

Client : Gladys Richards

Contact Date: 07/09/1998

SSD Ref: 493524

Contact Time: 15:33

Recorded by: SSHHJH

Recorded on: 07/09/1998

Contact From/To:

Type:

Subject: J Hoggarth 1.9.98 office visit by Mrs La

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Following a phone call earlier in the morning, Mrs Lack came in to give me her written account of the events at Glen Heathers that she has been concerned about over the past 7 months. A photocopy was made and given to Mrs Lack. I advised her that I would be sending the original to Jane Page at the inspectorate, and that once this is looked at together with the documentary evidence from Glen Heathers collected by Jane Page, a date would be set for a case conference to which Mrs Lack and her sister would be invited.

Mrs Lack told me she had re-written her account, which is why it is late. Mrs Lack was concerned that she has to date not received anything in writing from Glen Heathers. I advised that they would not be likely to write to Mrs Lack if she has not made an official complaint, and that they may consider the matter closed following the meeting between Mrs Lack, her sister and the home after her mother's fall, I also advised that the home have been advised by Jane Page that she was following up following a complaint and would be awaiting further contact re this.

Copy of Mrs Lack's notes kept on file.