

## CASE CONFERENCE

### Regarding

Mrs. Gladys Richards, Code A

1. 1.4.98

Mrs. Richards was referred to the Social Services Department, Royal Hospital Haslar, by Lt. Shepherd, E6 Ward, Royal Hospital Haslar. Lt. Shepherd informed that Mrs. Richards was admitted from Glen Heathers Nursing Home on the 30th July, 1998, with a fractured right neck of femur. The referral was made as Mrs. Richards' daughters were requesting advice regarding an alternative placement, as they were not happy with the care their mother was receiving at Glen Heathers, in particular with administration of medication which they said was making Mrs. Richards unresponsive.

2. 4.8.98

Mrs. Richards was seen with her daughters by Duty Social Worker, Mrs. G. Dacombe, (Appendix i). They said Mrs. Richards has had several falls in recent months, and they felt that administration of tranquillisers was a contributory factor. They were also concerned that correct procedures may not have been carried out following Mrs. Richards' fall. She was walked on the fractured hip. Mrs. Lack had contacted the Inspectorate and asked for information about accident policies and been advised to request these from Glen Heathers, but stated that they were not provided. The Duty Social Worker advised Mrs. Lack to contact the Inspectorate with information regarding the fall.

3. 5.8.98

The Duty Social Worker brought this information to Mrs. J. Hoggarth, Duty Co-ordinator, who made contact with Mrs. Lack, whose name had been given as main contact, and took account of her concerns, (Appendix ii), and also contacted Mr. D. Thorne, Team Manager. Mrs. Lack informed that she had a written diary of events over the past six months. This was requested.

4. Meeting held on the 6th August, 1998, between Mrs. J. Hoggarth and Mr. D. Thorne when Hampshire County Council's abuse procedures were instigated. Mrs. Hoggarth to gather further information from G.P., Dr. Banks, and the Nursing Home via the Inspectorate.

5. 11.8.98

Meeting held between Mrs. J. Hoggarth, Mr. D. Thorne and Ms. J. Page from the Nursing Homes Inspectorate. All relevant information shared, including Dr. Banks' assessment. G.P. on holiday at this time.

Agreed Jane Page to gather information from Glen Heathers and contact G.P. on his return in order to (1) investigate complaint, (2) ascertain if any evidence of abuse.

6. 11.8.98

Unannounced visit by Jane Page to Glen Heathers. All relevant documents copied and taken. Meeting with John Perkins (Manager) and Andrew Chamberlain (General Manager).

7. 1.9.98

Written account provided by Mrs. Lack. She had re-written this which had taken some time. Copy sent to Jane Page.

8. 10.9.98

Meeting with Jane Page to review information/evidence obtained. Jane provided a Summary of her findings, (Appendix iii).

At this meeting Jane advised that, on the information she had taken from Glen Heathers, there was no indication that there had been any breach of regulations. All records were in order and procedures followed, including on the day of Mrs. Richards' fall. Mrs. Lack's written account was compared with the Home's records. There was a discrepancy in the dates when family provided 24 hour care for Mrs. Richards, which could not be explained. Mrs. Lack's notes indicate that this occurred in April, whereas the Nursing Home records indicate this may have been in June.

Dr. Banks saw Mrs. Richards on the 4th February, 1998, and reviewed her on the 2nd March, 1998, and found her more settled - did not change medication.

The information obtained showed that Mrs. Richards had had seventeen falls since the 29th January, 1998. All were recorded, all medication records in order and showed that medication was administered as prescribed, with half doses being given on occasions when Mrs. Richards was drowsy.

Jane Page provided a summary of her investigations. She was unable to find any evidence that Mrs. Richards did not receive appropriate care and medication.

23rd November, 1998