

SPSO decision report

Case: 202103732, Forth Valley NHS Board
Sector: Health
Subject: Clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C complained about the care and treatment provided to their late partner (A) by the board. A had been diagnosed with anorectal cancer which had spread to their liver and was treated over several admissions to hospital. A died while receiving in-patient care. C complained that the board had failed to provide A with reasonable care and treatment while they were an in-patient. C also complained that the board had failed to communicate adequately with them.

The board did not identify any failings in A's care and treatment. However, they apologised for an aspect of their communication with C regarding A's diagnosis. C remained unhappy and asked us to investigate. C complained that clinician's had failed to take adequate action in the face of A's condition and that there had been a failure to provide adequate nursing care for A's stoma. C also complained about aspects of the board's communication regarding A's condition and death certificate.

We took independent advice from a consultant physician in acute internal medicine and a nurse. We found that the clinical and nursing care provided to A was reasonable. We found that the board's communication with A regarding their condition was also reasonable. Due to conflicting evidence we were unable to make findings about other aspects of the board's communication. Therefore, we did not uphold C's complaints but fed back to the board about keeping clear and accurate records of communication.