Understanding the situation means people get the right care. Not recognising that people are dying, and not responding to their needs can have serious consequences. People have suffered in pain because of poor care, with inadequate symptom control being a significant issue.

Failures in the way bad news is broken are just one of the communications issues we see. People can’t choose to die at home if their care isn’t properly planned. Delays can mean patients’ lives are shortened.

The Health Service Ombudsman’s Dying without dignity report shows what can go wrong with care at the end of a person’s life, and the consequences for them and their families. Six themes, 12 people’s stories.