



HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

SDN : ROTI : Contemporaneous Notes

Person interviewed : **Jean Kathleen MOSS**
 DOB Code A

Place of interview : **Parkgate Police Station**

Date of interview : **05 July 2000**

Police exhibit no. : LMC/JKM/28 Number of pages : Signature of interviewing officer producing exhibit :

Time commenced : **11.00** Time concluded : **11.45**

Duration of interview : **45 minutes** Tape reference numbers ♦ :

Interviewing Officers : **DC 1484 COLVIN**
DC 92 MCNALLY

Other persons present : **David ROACH, Solicitor**

Tape Counter Times♦	Person Speaking	Text
	DC COLVIN	<p>Right, basically what I'm going to do now is go over the explanation of why you're here and what we're aiming to achieve by this interview. Okay?</p> <p>The Hampshire Police have undertaken an investigation into the circumstances of the death of Mrs Gladys RICHARDS on the 21st August 1998 at Gosport War Memorial Hospital.</p> <p>The investigation centres around an allegation that Mrs RICHARDS was unlawfully killed as a result of a course of treatment that was embarked upon between the 17th and 21st August, whilst admitted to this hospital. We are seeking to</p>

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Continuation Sheet No : 1

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape

Counter Person Speaking

Text

Times ♦

interview those members of the nursing staff who had a duty of care to Mrs RICHARDS during that time and who in some cases may have provided her with direct nursing care or treatment, in order that an account can be obtained to the particular circumstances and issues that existed between those dates.

I emphasise that this is a search for the truth and your account and answers will be carefully assessed in the light of information arising from other interviews with staff and general correspondence.

As a result of this interview and several others, further guidance will be sought from professional bodies and ultimately the Crown Prosecution Service on how we should proceed.

Your Solicitor has been provided with relevant material prior to this interview commencing. I must emphasise that you are not under arrest and you are free to leave at any time. Your right to free legal advice in private extends throughout the period you are at the Police Station, okay?

The next part now is the Caution: You do not have to say anything, but it may harm your defence if you do not mention

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RECORD OF INTERVIEW

Continuation Sheet No : 2

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times	Person Speaking	Text
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when questioned, something which you later rely on in court. Anything you do say may be given in evidence. Okay? Do you understand the Caution?

MOSS

Yeah.

DC COLVIN

Yeah, you sure, 'cos I can explain it.

MOSS

Yeah.

DC COLVIN

.. I think.

MOSS

I'm not happy with it.

DC MCNALLY

Can I just point out something that this. . Lee said we're here to gather the truth. We changed that word. This is a reprint of something that we lost that we have been reading out from, we changed that word from 'truth' to 'fact,' because we're not dealing with the people we normally deal with here, we're dealing with professional people like yourselves and that is all we're here to do today, to find out what you know, what you know is factual that happened regarding Gladys RICHARDS and what your experience can tell us and what your memories are of her. So that, we did change that word truth because we thought it was a bit derogatory I think, but it should have read 'fact.'

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RECORD OF INTERVIEW

Continuation Sheet No : 3

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
3.10	DC COLVIN	<p>To sum this up, we're just after an account from people if they're able to give it. Everything we collate, which will be all the interviews, all the medical notes, everything like that - our role really is to collate that and to pass it on to people who can make a decision as to whether there is a problem here or there isn't. And that will be discussed by Crown Prosecution Service and medical people who are experts, who've got knowledge of the drugs used and the treatment. No decision is going to be taken by a police officer on his own, saying, well you know, I don't quite understand it, but that looks a bit dodgy or whatever, you know. It's going to be a carefully considered process, so . . . which basically is able to try and reassure you that it's not a . . . it's not a witchhunt or anything, you know, we're just after some accounts today which will be passed on and considered by somebody else.</p>
	MOSS	Huh huh.
	DC COLVIN	All right?
	MR ROACH	If you're unsure about anything, you and I can speak in private as the Detective Constable said . . .
	DC COLVIN	Yeah.

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 4

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	MOSS	Okay.
	MR ROACH	And they stop the tape and re-start it.
	DC COLVIN	We will stop the tape, we will leave the room and you can take your time and chat to Mr ROACH about any concerns, okay? I mean do you want to do that now if you're unhappy about that?
	MR ROACH	Do you want to, do you want. . I mean in view of what's been said, do you want speak to me again, or are you happy to carry on or. . .
	MOSS	I'll just carry on I think.
	MR ROACH	Right.
	DC COLVIN	Okay.
	DC MCNALLY	At the end of the day, all we're going to ask you is what you know. . .
	MOSS	Yeah.
	DC MCNALLY	. . . about Mrs RICHARDS and basically what certain policies and procedures are in force at Gosport War Memorial at that time, we know, we appreciate that things have changed and just what you can remember.
	MOSS	Yeah.

