

Subject: G Dacombe 4/8/98 Ward visit

Daughters requesting to see social services therefore duty officer met with Mrs Lack and Mrs Mackenzie on the ward. Mrs Richards was asleep.

Mrs Richard's daughters stated that their mother was in Haslar following a fall at Glen Heathers. She is nursing care and preserved rights.

They state that she has had several falls in recent months and feel that the administering of tranquilisers has not helped this situation.

The fall before admission to Haslar is of particular concern to them as they feel that correct procedures were not carried out. They report that following her fall and a check by an RGN, Mrs Richards was walked to her chair. This is supported by the homes records and they have been advised by Haslar doctor that the fracture is consistent with it having being walked on.

Mrs Lack reports that she was contacted at home and asked to visit her mother earlier than usual as she was causing a disturbance. The carer she dealt with had no knowledge of the fall and there was subsequently a delay between her falling and fracturing her neck of femur and an ambulance being called when the next shift came on duty and identified what had happened from the notes.

Mrs Lack had contacted the social service inspectorate for a copy of the policies and procedures for Glen Heathers and has reportedly been advised to contact the home who were not forthcoming with one. Duty officer advised her to re-contact the social services inspectorate with the information that she had given with regard to the recent fall.

Mrs Lack advised that they had been told that Mrs Richards will transfer to the war memorial. Duty officer advised that as Mrs Richards was funded

under the preserved rights rule, they could seek another nursing home for her who would accept her at this rate. Homes book given and advised that we could provide a vacancy list when/if appropriate.

App. (1.)