

SPSO decision report

Case: 201507981, Lanarkshire NHS Board
Sector: health
Subject: continuing care
Outcome: not duly made or withdrawn, no recommendations

Summary

Mrs C complained to us about the board's assessment of the eligibility of her late mother (Mrs A) for NHS continuing health care (a package provided and solely funded by the NHS). During our investigation, the board told us that they had identified that they had incorrectly told Mrs C's family that they had previously exhausted the appeals process. They said that the family should have been informed that they could request a further appeal. The board apologised for this and said that they would be happy to consider a further appeal. We discussed this with Mrs C and she confirmed that the family wanted to submit a further appeal to the board. In view of this, it was agreed that we would close her complaint to this office.