

From: SSHQOPJL--HANTSCC
 To: SSHHJH --HANTSCC

Date and time 08/09/98 09:44:46

From: Jane Lawson, Advisory Team(Older People)
 Tel: 01962 Code A Fax 01962 Code A
 PROFS SSHQJL

Subject: Mrs Gladys Richards - abuse investigation
 Thankyou for that Jan. It's good that you had a planning meeting and that Jane h
 as already proceeded.

Regards Jane.

*** Reply to note of 07/09/98 10:18
 To: SSHQOPJL--HANTSCC

From: Jan Hoggarth SSHHJH
 Social Worker/Care Manager
 RH Haslar, Gosport. Tel 01705 Code A

Subject: Mrs Gladys Richards - abuse investigation

Hello Jane,

Thanks for your note. We held a planning meeting very quickly re this case, myself, team manager and the inspectorate(Jane Page). Jane immediately went to the N/H and gathered copies of all relevant records from the home, and made them aware that she was looking into a complaint. GP was on holiday at the time, discussion took place with him whilst I was on holiday. The main difficulty in arranging a case conference has been holidays I'm afraid as either myself or Jane has been away & now team manager is away, I will be talking to Jane this week about next step, but have already had telephone discussion with her once she had all info. from home and she has not found any evidence of abuse or breach of regulations. There is an issue re whether Mrs Richards needs should have been re-assessed as her illness clearly had deteriorated, which the N/H have acknowledged. (SSD were not involved in placement as Mrs Richards was DSS funded). Case conference would have been held by now if it hadn't been for holidays, and hopefully will be arranged very shortly.

I will get back to you if I need further advice,
 Thanks

*****Regards*****
 *****Jan*****

*** Forwarding note from SSHQOPJL--HANTSCC 02/09/98 10:20 ***
 To: SSHHJH --HANTSCC

From: Jane Lawson, Advisory Team(Older People)
 Tel: 01962 Code A Fax 01962 Code A
 PROFS SSHQJL

Subject: Mrs Gladys Richards - abuse investigation

Thanks Jan. As you will have gathered from my absence manager this is my first day back since you sent this.

I am just a bit concerned about delay in case conference as although the client is in hospital there is the issue of the other residents in the home and their wellbeing. Also a planning meeting is very useful at an early stage in residential abuse cases due to the complexities that can occur when we and the inspectorate are involved. Coordination of roles is important. If you need any advice please do contact me. I do not have to be kept informed but it would be helpful to me to know how the new procedure is working in practice if you have time.

Regards Jane.

*** Reply to note of 07/08/98 16:59
 To: SSHQOPJL--HANTSCC

From: Jan Hoggarth SSHHJH
 Social Worker/Care Manager
 RH Haslar, Gosport. Tel 01705 Code A

Subject: Mrs Gladys Richards - abuse investigation

Until last week a resident of Glen Heathers Nursing home, family expressing concerns re 1) her care over past 6 months, 2) management of recent fall resulting in #NOF and admission to hospital.

I have sent you copy of an E10 re this lady, and completed ACM hopefully correctly in accordance with recent guidance.

Case discussed with Team Manager, Dave Thorne.

We are to investigate hopefully co-working with inspectorate, and will convene case conference, no immediate rush as Mrs Richards now in hospital and will not be returning to the nursing home in question, also due to holidays it will not be possible to speak to all parties necessary & convene meetings until beginning of september.

Do you want to be kept informed?

Cheers,

Jan

*****Regards*****

*****Jan*****