

8-98

Glen Heather

2:30pm

Unannounced visit. John Perkins and Andrew Chamberlain available.

Reason for visit discussed. Management requested that no contact is made with the relatives. Discussion held to explain abuse procedures and the course of the investigations.

All records relating to Mrs Gladys Richards requested and made available.

New recording system instigated in the home in April 1991 and copies of these records requested and made available. Care plans and daily statements prior to this date were seen.

Copies of all medication record sheets available. Stander system currently in use.

Copies of written statements:- John Perkins.

K. Hazzard. CIA.

J Cornelius CIA.

M. Reddington R.A.N.

In-house 10 week training course for care staff takes place.

G.P. - Dr. Bassett.

Margaret Gill informed me that staff have been spoken to by Mrs Hack individually since the accident and staff had been made aware that Mrs Hack has been keeping a record of events for the last three months.

Recently Margaret Gill has been talking to staff on an individual basis in respect of handling of relatives, the public relations of the home and how to conduct themselves. Evidence that most staff have at the time of my visit have been spoken to.

Hearing Aid. Margaret Gill stated that Mrs Richards would hide her hearing aid in various places, sometimes on her person or elsewhere in the home.

Accident records seen:-

29.1.98	19.00	Slipped out of chair	no obvious injury.
4.4.98	08.00.	Found on floor by bed.	" " "
12.4.98.	01.30	upstairs corridor	found on floor. A+E. no #
2.5.98	14.30.	Found floor sun lounge	no obvious injury
16.5.98	04.00.	Found on floor. (bed+ bathroom)	no injury
22.5.98	06.00.	Heard falling to floor by bed.	small red area forehead. ? was sensor pad
30.5.98	22.00.	sitting on floor.	no injury.
1.6.98.	00.15.	Found by bed.	no injury.
20.6.98	05.30	Found on floor.	no injury
25.6.98.	23.15	fell using commode.	no injury.
30.6.98.	20.00.	while walking fell in lounge.	no injury.
4.7.98	23.15	On floor. glass cabinet broken.	no injury.

6.7.98	19.00	Fell in front chair lounge	no injury
9.7.98	20.00	" " " " "	" "
11.7.98	05.00	Found on floor in another patients room.	no injury
17.7.98	08.00	Found on floor.	Ambulance lump on forehead, cut top of nose, nose bleeding. Family informed
29.7.98	14.50	Fell over.	-> ambulance - Heales, approx 21.00.

John Perkins oversees all entries on regular basis

~~Margaret Gill~~

Mrs Lark and daughter helped to move Mrs Richards furniture from 1st floor to ground floor room falling falls approx 26.6.98 referred to in message book.

Margaret Gill agrees that Mrs Lark although whilst not 'complaining' would voice opinions to her and that Margaret has always tried to satisfy Mrs Lark and meet her requests.

A meeting held between Pauline Gulliver, ~~and~~ Mrs Lark + daughter at Glen Heathers. Letter has been sent to Mrs Lark from Pauline Gulliver.