

SPSO decision report

Case: 201401187, Lanarkshire NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mrs C complained on behalf of her late mother (Mrs A) that the board did not adequately assess and monitor Mrs A's nutritional needs following her emergency admission to Hairmyres Hospital. From what Mrs C told us, it was clear that this had been an upsetting experience for her and her family.

We looked at information provided by Mrs C and the board, and we took independent advice from one of our medical advisers. We found that the board's assessment and monitoring of Mrs A's nutritional needs was adequate. Specifically, we found that the board carried out the relevant assessments (including nutritional assessments), that she was seen regularly and that the nursing assessment and monitoring was clear and comprehensive. We also found that Mrs A was given an immediate referral to the dietician. We were satisfied that Mrs A was able to give consent and that her wishes were respected in that a nasogastric tube (a tube that is passed through the nose into the stomach) was not inserted until she gave consent. We did not uphold Mrs C's complaint.