

Client : Gladys Richards

Contact Date: 11/08/1998

SSD Ref: 493524

Contact Time: 15:49

Recorded by: SSHHJH

Recorded on: 11/08/1998

Contact From/To:

Type:

Subject: J Hoggarth 11.8.98 Meeting - Jane Page,

Subject: J Hoggarth 11.8.98 Meeting - Jane Page, Dave Thorne

Gave Jane copies of Dr Banks' assessment and E 10 form. She already has copy of my contact with Mrs Lack.

Agreed that SSD will not contact N/Home until Jane has been able to go out there and collect information. She will inform home that she is investigating a complaint. She will arrange to go there with another inspector today and collect copies of accident book, and care plan/notes ref Mrs Richards from last december.

JH to request any information held by Mrs Lack, who said she had dates/details of all incidents.

JH to check whether Dr Banks visited as indicated in her assessment letter.

Following gathering of information, Jane to liaise with me this week and with Dave next week, decision to be made whether matters can be dealt with by the Inspectorate under their normal procedures if there are matters of concern, or whether abuse procedures need to continue and case conference arranged, involving the nursing home and all involved professionals.