

**Glen Heathers Nursing & Residential Care Home****Investigations re: Mrs Gladys Richards, Code A**

Enclosures:-

Inspection report dated 19 May 1998

Inspection report dated 21 January 1999

Notes of visit on 11 August 1998

Regulation 14 Notice received on 4 August 1998.

Copy of letter from Dr Bassett to Dr Banks dated 6 February 1998.

Copy of Abuse Report Form Social Services

Case Conference notes dated 23 November 1998.

Summary of investigation dated 26 August 1998

Copy of Mrs Lack's written account dated 1 September 1998.

Notes of telephone discussion with Dr Bassett on 19 August 1998.

Various assessments and profiles.

GP Visit record.

Medication records: November 1997  
April, May, June 1998  
January 1998  
June, July 1998.

Daily statements commencing January 1998.

Social Services contact notes 4.8.98 and 5.8.98

Written statements from Pauline Galliver  
John Perkins  
K Hazzard  
J Cornelious  
M Redington

Original copies of Mrs Richards' care notes were obtained during an unannounced visit to the home on 11 August 1998.

Jane Page  
Principal Nursing Home Inspector