

Appendix A

**Notes of complaint made by Mrs Lack to
Nursing Home inspectorate**

of Gladys Label Richards.

Following my Mother's admission to Haslar with a fractured neck of Femur - I was asked by the Social Services Dept why I had stated that if and when my Mother recovered she would not be returning to the Nursing Home she came from. The level of care is no longer acceptable to me.

The following is a catalogue of unacceptable events over the past seven months culminating in the latest accident from which I made the decision.

December 97. Just after Christmas. Heavy fall. with severe facial bruising. No phone call. Found on normal daily visit. Staff surprised I had not been told. Mother continually moaning and holding her head. Pain in shoulder. Medication changed following Consultant's visit. Appointment with GP. to discuss this. Mother's speech affected. Hearing aids (both ears) lost yet again. Frequent requests over 7 months for renewal - no result.

March. Fall hurting ribs. Mother clutching side. No Xray as quote "They don't do anything for ribs nowadays". Request from N. Home to increase her medication, as mother calling a "wailing".

April. On visiting at lunch time found sitting in lounge with wet hair. On enquiry found hair had been washed in bath. ? Why when she had the hairdresser each week. Two days later developed cough generally unwell. Brought to the attention of staff daily. 5 days later very poorly. Copious mucus - coughing holding her side. Requests for GP to see from family. Mother very poorly. 5 days before seen by GP.

April 11th. Fall pain in hip - to Haslar for Xrays. No bony injury.

Very shocked. Night time Discharged back to home
 Family visiting for lunch & supper daily and sometimes
 for breakfast. Good days & bad days Glasses lost staff
 requested to look for them please. No result. Mother
 deaf in both ears is now existing with no form of
 communication other than staff slowing at her and
 now without her glasses (post cataract op) so she
 cannot see properly. She is almost blind in the other
 eye from another cataract.

April 22nd. Collapse in dining room. Telephoned from
 home to come. Mother unconscious. Home don't know
 what happened. "Collapsed" at dining table and
 put to bed.

Family nursed Mother day and night for the
 next approx 10 days as staff stated they could not
 watch her. Mother regained consciousness but was
 very poorly. She remained continent. Attempting
 to get out of bed or chair if she needed the
 toilet. Staff again stated they could not watch
 her. She was very ill and remained in her
 room. I stayed during the day - my sister
 slept in the room during the night. When
 Mother wanted the loo during the night - although
 the bell was rung - my sister stated staff did
 not respond and my sister toileted my Mother.
 There were no falls during the period we
 stayed.

May. Told by staff that my Mother had been 'lost' for
 over an hour at night and finally found down
 the back stairs. Told by staff Mother wanders -
 always around 2am. - All she needs is taking to
 the toilet and settling back to bed.
 Decision made to have ground floor room.

very busy morning my mother was removed from
supper most days - but always for supper.

16th July. Fall at 7.45 am. Getting up to go to loo on
her own. Car to bridge of nose and forehead
grazing large facial swelling. To Haslem.
I went with her. Xrays and head scan done.
Back to N. Home 1.30pm.
Visited and fed daily.

17th July Electronic pad put by bedside to alert
staff if Mother got out. Frequently found to be
unplugged.
Told by other relatives that Mother was left in
lounge till 10.45pm.
I stayed to stay later after I had fed her
her supper.

21st July. Phoned 10am to say I could not visit today
3pm My sister visited about 10.45-11am. Asked where
Mother was. Told she has put herself back to bed.
Found to be on the bed. Head against the wall
sideways on. Feet position across the bed.
Still no visit from GP following fall.

23rd July. Asked for help following supper to put Mother
to bed. She had been very poorly daily since
16th and I no longer could manage her without
help. Shirley RGN said she would send a care to
help me when she could. At 8.15pm Diane came to
help me. ~~Put~~ Mother put on the toilet and washed and
undressed and nightie put on. Taken to bed - set on
bed and legs lifted to bed to take tights off.
Nurse/assst. and I removed her tights which were
clean to discover dried hard faeces covering
sole of foot and up between each toe to the
front surface of her foot. A warm soapy flannel
removed the faeces and the RGN in charge was
informed in front of staff in the office for handover.

24th. Spoke to care assistant Jackie who had got my Mother up the previous day. She stated she must have stepped in it during the day. This is not feasible as there was no dirt on slippers or tights. I suggest she was not checked in the morning.