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 5

Record of interview of: **Jean Kathleen MOSS****DOB** Code A

Tape Counter Times ♦	Person Speaking	Text
	DC MCNALLY	It's not a finger pointing exercise, an accusation exercise. It's an exercise to gather what you know about Gladys RICHARDS and the policies of the hospital.
4.59	DC COLVIN	Right, what I'd like to do to start off with, is to just get a bit of background and mainly your role within the hospital day care at that time. What that entailed at the hospital. If you could just go over what you did or what you do there, at Daedulus Ward.
	MOSS	Well. . . what do we do? We um . . . do you want it as with Gladys RICHARDS or . . .
	DC COLVIN	A general thing.
	MOSS	General what we do?
	DC COLVIN	Yeah, your day to day sort of role.
	MOSS	Normally we get in at half past seven. We have a report, um if there's any dressings or anything that we don't deal with, then the nursing staff do it. We get the patients up, we wash them, dress them or bath them if they're due a bath um and just make sure they're comfortable.
	DC COLVIN	Okay. So as I understand it, obviously we've spoken to other people, your role was nursing auxilliary, I mean it's now sort of

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RECORD OF INTERVIEW

Continuation Sheet No : 7

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	MOSS	Yes.
	DC COLVIN	Drinking?
	MOSS	Yes, if they were incapable, yeah..
	DC COLVIN	Hygiene?
	MOSS	Yes.
	DC COLVIN	Washing and changing bed clothes and clothing and walking to toilets and assisting and that?
	MOSS	Yes.
	DC COLVIN	In that way? Is that the sort of thing you would cover?
	MOSS	That is what we do, yeah.
	DC COLVIN	What experience have you had in terms of nursing? How long have you been nursing?
	MOSS	I was nine years at Blackbrook and that's a Maternity Home.
	DC COLVIN	Yeah.
	MOSS	And I've been nine years here, which is the elderly.
	DC COLVIN	Right, okay, so I mean, so there's 18 years in all . . .
	MOSS	18 years.
	DC COLVIN	. . . but nine of which have been dealing . . . all at Daedulus Ward?
	MOSS	Er no, I was on relief to start with, which in the old hospital, I

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 8

Record of interview of: **Jean Kathleen MOSS****DOB** Code A

Tape Counter Times ♦	Person Speaking	Text
		went from, well whoever needed us, we went and assisted and then I was asked if I wanted to go onto the, what was the male ward then. . .
	DC COLVIN	Oh right.
	MOSS	. . . um and I said yes and of course when we transferred over it was then called Daedulus Ward.
	DC COLVIN	right, was that an elderly male ward or was it just a male . .
	MOSS	It was elderly male as far as I can remember.
	DC COLVIN	Okay. Okay that's great. Now the actual ward as it was set up in August '98, I mean what sort of patients would you be getting in at that time? Type of patients?
	MOSS	What then or now?
	DC COLVIN	I mean is it different, has it changed, or . . .
	MOSS	Well we still get the stroke for rehab, continuing care. We used to have long stay, but we don't any more.
	DC COLVIN	Right. What's a long stay?
	MOSS	Long stay where they um they stayed for quite some time. They weren't sort of put into a nursing home or rest home. We actually cared for them.

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 9

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	DC COLVIN	Right, was that because they were unable to move on to . . . ?
	MOSS	I don't really know, I admit, I don't know.
	DC COLVIN	do you know how many beds there is at Daedulus?
	MOSS	Twenty four.
	DC COLVIN	Twenty four? Okay. All right, that's great. Just gives us a background as to you know what your role is within the, within the hospital. I mean what I'd like to do now is go over, I mean obviously this relates to Mrs RICHARDS, Gladys RICHARDS, what your recollections are of your dealings either with Mrs RICHARDS or with er any family members that came in.
	MOSS	Huh huh.
	DC COLVIN	if you could just run through those, please.
	MOSS	Right, I can't remember the first time she was in, but the second time she came in the ambulance men brought her on a trolley down the ward. She was actually crying out, moaning. I think it was room, it was room 4, they took her into the room on the trolley, we moved the bed away from the wall, the crewmen apologised for no canvas, because Haslar didn't have any, or they couldn't get hold of one and I beleive we took the head of the bed

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 10

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
		away. .
	DC COLVIN	Right.
	MOSS	. . The um. . .
	DC COLVIN	. . headboard . . .
	MOSS	. . headboard thing and the ambulance crew lifted her, with the sheet, they got hold of the sheet and they lifted her onto the bed. We then rolled her gently one side, got the sheet out and gently rolled her back the other side, got the sheet out and her leg was crooked. She was crying in pain and I think Linda BOLDECINO went and got the Staff Nurse and it was straightened and a pillow was put; I can't remember if it was under her leg or inbetween her legs, but Margaret came in and sorted it out, Margaret COUCHMAN.
	DC COLVIN	Margaret COUCHMAN? Okay.
	MOSS	Yeah.
	DC COLVIN	All right. Can we just go over this sheet that's used, 'cos don't quite understand what that is? Is it just a bed sheet . . .
	MOSS	Bed sheet.
	DC COLVIN	. . with two poles?

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 11

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
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	MOSS	No, there were no poles.
	DC COLVIN	There's no poles? Okay, so what where the two ambulancement, how were they actually holding her?
	MOSS	They held each side of the sheet . .
	DC COLVIN	Right.
	MOSS	. . no poles, with their hands . .
	DC COLVIN	yeah.
	MOSS	. . . and then gently lifted her off.
	DC COLVIN	Okay. Now they mentioned this canvas, now what's the advantages of using a canvas as opposed to the sheet, particularly for someone like Mrs RICHARDS?
	MOSS	Well a canvas you can put two poles in and it, I think it stays, it's more rigid.
	DC COLVIN	Right.
	MOSS	And it's easier to . . .
	DC COLVIN	I mean would it be a case of offering more support for Mrs RICHARDS, being a more rigid sort of structure than a bed sheet?
	MOSS	I believe it may have been. I really don't know.

