

Client : Gladys Richards

Contact Date: 14/08/1998

SSD Ref: 493524

Contact Time: 16:53

Recorded by: SSHHJH

Recorded on: 14/08/1998

Contact From/To:

Type:

Subject: J Hoggarth 12.8.98 t/c from Mrs McKenzie

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Mrs Richards' other daughter, to update on what plans there are for her mother. I advised that discharge planning is some way ahead at present, unclear whether Mrs Richards will improve sufficiently to leave hospital, I will review this when appropriate.

I advised that investigation into the allegations made by Mrs Lack is going on at present, that the Inspectorate are involved, and that they would like a copy of the written information Mrs Lack has. I advised that a decision about further action to be taken will be made once all information has been gathered and a case conference can be convened.

Mrs McKenzie told me that she was concerned about the care given by Glen Heathers to her mother, but wasn't aware of everything that had gone on. She says living in Eastbourne she wasn't as involved as her sister, but she had queried why her mother was not treated with antibiotics for a lung infection earlier in the year, and also wanted to know why a mixture of t. adone and haloperidol was prescribed. Concerning the day of the last fall she could not understand why her mother was still in the dining room at 2.50, she was equally concerned that she may have been left there all that time after lunch, or how she could have got there by herself. She said the home didn't appear to have a record of who had put Mrs Richards to bed on the day of the fall. She is also concerned that to her knowledge three of the staff employed at Glen Heathers had previously been sacked from other homes.

I advised that I had told her sister she could make a complaint but so far she has not done so, therefore at present we are acting under our duty of care and also following abuse procedures.

I advised Mrs McKenzie that she was also free to make a complaint and urged her to contact the Inspectorate herself. I gave her the telephone number for Jane Page.

I advised that I would inform family of any decisions made and invite them to case conference if one is convened.