

Client : Gladys Richards  
SSD Ref: 493524  
Recorded by: Janice Hoggarth  
Contact From/To: J Hoggarth  
Subject: Closure Summary

Contact Date: 29/01/1999  
Contact Time:  
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Type: HOSP

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Minutes of case conference sent out to all parties, from Colin Hardy's office with apologies for delay (due to staff pressures/sickness) following complaint from Mrs McKenzie.

Mrs Richards died at GWMH, case conference was called following allegation by daughters of lack of care by nursing home staff. Mrs Richards was DSS funded resident of Glen Heathers Nursing home, allegations were made following a fall resulting in admission to Haslar with fractured neck of femur. Mrs Richards was subsequently transferred to elderly medicine bed and died shortly afterwards.

Full investigation was carried out under abuse procedures, with Nursing homes inspectorate. No evidence of abuse found, however at case conference several recommendations made to home regarding improvement of standards of practice which they undertook to implement. Daughters remain unhappy re medication prescribed by GP, investigation found all meds. administered in accordance with medical instruction, therefore daughters were advised to take this up directly with health if they are still unhappy. Copy of minutes on file.