

## SPSO decision report

**Case:** 201100726, Borders NHS Board  
**Sector:** health  
**Subject:** clinical treatment; diagnosis  
**Outcome:** not upheld, action taken by body to remedy, no recommendations

### Summary

Mrs C, an advice worker, complained on behalf of Mr A about the care and treatment that his late wife (Mrs A) received in hospital. Mrs A was admitted in late October and discharged two days later with a diagnosis of oesophageal cancer. She was readmitted in November but died six days later. Mr A had concerns that his wife was discharged prematurely and that her hydration had not been maintained. He also felt staff had not been aware that she had a bowel blockage; did not take into account the possibility of sepsis; were not aware that she had been taking thyroxine; and that inappropriate arrangements had been made for her discharge.

We did not uphold the complaints as, after taking advice from our medical adviser, we found that the care and treatment that was provided to Mrs A during both admissions was appropriate. However, we noted that as a result of the complaint the board enhanced the role of the senior charge nurse endoscopy service to provide support for patients diagnosed with upper gastrointestinal cancer and introduced a checklist to improve record-keeping.