

STATEMENT BY PAULENE GALLIVER, CONSULTANT TO GLEN CARE, OF
INFORMAL MEETING WITH LESLEY LACK daughter of Mrs. Gladys Richards, Mrs.
LACK'S DAUGHTER KAREN AND MRS LACK'S SISTER MARGARET.

The objective of the meeting - to discuss their concerns regarding Mrs. Gladys Richards

TIME 11AM - NOON

DATE TUESDAY 4TH AUGUST 1998 AT GLEN HEATHERS

On Friday 31st July 1998 Maureen Gill informed me that Mrs. Lack had contacted her regarding the injury Mrs. Gladys Richards sustained as a result on a fall on 29th July 1998. Mrs. Gill was concerned that the family was upset regarding the circumstances surrounding the post fall period within the home and that there could be a potential complaint situation. The manager, John Perkins was on leave.

I informed Mrs. Gill I would contact Andrew Chamberlain and that we would try and deal with any problem. Mr. Chamberlain and myself tried to contact Mr. Perkins at his home but he was not available.

I telephoned Mrs. Lack that evening to invite her to an informal meeting on 4th August. During the conversation she admitted she was angry with Glen Heather's staff whom she felt had breached the home's accident policy. She stated she was not making a complaint and agreed to see me.

At the meeting the family stated they were unhappy with the care Mrs. Richards had received and would not be readmitting her to the home. We discussed the statements made by the staff on duty at the time of the fall. They conceded that her needs had changed and that her mental condition had deteriorated. I suggested that perhaps Glen Rose might be a more appropriate placement and we discussed the implications of such a move. I offered to arrange a meeting for them with Ian Leitch, Glen Rose's manager, if they felt this pertinent. The family said they would think about this option and contact me at a later date.

At the end of the meeting I asked the family if they would like me to arrange a meeting with Mr. Perkins or Andrew Chamberlain. They declined this offer.

I thanked the family for the way in which they had responded to the meeting which I felt, to be constructive, rational and amicable and assisted in highlighting some issues of quality assurance which Glen Heather's needed to review and which were actioned upon almost immediately by Mrs. Gill.

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