

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

1

Not recognising that people are dying, and not responding to their needs

Understanding the situation means people get the right care



2

Poor symptom control

People have suffered in pain because of poor care



3

Poor communication

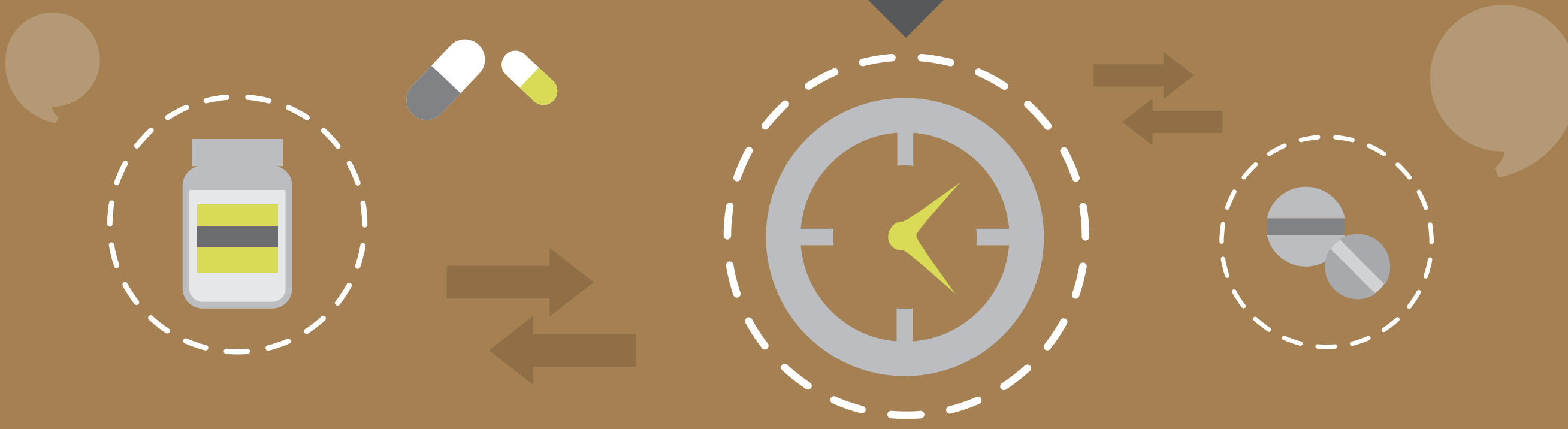
Failures in the way bad news is broken is just one of the communications issues we see



4

Inadequate out-of-hours service

Pain doesn't stick to office hours



5

Poor care planning

People can't choose to die at home if their care isn't properly planned



6

Delays in diagnosis and referrals for treatment

Delays can mean patients' lives are shortened

