

SPSO decision report

Case: 201907331, Highland NHS Board
Sector: Health
Subject: Clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C complained about the care and treatment provided by the board to their parent in law (A) at Raigmore Hospital. C complained that the board missed a diagnosis of urosepsis (a condition where sepsis impacts structures of the urinary tract) and to put in place appropriate falls prevention measures. The board said that A was at the end stage of their conditions and that A was treated in accordance with national and international guidance. The board recognised that A suffered several falls and said that they have since made improvements to their falls prevention practices.

In investigating C's concerns, we took independent advice from a consultant geriatrician (a specialist in medicine of the elderly) and a registered nurse. We found that while there was an unreasonable delay in performing a urine test, any treatment would have been unlikely to improve A's health or alter the outcome and that overall, the medical care and treatment was reasonable. We also found that appropriate falls assessments were carried out and A was appropriately recognised as a high falls risk. We did not uphold the complaints, however we have asked that the board reflect on the timing of the urine test.