

APP.A.14.3.5

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**COMPLAINT MADE BY MRS. L. LACK RE. STANDARDS OF CARE FOR  
HER LATE MOTHER MRS. GLADYS RICHARDS WHILST A PATIENT  
ON DAEDALUS WARD - G.W.M.H  
FROM 11.08.98. TO 14.08.98. AND 17.08.98. TO 21.08.98.**

1. At what time did Mrs. RICHARDS fall?

**Answer** - 1330 hours on 13.08.98.

*NOK not informed as stated on accident form.*

2. Who attended to her?

**Answer** - S/N Jenny BREWER and Code A

3. Who moved her and how?

**Answer** - S/N Jenny BREWER and Code A using a hoist.

4. No direct questions asked. Statement only. There is some question regarding accuracy of this statement:-

Response (a) There was only one trained nurse on duty after 3.30 pm and prior to this the second Staff Nurse was completing consultant round. Therefore would not have been available to speak to Mrs. LACK (she states several trained nurses). Trained staff confirmed they would not have said it was Mrs. RICHARDS' dementia causing her to cry out; she had been given medication prescribed by Dr. BARTON who was present on the Ward just after Mrs. RICHARDS' fall. She was not given the stronger medication because Mrs. LACK had previously requested that it was not to be administered as it made her Mother very drowsy.

*There were several nursing staff on duty, before 3.30pm. Nobody spoke to me till 6.30pm. Accident was 1.30pm. If Dr BARTON was on the ward why was Mrs RICHARDS not seen and not just given medication. The cause of pain should have been investigated and not just alleviated. It is ridiculous to state I had previously requested medication not to be given as it made mother drowsy. This is out of context. This refers to oramorph. 11&12.8.99 rendering my mother unconscious - unable to have nourishment*

*- when she was agitated. I would not deny my mother pain relief.*

S/N BREWER did see Mrs. LACK and gave her full details of the fall and the following actions that had been taken (statement by S/N BREWER attached)

*S/N BREWER only gave me a brief detail of her fall. My question of Is there any damage done was greeted with She only fell on her bottom. This is exactly how damage would occur to a hip replacement newly done. Why did she not realise the indications - through pain - that something was amiss.*

5. Why the delay in x-raying Mrs. RICHARDS?

**Answer** - Mrs. LACK was telephoned and informed once dislocation was suspected and informed of the Doctor's advice, to which she agreed. This included not transferring her Mother immediately to Haslar.

*Mrs LACK was telephoned at 9pm or thereabouts. I did not agree. I listened and was thankful that someone had at last investigated the cause of pain and that a chain of events had commenced.*

6. Why no medical examination? Why no x-ray? Why no transfer?

**Answer** - Duty Doctor was given the full facts of the situation including Mrs. RICHARDS' diagnosis and her age. He stated he felt it would be too traumatic to transfer to Haslar for x-ray at that time of the evening and the journey could cause considerable distress. He advised medication, i.e. Oramorphine (strong pain relief) and to arrange for x-ray the following morning. S/N BREWER agreed with this as did Mrs. LACK when she was informed.

*The delay between decision making and then deciding to wait until next day is unacceptable.*

*There was no choice offered just a statement from S/N BREWER that this was what would be done. I was thankful for the administration of pain relief having seen my mothers condition.*

Why no x-ray?

X-ray at G.W.M.H. only operational up to 5.00 pm Monday to Friday.

*Up to 5pm! Accident was stated to be 13.30pm. Three and a half hours for an x-ray to be arranged - but this was not even discussed except requested by me, more than once..*

Why no transfer?

As above.