

## SPSO decision report

**Case:** 201703520, Scottish Ambulance Service  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

Mr C complained about the care and treatment the ambulance service provided to his late mother (Mrs A).

Mrs A suffered a number of background conditions and she became unwell. The ambulance service received a phone call and paramedics attended. The paramedics assessed Mrs A as likely being medically unwell, with possible sepsis (a blood infection). There were difficulties moving Mrs A, and a second ambulance attended to assist paramedics. Mrs A was taken to hospital where her condition deteriorated and she died.

Mr C raised concerns about the actions of staff, including the time they took to move Mrs A, and the way they moved her. The ambulance service considered that the care and treatment provided to Mrs A was appropriate. They considered that staff performed a thorough assessment, and acted reasonably in the circumstances.

We took independent advice from a paramedic. We found evidence that all relevant observations and examinations were undertaken. Regarding the time taken to move Mrs A, we found that it was appropriate for paramedics to request a second ambulance to assist them in moving her and we found that the delay was not excessive in the circumstances. We found no evidence that Mrs A was incorrectly moved. We did not uphold Mr C's complaint.