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RECORD OF INTERVIEW

Continuation Sheet No : 12

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	DC COLVIN	Okay. Is that because you're not really qualified to say what the advantages are, is that . . . ?
	MOSS	I think it is, yeah.
	DC COLVIN	Mmm. Okay. But you certainly recall the ambulance men commenting that they didn't have a . . .
	MOSS	Yes they did.
	DC MCNALLY	So I take it from what you're saying, I mean it's the . . . normally when the patient is admitted to the ward, they normally come in on a stretcher or so . . . a proper stretcher of some description?
	MOSS	Yeah.
	DC MCNALLY	Yeah? And this is . . . you remembered this because it's unusual for them to be transferred in a bed sheet?
	MOSS	Yeah.
	DC MCNALLY	Okay.
	DC COLVIN	Okay. In relation to Mrs RICHARDS when she was moaning and crying out, what was your perception of . . . I mean was she in pain or was she . . .
	MOSS	I took it that she was in pain.
	DC COLVIN	Okay. So Margaret COUCHMAN was alerted by Linda . . .

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 13

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	MOSS	Yes.
	DC COLVIN	BOLDECINO . . and you say she put a pillow . . .
	MOSS	I can't remember where the pillow was put, whether it was between or under . . .
	DC COLVIN	right.
	MOSS	I admit I don't. . can't remember that bit.
	DC COLVIN	Okay. All right. Do you recall any examination being carried out on Mrs RICHARDS at that time?
	MOSS	No, 'cos once the Staff Nurse take over, we come out and they examine the patients.
	DC COLVIN	Oh right, so you left . . .
	MOSS	I believe we'd left.
	DC COLVIN	Right, okay. In your role are you actually able to move patients in bed, I mean a hypothetical question; patient in pain, you come along and discover that their incorrectly positioned. Are you able to, with another Auxilliary Nurse or whatever, to adjust that patient's position, or is that something you would contact the Staff Nurse about.
	MOSS	We would ask the advice of the Staff Nurse first.

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 14

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	DC COLVIN	Okay. So would it be that you wouldn't actually move it without any sort of consultation with a qualified . . . ?
	MOSS	No.
	DC COLVIN	Right, okay. All right, so we've covered that bit then so Mrs RICHARDS is placed on the bed on a sheet. She's rolled off, which you assisted with. . .
	MOSS	Yeah.
	DC COLVIN	. . . and ambulance staff have said basically, we didn't have a canvas, okay?
	MOSS	Huh huh.
	DC COLVIN	Okay, I mean is there any other dealings you had with Mrs RICHARDS in those days following . . .
	MOSS	I honestly can't remember.
	DC COLVIN	Okay. Did you have any conversation with the daughters? Do you recall any dealings with the daughters?
	MOSS	We may have sort of spoke to them, said hello, if the came in, goodbye when they went, but I personally don't think I had a lot of conversation with them..
	DC COLVIN	Right, okay. Bearing in mind what you've just said, in relation to

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Continuation Sheet No : 15

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape

Counter

Person Speaking

Text

Times ♦

Mrs RICHARDS and you don't recall any specific sort of input with her, do you remember what her condition was like in the days following . . . her coming back to the ward on the 17th August?

MOSS She wasn't a well lady. There was no conversation with her. To my mind she was just a poorly lady.

DC COLVIN Mmm. Okay. Did you ever get involved. . . I'm aware sort of beginning and ends of shifts, there's handovers and discussions on patients. Were you ever party to any discussions about Mrs RICHARDS?

MOSS Not that I can remember. I honestly can't remember.

DC COLVIN No, okay. I mean I was obviously interested in things like comments on her condition or the treatment she was given, you know, any particular problems with the daughters or any comments about the daughters.

MOSS Yeah, if we find there is something wrong, if and we're not happy with, we will inform the Staff, whoever is on duty and then it's passed over to them.

DC COLVIN Yeah, okay. What I think I'll do now just to help you, 'cos there's en. . . I've got the Health Record here for Mrs

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 16

Record of interview of: **Jean Kathleen MOSS****DOB** Code A

Tape Counter Times	Person Speaking	Text
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RICHARDS and there's obviously entries that obviously been signed by a spider walking through an inkpot basically . . . I just wonder if you could have a look through, just see if there's any entries that are relevant to you that you may say, oh yes, I do recall that and this happened or . . . I mean there may not. I'm not saying there is, but I would ask you to just have a look through for me. We'll start from there, the general information and at the back is the Care Plans, you've got the Contact Record there and the various assessments. Have you had a chance to look through this at all, this Health Record?

MOSS

I think I have.

DC COLVIN

Okay, but take your time, there's no rush with it, just have a look through and if you could point out any . . . anything that's relevant to you.

MOSS

All this is filled in every morning by the Staff Nurses.

DC COLVIN

Right and that for purpose of the tape, that's the summary of Significant Events and General Information.

