

Client : Gladys Richards

Contact Date: 25/11/1998

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Contact From/To:

Type:

Subject: J Hoggarth 23.11.98 Case conference held

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Re-arranged from 5.11.98 as Mrs Lack was unavailable.

Attended by Mrs Lack, Mrs McKenzie, Dave Thorne, John Perkins, Andrew Chamberlain, Jane Page, myself. Minutes taken by Margaret Masters.

Dave Thorne said he could find no evidence of abuse, however there were practice issues which he asked the nursing home to look at, the reps. from Glen Heathers were able to state that some of these issues, having come to light because of this incident, had already been addressed through programme of staff training. Whilst there was no evidence that Glen Heathers had not followed policy/procedures re accidents, and had such policy in place, it was accepted that these might benefit from review to achieve clarity/ensure residents receive appropriate care following accidents.

Dave Thorne confirmed that issues to do with medical judgement/assessment re Mrs Richards' medication were not the remit of this case conference and should family wish to take this further they would need to do so directly with relevant health professionals. Jane Page advised that if family unhappy with the professional judgement/assessment of the nurse who initially assessed Mrs Richards following her fall, they could take this up with the UKCCN.

Minutes of meeting to be circulated to attendees, NFA anticipated.