

Client : Gladys Richards

Contact Date: 13/10/1998

SSD Ref: 493524

Contact Time: 11:38

Recorded by: SSSHJH

Recorded on: 13/10/1998

Contact From/To:

Type:

Subject: J Hoggarth 10.9.98 Meeting with Jane Pag

Subject: J Hoggarth 10.9.98 Meeting with Jane Page

Delay in recording meeting - contact recorded 13.10.98. Error by JH, notes from meeting kept on file but had not been transferred to ACM2

Met with Jane Page from inspectorate, she brought all records she had obtained from Glen Heathers. There was nothing in these to cause concern for inspectorate, all up to date in accordance with regulations, no gaps, all incidents recorded. There is a recording on 9.6.98 that family requested they be allowed to provide all care.

The home's records do not fully tally with Mrs Lack's notes, she says that family provided 24 hour care during April, there is no record of this in N/H records, they indicate that this period may have been in June, for which period there are no notes by Mrs Lack. Mrs Lack told me she had re-written her notes as the originals were not very tidy or readable. ? whether there was an error in transcription.

There is nothing in homes record re collapse on 22nd April.

Jane gave me copies of recent inspection report, (May 1998) and I have now recieved copy of summary of her investigation/conclusions dated 26.8.98, which was sent to team manager, Dave Thorne.

Telephoned Dr Banks during this meeting, she confirmed that she had reviewed Mrs Richards on 2.3.98 and found her more settled, more coherent, with less grunting. She therefore did not change medication, recommended continuation of lavender oil hand massage, and did not arrange follow up but asked the nursing home to contact if any significant changes/problems.

Continuing discussion with Jane, her report confirms that the N/H accident book recorded 17 falls between 29.1.98 & 11.8.98. Actions taken re all these recorded and appropriate.

Jane told me that she had been informed by N/H in confidence that Mrs Richards did display some difficult behaviour, e.g. she would hide items such as her hearing aid, in unusual places, had on one occasion put the hearing aid in her vagina. This information not given to family as it was thought it would be distressing.

Jane could find no evidence of Mrs Richards not being given appropriate care and medication.

Agreed JH to d/w team manager on his return from leave and arrange case conference as soon as practical, Mrs Lack has given me her holiday dates.