MOSS

I don't actually deal with these.

DC COLVIN

So on admission a Staff Nurse will . . . would complete those?

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 17

Record of interview of: **Jean Kathleen MOSS**

DOB: Code A

Tape Counter Times ♦	Person Speaking	Text
	MOSS	Yeah.
	DC COLVIN	Okay. Would these be something you would refer to, would you in your role have cause to . . . ?
	MOSS	No.
	DC COLVIN	Okay.
	MOSS	All this again is dealt with by St. . .
	DC COLVIN	That's the Bartel Index and the . . .
	MOSS	Water Low Pressure Sore Prevention Treatment Policy.
	DC COLVIN	Yeah.
	MOSS	We don't have anything to do with them.
	DC COLVIN	No? You wouldn't refer . . . ?
	MOSS	No.
	DC COLVIN	. . have any cause to refer to those?
	MOSS	Nor the Medication Information. We don't deal with those.
	DC COLVIN	No. Now onto the Contact Record. Now there's a . . draw your attention here to um an entry on the 17 th , which I think was completed by er Christine JOYCE,
	MOSS	Chris JOYCE, yeah. .
	DC COLVIN	Chris JOYCE at 11.48, which covers the return from Haslar. .

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 18

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	MOSS	Mmm.
	DC COLVIN	Um and there's an extra entry from Mrs COUCHMAN, I believe.
	MOSS	Yeah, no canvas under patient.
	DC COLVIN	(inaudible) That basically sums up what you said already, yeah?
	MOSS	Yeah, yeah.
	DC COLVIN	So these Contact Records - if it was something that you discovered, would it be a case of you would con. . you would speak to the Staff Nurse, the Staff Nurse would then assess it and then if it was a significant change, would register it on the Contact Record?
	MOSS	Mmm mm.
	DC COLVIN	Would that be right?
	MOSS	Yes it would. . . yes.
	DC COLVIN	You wouldn't necessarily . . .
	MOSS	We don't write in these. Anything we find we pass on and they write it in.
	DC COLVIN	Yeah. Now moving onto the Care Plan, is there any entries there relevant to yourself?
	MOSS	No I haven't written any of these.

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 19

Record of interview of: **Jean Kathleen MOSS**

DOB: Code A

Tape Counter Times ♦	Person Speaking	Text
	DC COLVIN	As a Auxilliary Nurse, would you complete these Care Plans? Would you actually complete the entries?
	MOSS	Yeah, if I'd dealt with the patient, whatever patient, then you write in . . .
	DC COLVIN	Yeah. . .
	MOSS	. . . whether they've eaten, not eaten. . .
	DC COLVIN	Right, okay.
	MOSS	. . . and you sign it.
	DC COLVIN	Okay. When are these actually completed . . . um when are these actually generated, these forms? We've got Nutrition here, Constipation and Personal Hygiene. Are you aware when the . . . are these forms generated for every patient?
	MOSS	Normally, yeah.
	DC COLVIN	Normally they are? Okay. Are there any others that . . . that maybe included on the Health Records from your memory?
	MOSS	Um. . . what, how many more forms?
	DC COLVIN	Yeah, is there any more that would. . . I mean you've got three there, haven't you? Three headings. Are there any more headings you could have under the Care Plan?

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RECORD OF INTERVIEW

Continuation Sheet No : 20

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	MOSS	Oh, I can't remember now. I deal with them every day. Your Hygiene, that is . . . my mind's gone blank and I can't think.
	DC MCNALLY	If a patient's about to be put on. . . I don't know what they call it. . . physiotherapy or a mobilisation programme, would that have a record on the . . . in her file?
	MOSS	It may well do. If the physios or OTs or whoever are dealing with it, if they want us to do it a certain way, they will put in a . . . a Care Plan as how we were to do it.
	DC MCNALLY	Right, would you, would you be responsible in you position as assisting the physiotherapist in like mobilisation and stuff like that, helping people walk?
	MOSS	It's very rare we help them walk, because there's normally two of them. . .
	DC MCNALLY	Right.
	MOSS	Two physios.
	DC MCNALLY	Oh I see . . .
	MOSS	They normally . . .
	DC MCNALLY	. . . it's their remit and they do it.
	MOSS	Yeah.

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 21

Record of interview of: **Jean Kathleen MOSS**DOB: Code A

Tape Counter Times ♦	Person Speaking	Text
	DC MCNALLY	Right.
	MOSS	And if there's something that as I say, they either put a Care Plan in, or they say look, this is how it's done. They show us.
	DC MCNALLY	Mmmm.
	DC COLVIN	Okay. So just to confirm there's no entries there in those Care Plans that are relevant?
	MOSS	No I haven't made any entries at all.
	DC COLVIN	Okay. Now there are some gaps in the . . . I just wonder if . . . again, um I'm aware that this is two years ago, you may not have had dealings with Mrs RICHARDS at these times, but this is a general question; obviously she came in on the 17 th and obviously um she died on the 21 st , now there's obviously a gap there from the 17 th to the 21 st . Are you aware
	MOSS	I've actually got my duties so . . .
	DC COLVIN	Right.
	MOSS	. . . I shall know if I've been there or not.
	DC COLVIN	Yeah and I'm not making any allegation that you know you've . . . she's been refused food or anything like that, it's just obviously covering the notes and the fact that you know are there reasons

