

SPSO decision report

Case: 202112026, Lanarkshire NHS Board
Sector: Health
Subject: Communication / staff attitude / dignity / confidentiality
Decision: not upheld, no recommendations

Summary

C complained on behalf of their parent (A) who was in hospital when they passed away. C complained about the hospital's communication with A and their family during their hospital admission.

We took independent advice from a nursing adviser. We found that there was evidence of a good standard of communication in the medical notes.