July. Mother taken to the toilet by me. Found to be red on her buttocks with very small "skin off" area. I opened door from toilet and asked care assv for a clean pad and "whatever cream" is used here for sore buttocks. I was given a large container of E.45. I explained I did not want a moisturiser for a moist area. She said "I'm only a care assv, I don't know!" I saw Sue R&N through the door. Request repeated. Mother still standing by the toilet distressed at waiting. Sue brought E.45. Explained again. Sue said "You'll have to wait if you want something else I'm busy." I waited. I washed mother and put clean pad on and walked her back to the lounge. Sue came 20 mins later, saying "stores" are not due till tomorrow but I have put some diaperline into a small pot for Mother's use. I asked the care assv I saw to please apply some to the sore area when they next took her to the toilet.

Next day I told Margaret R&N about the small area broken.

3 days later I asked Margaret how was Mum's bottom. She replied "I don't know I haven't seen it yet."

My daily visits continued.

July. My mother still without hearing aids or glasses and I am told that the Hearing Aid Dept have no priority for those over 90. Mum is 91 - but she was 90 when they were lost.

Wed 29th July

Could not get to the N. house for lunch time feeding as I was at the Rodeo in the Avenue feeding

another Grand me as my daughter was away. Rang home to see how I'd be in later

I arrived at 3.50pm. Horie was laying in her arm chair - anxious expression. I asked a care assistant to help me sit Horie up. We did so with difficulty and my Horie screamed out. I saw John Parkie's RGN

Horie/Message in the car away. I asked if Horie was anything wrong with Horie - Issue OK. She's fine to

said. I explained I would not be here to feed her at 5pm as I had to go to Southampton Airport

to get delayed flights from Guernsey so my timing was out. I left at 4.15. I arrived back home

at 6.10pm. Message on my answerphone at 3.28pm from Margaret RGN. Your Horie had a little fall earlier.

She is alright but a bit noisy and upset. I know you come at bedtime but could you come earlier and sit with her.

5pm I rang the home. I spoke to John Parkie's RGN. I asked about the message. I said I've seen your since the message and spoken to you.

Yes he said. but I don't know about your Horie's fall it was minimal at the top head out when Margaret went off duty. Well how is she

I asked. - well she is OK now he said. Right I said my daughter has a walking in

for the 7pm. The call when I got back from the house. I got back at 8.30pm. 3 messages on my answerphone.

8.08pm John. Your walk is quite agitated & noisy perhaps you would like to come & sit with her.

9000

- 2) 8.29. Mother is calling as if she may have pain
We have put her to bed I may call the Doctor.
- 3) IVs Sue here - night staff. I'm sorry but I'm
Sore you're Mother has a fractured Femur. When
I came on John said Go and see Gladys -
she has been smoking for ages and when I
saw her it was obvious. I've called an
ambulance.

I rang back and said I'd meet the
ambulance at Haslem.

On admission the X-rays were consistent with having been
walked since fall. There was shortening of limbs with external rotation
of foot.
Despite the injuries and the trauma - things are
even worse because of her inability to hear.
The frustrations of X-ray - Drips - keeping still
etc have been exhausting for all concerned
and not least Mum who could not hear and cried
and waited in fear.

As a family we have wanted to move Mum
for some considerable time and have discussed this
but felt the move would be unfair as she knew
her surroundings and where things and rooms were.
She was familiar on a day to day basis.

I asked for a full explanation from Glen Heather
for the 29th.

We had a interview with Pauline RGN, Consultant
Advisor to Glen Heather.
Several statements from staff were read out to
us.

They confirmed

The fall was at 2.50pm.

It was in the dining room.

What was she doing in the dining room at this time following 12 noon lunch? No answer.

Frequently those sitting quietly at the table are left in this room. If Mum was left - she would have attempted to get up to go to the loo.

The statements show she was walked to the lounge.

" " " " " " " " " " to the

bedroom from the lounge.

I do not know what time this was.

A Dr was not called.

Fall at 2.50pm.

To Master at 9pm.

Walked twice in the meantime.

(These are numerous incidents I could relate. RGN raised voices. Care shocking at residents. Call system going for ages. Mother's named clothes in other residents. Drawers full of other people's clothes. In 10 days following Mother's collapse in April John did not visit her room once. Constant requests for hearing aids made me feel a wisec. I could go on).

The above events are a true statement

Code A

August 1998.