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 22

Record of interview of: **Jean Kathleen MOSS****DOB** Code A

Tape Counter Times ♦	Person Speaking	Text
		why that wouldn't be completed at any particular time.
	MOSS	Or if it's the same day in, day out, um there would be no need to write.
	DC COLVIN	Right, so um can you give me an example of what . . what you'd mean by that, what would fall into that er criteria?
	MOSS	This one particular thing?
	DC COLVIN	Well, yeah, generally, you know. . yeah.
	MOSS	Well on the last entry it's got 'no food taken' I mean, if that was the case or we'd just put ditto.
	DC COLVIN	Right. So um are there any other reasons why it wouldn't be necessarily endorsed?
	MOSS	Unless we were very very busy.
	DC COLVIN	Okay. Were you aware that the um. . I mean were you aware of the presence of the daughters at the hospital?
	MOSS	Yeah.
	DC COLVIN	Okay, Okay. I mean, were they, were they assisting looking after Mrs RICHARDS, at all, as far as you can remember?
	MOSS	I think they did . . times I think they fed her sometimes, or tried to feed her, but I honestly can't remember. . .

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 23

Record of interview of: **Jean Kathleen MOSS****DOB** Code A

Tape Counter Times ♦	Person Speaking	Text
	DC COLVIN	Right. . .
	MOSS	. . . exactly.
	DC COLVIN	Okay. All right.
	DC MCNALLY	When Lee mentioned the daughters there you had like a grin on your face. Is there any recollection of the daughters that you'd like to tell us about?
	MOSS	Um, they needed a lot of um time and we gave them, well the staff gave them a lot of time.
	DC MCNALLY	Mmm. What your time?
	MOSS	Yeah.
	DC MCNALLY	Yeah.
	MOSS	Yeah. If things weren't as they thought they should be or whatever.
	DC MCNALLY	Anything in particular that comes to mind?
	MOSS	Not off hand.
	DC COLVIN	Have you had any correspondence from either daughter?
	MOSS	Since?
	DC COLVIN	Since or during the. .
	MOSS	Yes.

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 24

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	DC COLVIN	You have?
	MOSS	Yes.
24.15	DC COLVIN	Can you
	MOSS	Um, when um I believe it was after the mother died, Gladys RICHARDS, Mrs McKENZIE, I think it is, yes Mrs McKENZIE, invited us to a Spiritual Meeting in Chichester. It was Linda BOLDECINO, Margaret COUCHMAN and myself and we went and when we got there she said oh it's nice to see you I'm glad you could come and er we listened to a talk from some Doctor and I can't remember his name.
	DC COLVIN	Okay, was there anything . . . anything to indicate that Mrs McKENZIE had a problem with the way her mother had been dealt with?
	MOSS	None whatsoever. . . none whatsoever.
	DC COLVIN	Okay. Are you aware of any gifts that were provided to the staff?
	MOSS	Yes.
	DC COLVIN	Can you go through those for me?
	MOSS	It was mainly books and I know Lin . . I believe Linda had one and I beleive Philip had a book.

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 25

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	DC COLVIN	Right.
	MOSS	. . . and I beleive one of the night staff had a book.
	DC COLVIN	Okay. What were those books about, do you know.
	MOSS	I, I . . . something to do with spiritual matters. . .
	DC COLVIN	right.
	MOSS	. . . but I honestly, really don't know, but I know they had books.
	DC COLVIN	Yeah. I'm aware that the ward may have received something as well.
	MOSS	A chair?
	DC COLVIN	It was a chair was it? Right, okay. Do you know the circumstances of why that was provided?
	MOSS	As far as I can gather it was a recliner that the daughters' donated to the ward.
	DC COLVIN	Right. Okay. Was there any message with that or anything that you can recall?
	MOSS	I don't know, I wasn't there when it was actually er . . .
	DC MCNALLY	Do you know who the recipient was of the actual chair, or how they knew the chair came from the daughters, cos I can only imagine that some form of documentation would have come with

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 26

Record of interview of: **Jean Kathleen MOSS**

DOB: Code A

Tape Counter Times ♦	Person Speaking	Text
		it, a note or something? Do you know who may have took it into the ward.
	DC COLVIN	We might be able to assist with that.
	MOSS	It may have been Philip BEAD, it may have been one of the other Staff Nurses, I honestly don't know.
	DC COLVIN	Is that still on the ward, do you know, the chair?
	MOSS	I don't know.
	DC COLVIN	Okay.
	MOSS	I believe it is, but I wouldn't be sure.
	DC COLVIN	Right. Just want to cover up a couple of points on your role again, now in relation to medication, loading of syringe drivers and actually administering drugs, you're not actually authorised. .
	MOSS	We have no dealings whatsoever.
	DC COLVIN	No dealings with that at all?
	MOSS	No.
	DC COLVIN	Do you have any background covering . . . medical background covering . . .
	MOSS	No.
	DC COLVIN	. . the administration of drugs in any other role?

