

Subject: J Hoggarth 5.8.98 t/c to daughter

Mrs Lack. I advised that I am following up from her meeting with DSW yesterday as I will need to speak to the Inspectorate about the information she gave yesterday, and am also collecting information in order to discuss with my manager tomorrow re possible abuse investigation.

Mrs Lack told me that her mother has been resident at Glen Heathers for four years, as a nursing resident, DSS funded, no third party payment. She has had a single en suite room for all that time, although she was moved from first to ground floor approx 4 weeks ago because she was wandering, and risk of falling on stairs. Mrs Lack told me that her mother has dementia, and is also deaf and needs glasses. She has been concerned about her mother's care for approx 6 months and has regularly taken up issues of concern with the nursing home staff. She said that she has been so unhappy about the care given to her mother that she wanted to move her, but felt on balance that because of her mother's dementia it would be more unsettling and disturbing for her to move than for them to try to deal with the problems at Glen Heathers.

Mrs Lack informed me that her mother has been seen by Dr Banks, psych cons. twice in last 6 months. She says that tranquillisers were prescribed by GP at request of home in december because they were having problems managing her, she has seen GP and asked him about this, he said he was acting on information given by the home. Mrs Lack says her main concerns about her mother began after this medication was prescribed, and in her opinion has caused the following problems: (Dr Banks has changed the medication once)

Mrs Richards has fallen several times, because she was "woozy". These falls have included head injury (twice - once around christmas, once 3 weeks ago - came into Haslar A&E) and fractured ribs. 6 falls since christmas.

Mrs Richards hearing aids have been lost by the home, since then Mrs Richard has become silent and withdrawn. She has been continent until the last fall, but found it difficult to make her wish to go to the toilet understood by staff, or to answer their questions. This has made her very agitated.

Mrs Richards' spectacles were lost by the home in April. Mrs Lack says both these losses have made it very difficult for her to communicate and provide simple reassurance to her mother.

Mrs Lack says she has regularly asked for the hearing aids to be replaced, and for explanations of falls, medication etc. The home always told her that the hearing aids were in hand, or had been referred, but then more recently told her that now that the clinic have said that Mrs Richards will not be a priority now that she is over 90.

Mrs Lack says she has always offered constructive criticism to the home rather than formally complain, but has heard and observed things which concern her.

e.g. told by staff that given her mother's dementia, having a hearing aid would not make much difference/not worth it.

finding her mothers feet caked in dried faeces. Staff claimed it must have happened since the morning, but Mrs Lack was sure that the stockings/shoes were clean therefore it must have been older than that and either not seen, or seen and ignored by staff.

Hearing staff members talk to residents inappropriately, telling them "you'll have to wait to go to the toilet, you should have gone before"

Mrs Lack says before christmas they were able to take mother out in the car, and she was very mobile, but since the medication was prescribed has been depressed and much less able. On one occasion recently Mrs Lack says she was called by the home and asked if she could go in to sit with her mother as they couldn't watch over her all the time, she and her sister took it in turns for 10 days to stay with Mrs Richard. She has gone in herself every lunchtime for some time now to feed her mother as she is concerned she would not be fed if she wasn't there.

Mrs Lack told me about the events of last wednesday, she has had an account of what happened from the home, having contacted the inspectorate on thursday to ask about policies/procedures re accidents she was advised to get these from the home direct. Glen Heathers when she requested these was told it was not policy to send them in the post but invited her to an inquiry

meeting yesterday. She was still not shown anything on paper, policy/procedure or complaints procedure, but was told what was on the home's record for the day.

Mrs. Richard fell at 2.50, and was thought to be "fine" and was helped to walk to her chair. Mrs Lack visited at 3.50, and found her mother in some distress, was told she was O.K, but not told about the fall. Her mother screamed in pain so she helped a member of staff to move and walk her. After leaving and returning home, she found a message on her answerphone at home telling her about the fall, and asking if she could go in and sit with mother who was very noisy. When she went in to the home, the nurse in charge John Perkins wasn't aware of the fall, and wasn't told until handover at 6pm Mrs Lack was assured that an RGN had checked her mother and she was O.K, later that evening at home she had 3 more calls, one to ask her to go in and sit, then another later saying Mrs Richards was shouting out and they may call GP out, then just a few minutes later from RGN just on shift to say that they were calling an ambulance, as she had gone in to see Mrs Richards and it was obvious she had fractured. The doctor in Haslar said the bone had been pushed 3" up into the muscle as it had been walked on.

Mrs Lack says the home have admitted that they did not follow procedures as the nurse in charge was not made aware of the fall.

Yesterday Mrs Lack gave notice to the home, and asked for an up to date account, she is unsure what period of notice they are asking for, she was not told yesterday. I said normal period of notice is one month. She does not think they are going to ask for this, and also said she was told yesterday that the placement may not have been appropriate in view of Mrs Richards dementia. Mrs Lack does not understand why they did not raise this before.

She confirmed that benefits/finances are managed by the family.

The above is all information given to me by Mrs Lack and recorded as far as possible as it was given to me over the telephone without any judgement as to its truth or accuracy.

Mrs Lack was informed that it would be passed on to the inspectorate which she was in agreement with. I encouraged her to contact the inspectorate herself.