lanarkshire NHS Board
Sector: Health
Subject: Clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C complained about the care and treatment provided to their adult sibling (A). A had treatment for breast cancer, was admitted to hospital a short time later and died approximately two weeks after being admitted. C complained about A's medical and nursing care and treatment in hospital and about the communication with A's family.

The board said that when A was admitted to hospital, a CT scan (a test that takes detailed pictures of the inside of the body) revealed extensive metastatic disease (disease that has spread from its original location) in A's liver and bones. Treatment options were discussed with A. A was initially independent after admission to hospital, but A's condition deteriorated. A was reviewed by an oncologist (a doctor who is a specialist in cancer), and A was deemed too ill for further treatment. The board said that they respected A's wishes regarding communication with A's family.

We took independent advice from a specialist doctor in palliative care and a registered nurse. We found that the medical and nursing care and treatment were reasonable, and the board's communication with A's family was reasonable. Therefore, we did not uphold C's complaint.