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 27

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	MOSS	No.
	DC COLVIN	Okay. So just, can we just sum up then so far, in relation to these records. In relation to the sort of the booking in forms you could call them and the Contact Records; they're filled by Staff Nurses.
	MOSS	Mmm mm.
	DC COLVIN	Sometimes on the .. er being made aware of certain events by er Health Care Support Workers or Nursing Auxilliaries, who may well have had the first contact, but they all refer it to the Staff Nurse and the Staff Nurse will write it up. The Care Plans are completed by anybody on the ward. . .
	MOSS	Yeah.
	DC COLVIN	.. um. . . .
	MOSS	Well they're completed by whoever deals with that certain patient. ..
	DC COLVIN	Yeah, that certain patient at that time. . okay and obviously the Care Plans can vary. . can vary from patient to patient although they all tend to have certain headings on them. Okay? Have you got any other, I mean you say your memories of Mrs RICHARDS is minimal, is there anything else that sticks out in those few days?

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 28

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	MOSS	No, only the daughters needed a lot of attention.
	DC COLVIN	Mmm, okay. And your recollection of Mrs RICHARDS was very poorly, you said.
	MOSS	Sh. . yes. Yeah.
	DC COLVIN	Can you remember those . . sort of those days from the 17 th onwards whether she was conscious - Mrs RICHARDS - or whether she was . . . ?
	MOSS	See she was conscious when she came in. . .
	DC COLVIN	Mmm.
	MOSS	. . . I believe she wasn't after a couple of days but that I again I can't . . I can't recollect. No.
	DC COLVIN	Can't remember, okay. All right. I just want to go through a couple of general questions again, just about treatment. In relation to feeding and hydrating, when would it be appropriate not to feed or give somebody water; are there cases when you wouldn't give someone food and water?
	MOSS	Well if they're asleep you can't wake them up. I mean if they're fully alert, yes and if they want the food we try . . if they're asleep, no, you just can't, you can't make them eat.

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 29

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	DC COLVIN	Okay. Have you ever been told not to provide food and water for a particular patient?
	MOSS	Yes, if they're on a peg feed, nil by mouth, or if they are asleep, a deep sleep.
	DC COLVIN	Right, okay.
	DC MCNALLY	Sedated?
	MOSS	Yeah.
	DC COLVIN	Okay. What's peg feed.
	MOSS	Peg feed is if they can't take anything by their mouth, a tube's inserted into their tummy. . .
	DC COLVIN	Right.
	MOSS	. . . and they're food is liquid, liquid food.
	DC COLVIN	And again that's administered by Staff Nurses and not Auxilliary Nurses?
	MOSS	Yeah, it's actually done I think in Haslar.
	DC COLVIN	Okay. Have you ever had any cause at the hospital, to question um instructions given to you for treating a patient?
	MOSS	No.
	DC COLVIN	Okay, from any member of staff on the ward?

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 30

Record of interview of: **Jean Kathleen MOSS**

DOB: Code A

Tape Counter Times ♦	Person Speaking	Text
	MOSS	No.
	DC COLVIN	Okay. Are there any policies in place should you ever come across them?
	MOSS	Report it to the Manager and if the Manager is not interested, then you take it higher.
	DC COLVIN	You take it higher.
	MOSS	Yeah.
	DC COLVIN	but you've never, you've never come across that, where you had . . . you thought that's not right, I don't quite agree with that?
	MOSS	No. . . . no.
	DC COLVIN	Okay. I think we'll leave it there. I've got you duties here, I just want to clear one point up. And this is a copy of the duty sheet. Now DOR, what does that mean?
	MOSS	That's Day Off Requested . .
	DC COLVIN	Oh right.
	MOSS	. . so I've requested a day off and that. . .
	DC COLVIN	Did you get it?
	MOSS	More than lik. . . yes I did, yeah 'cos my Dad had died that year and I was . . every Tuesday I have to sort my own Mother and . .

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 31

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	DC COLVIN	Right and the 21 st is where there's a DOR.
	MOSS	I don't know why that was.
	DC COLVIN	but if it's on there it means you . . .
	MOSS	Means I've requested a day off . . .
	DC COLVIN	And you've probably got it?
	MOSS	Yes.
	DC COLVIN	Right.
	MOSS	Yeah.
	DC COLVIN	Okay. So you actually worked three days, sort of within the time frame we're talking about?
	MOSS	Mmm mm.
	MR ROACH	She's got a list there, she has actually . . . perhaps she ought to state what . . . in the second admission from the 17 th of August onwards, just read out what her shifts were. *
	DC COLVIN	Yeah, yeah.
	MOSS	On the 17 th . . . you've got them there though haven't you?
	DC COLVIN	Yeah, if we go through them with you, then 17 th we've got you as half seven to half twelve.
	MOSS	That's right.

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 32

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	DC COLVIN	Day off on the 18 th .
	MOSS	Yeah.
	DC COLVIN	19 th . . .
	MOSS	Is three thirty to eight thirty.
	DC COLVIN	Right and then the 20 th is. . .
	MOSS	Seven thirty to twelve thirty.
	DC COLVIN	Seven thirty to twelve thirty again and then you're a day off requested again on the 21 st ?
	MOSS	Yeah.
	DC COLVIN	Okay. All right. Just a couple of other quick questions. In relation to your role, do you get involved in things like changing catheters and emptying catheters and ?
	MOSS	We empty catheters. .
	DC COLVIN	You do?
	MOSS	. . but it's normally the. . and we can change the bag . .
	DC COLVIN	Right.
	MOSS	. . but we don't actually insert the catheter, that is done by trained . .
	DC COLVIN	No, no, but you can empty the bag out?

