

CHI Summary of 1998-2001 Dryad, Daedalus & Sultan wards complaints

August 1998 Daedalus Mrs M

Summarised in J.

October 1998 Dryad Mr C

- Family shocked when placed on syringe driver & unable to communicate
- Concern over content of medical death certificate
- Trust internal investigation
- Complainant not told explicitly about IRP

November 1998 Dryad Mrs P

Summarised in J.

December 1999 Daedalus Mr S

- Lack of care, bell etc. left out of reach
- Trust internal investigation
- Unclear of trust follow up

January 2000 Dryad Mrs D

Summarised in J.

June 2000 Sultan Mr R

- Communication as condition deteriorated
- Unreachable drinks etc.
- Complainant not told explicitly about IRP process

June 2000 Dryad Mrs G

- Management of pressure sores
- Unfavourable comparison with Mulberry ward, GWMH
- Use of morphine
- Trust internal investigation
- Unclear of final response

August 2000 Sultan Mrs W

- Lack of nursing care
- Nutrition levels

- Attitude of GP (GP ward)
- Inappropriate admission to acute ward
- Delay in transfer to acute hospital
- Complainant not told explicitly about IRP

May 2000

Sultan

Mrs H

- Appropriateness of admission – needed more acute care?
- Wound care
- Communication with relatives
- Distress following transfer from acute – not able to be admitted after 12.00pm – transfer back to acute
- Inappropriate admission to GP ward
- Complainant not told explicitly about IRP