

Code A

Nursing Homes Inspectorate,
Portsmouth & S.E. Hants Health Authority,
Finchdean House,
Milton Road,
PORTSMOUTH, PO3 6DP.

Mrs. J. Hoggarth

JH/MHM/R

Code A

1 September 1998

Dear Code A

Re: Mrs. Gladys Richards

I hope you have enjoyed your leave.

Mrs. Richards' daughter, Mrs. Lack, has today brought in her written account of the events of the past eight months at Glen Heathers which she has been concerned about. She apologised for having taken so long, but said she wanted to re-write it all as the original notes she had were too scrappy.

She is still concerned that she has never had anything in writing from Glen Heathers. I reiterated that she would need to make a formal complaint to them and that they probably consider they resolved her queries at the meeting she had there and that the matter is now closed as far as they are concerned.

I have told Mrs. Lack that she will be invited to a Case Conference when this is convened, but that no decision as to further action has been taken yet. I will contact you when you return from leave.

Yours sincerely,

Code A

Social Worker/Care Manager