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 33

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	MOSS	Yeah, yeah.
	DC COLVIN	Okay and is that done on instruction by a Staff Nurse or is that generally . . .
	MOSS	No, we . . that's . .
	DC COLVIN	. . oh it's full, well I'll change it.
	MOSS	. . yeah generally we would do it if it was full or if it was dirty or whatever.
	DC COLVIN	Yeah, okay. Right. I think we'll leave it there.
	DC MCNALLY	Yeah.
	DC COLVIN	Is there anything you would like to add?
	MOSS	These? Yeah, there's some of these in this statement that I don't agree with.
	DC COLVIN	Right, okay.
	MR ROACH	Now the statements you're referring to are from . . .
	MOSS	Julie MCKENZIE . .
	MR ROACH	Right.
	MOSS	The first one, I have actually marked them down.
	DC MCNALLY	If you can refer to is as the page 'cos we've got exactly the same statement. .

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 34

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	MOSS	Right, okay. Page 5, page number 5, um they're saying that one of the Care Assistants first words to them were, "Well thank goodness you've come because she won't eat, while I'm trying to make her eat." Now there is no way any member of staff would say that. I actually disagree with that wholeheartedly. They would not say that.
	DC COLVIN	She wouldn't actually force feed?
	MOSS	No we wouldn't.
	DC COLVIN	If they wouldn't have it they wouldn't have it.
	MOSS	No, no it is there right to either refuse or eat, whatever.
	DC COLVIN	Right.
	MOSS	So I really disagree with that. Um . . .
	DC MCNALLY	You're now referring to Page 6, yeah?
	MOSS	Yeah. Um and it's got here that um they said that the Mother, Gladys RICHARDS was rolled off the bed off the stretcher onto the bed. Well she was not rolled off of the stretcher onto the bed, she was lifted from the stretcher onto the bed.
	DC COLVIN	Then basically moved from one side to pull the sheet and then the other side?

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 35

Record of interview of: **Jean Kathleen MOSS**

DOB: Code A

Tape Counter Times ♦	Person Speaking	Text
	MOSS	Yeah, that's it.
	DC COLVIN	Yeah.
	MOSS	It was done correctly.
	DC COLVIN	And I take it that time neither Mrs MCKENZIE nor Mrs LACK, were present when she returned?
	MOSS	I don't believe they were, but that again, we were just dealing with the patient. Um and the bed was . . .
	DC MCNALLY	Sorry can you just clarify that point. When she was transferred from the stretcher to the bed, can you recall whether the daughters were there or not?
	MOSS	I don't think they were, but I honestly can't remember.
	DC MCNALLY	Okay.
	MOSS	We were just sort of dealing with, with the patient. I mean she's got here that the bed was beside a wall and it would have been necessary to move it out in order to effect transfer from stretcher to bed. The bed was moved away from the wall.
	DC MCNALLY	I take it once she's in bed the bed would have been put back into place?
	MOSS	Yes it would have been, yeah for her safety as well as . . .

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 36

Record of interview of: **Jean Kathleen MOSS**

DOB: Code A

Tape Counter Times ♦	Person Speaking	Text
35.16	DC MCNALLY	Yeah. Page Number 12.
	MOSS	Yeah, why. . . actually it's a question, I mean if the sisters were unhappy with the way we were dealing with it, why didn't they say something? Why didn't they say, look we're not happy, we will take Mum somewhere else, or we'll get a second opinion. Why have they waited 'til the last thing?
	DC MCNALLY	Mmm. Unfortunately we're not at liberty to add to that, yeah, but it's a question you'd like to raise though, if you had the chance?
	MOSS	Yeah.
	DC MCNALLY	Understanderbyly so.
	MOSS	Page 17 er Mrs MCKENZIE is asking a question, why was she returned to bed from the ambulance, was her position not checked? I disagree, her position was checked by us and . . .
	DC MCNALLY	. . . rectified?
	MOSS	Yeah, by Margaret COUCHMAN.
	DC MCNALLY	Yeah.
	MOSS	Again here it's on Page 18, I said that Margaret did attend and the position was noted.
	DC COLVIN	That was immediate was it, as soon as she was in, you saw the

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 37

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times	Person Speaking	Text
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		problem and . . .
MOSS		Yeah, well we called Margaret, Margaret came in. Oh that's almost the same that one. She's got here again it's Page 18, um and Mrs MCKENZIE is saying, "When I later spoke to the two Care Workers, one of them, Linda (and I was the other one). .
DC COLVIN		Oh right.
MOSS		. . . Linda, who didn't want me to mention to anybody that she'd told me, said in fact that my Mother had arrived back on the ward on a sheet on a trolley. We would never say we didn't want anybody to mention anything. We would never, ever say that.
DC MCNALLY		Mmm, so I mean, by reading that, I mean I've read the statements and I've not picked this up til now, by reading that it would appear that the sisters weren't there when their Mother arrived at the time and they were told later.
MOSS		It seems to be. . . yet I honestly can't . . .
DC MCNALLY		And yet she's previously said that she was rolled from the sheet, so she's . . .
MOSS		That's right.
DC MCNALLY		. . . so what you're saying is that Mrs MCKENZIE couldn't be in a

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 38

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
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		position to say that, because . . .
MOSS		. . . she wasn't there.
DC MCNALLY		. . . on her own statement she wasn't there.
MOSS		No. No.
DC MCNALLY		So she doesn't know where the bed was?
MOSS		No. No.
DC MCNALLY		It may be, I take it you believe it's an assumption on her part, when she arrived and the bed was next to the wall. . .
MOSS		Yeah.
DC MCNALLY		. . . that she's presumed that that's the way she was put to bed?
MOSS		Yeah, but it wasn't. We done it correctly and I would say there's no way we would have said to her, look don't tell anybody, but . .
DC MCNALLY		Yeah.
MOSS		We would never ever. . .not to Mrs McKenzie and Mrs Lack. This I am not capable of . . I don't know the medical . . . any medication, you know we don't deal with that. . but knowing Philip the way we do, he would never, ever say that; apparently Philip said nothing could be done except give her pain relief to aid her in dying. That is so untrue it's unbelievable. He would. . if I

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 39

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
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can assume he would say, I will give her this to help her pain, but there's no way he would say to help her dying. No way, none of the staff would. It's not done.

DC MCNALLY

No.

MOSS

So that is totally wrong.

MR ROACH

Just for the tape, that's page 19 of Mrs McKenzie's statement.

MOSS

Sorry page 19. Yeah.

Um, I don't know if I'm allowed to comment on Doctor BARTON, am I allowed to comment?

DC MCNALLY

You can say whatever you want to say. You're referring to page number 22.

MOSS

Page 22: Mrs McKenzie's saying that I do not understand why Doctor BARTON should feel it necessary to make this comment, I'm not quite sure what comment it was, about the Alzhei. . unless of course she had already it in her mind that she had got a 91 year old patient, who was in her opinion, a damn nuisance. Again Doctor BARTON wouldn't say it, or think it. She's a good Doctor and I would trust her with my life and I know that . . . And that's the same sort of comment that I made earlier, that

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 40

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
		nobody would say it until she died, because you don't know when people die, so that is . . .
	DC COLVIN	What's that in relation to . . Page 24.
	MOSS	Page . . oh sorry, yeah, 24. Um and I believe it was, Philip had said that her Mother had developed a massive haematoma and that the kindest way to treat her was to put her on Diamorphine, to ease her pain until she died. Again I disagree on what that says. Now we're going to Mrs Lack's statement, page 7. They are saying that her pain was misinterpreted, um because of her anxiety dementia, whatever, but her mother was actually in pain. You know a person when she's in pain, they hold the area of the pain, so it wasn't . . .
	DC MCNALLY	So in your opinion you can differentiate between a pain and . .
	MOSS	You certainly can, yeah. . .
	DC MCNALLY	. . and dementia /
	MOSS	Yeah, you can.
	DC MCNALLY	And what the daughter's saying there is that she thought it was probably the dementia was the reason why she was crying out and not pain.

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 41

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
	MOSS	Um she's got here that er her reported behaviour could have been wrongly attributed to the presence of pain, as opposed to other alternative mider, as opposed to other possible causes such as anxiety.
	DC MCNALLY	Mmm.
	MOSS	And I think in a couple of things they're saying that she was in pain, that she was anxious or . . . but her mother was in pain. There is on page 10, Mrs Lack is saying that . . .
	DC MCNALLY	That's okay, we've got two or three minutes. .
	MOSS	Okay, that Mrs Lack said that the Care Assistant said you try feeding her, I can't do it, she's screaming all the time. That's different to what Mrs McKenzie said.
	DC COLVIN	Yeah.
	MOSS	So they're not the same story. Again we've covered that one. I think that's it.
	DC MCNALLY	Risk it, risk it (<i>referring to the tape about to run out</i>)
	MOSS	No it's all right, I've brought that one up on Page 19, it's how the ambulance crew transferred her, so . . . that's already been looked

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HAMPSHIRE CONSTABULARY

RECORD OF INTERVIEW

Continuation Sheet No : 42

Record of interview of: **Jean Kathleen MOSS**DOB Code A

Tape Counter Times ♦	Person Speaking	Text
		at.
	DC MCNALLY	Right, but she probably wasn't there? She wasn't necessarily . . .
	DC COLVIN	There's a series of questions that Mrs Lack has asked isn't it . .
	MOSS	Yes it is. .
	DC COLVIN	Which you've addressed on your. . how was she transferred? How was she lifted? How was she brought from Haslar? Etc, etc.
	MOSS	And I've already covered it.
	DC COLVIN	You've covered it, yeah. Is there anything else you'd like to add? Quickly.
	MOSS	No, I think that Dr BARTON is a damn good Doctor and I would trust her with any of my family.
	DC COLVIN	thank you very much. Is there anything you'd like to clarify?
	MOSS	No.
	DC COLVIN	Okay. I'm handing Mrs Moss a paper on the tape recording procedure. The time by my watch is 1145. I'm turning the recorder off.

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