

#TEXT Code A

HCSW08.01.02

#CODEJ1

Feels very angry about the investigations that have been undertaken - feels they have been so unnecessary - staff on ward are excellent - "bend over backwards" to met needs of Mrs Code A and her daughters. Candles were lit in her room as family were believers. Personally lent Mrs MacKenzie books etc. 'Mrs MacKenzie has spent her life suing people.'

#ENDCODE

#CODEJ2

Feels very angry about the investigations that have been undertaken - feels they have been so unnecessary - staff on ward are excellent - "bend over backwards" to met needs of Mrs Code A and her daughters. Candles were lit in her room as family were believers. Personally lent Mrs MacKenzie books etc. 'Mrs MacKenzie has spent her life suing people.'

#ENDCODE

#CODED6

Been in hosp for 12 years. Now much more involved - Philip Beed was involved NA's ??  
??. Can check DD's (controlled drugs) with staff nurse. Philip is excellent manager.

#ENDCODE

#CODEF2

Been in hosp for 12 years. Now much more involved - Philip Beed was involved NA's ??  
??. Can check DD's (controlled drugs) with staff nurse. Philip is excellent manager.

#ENDCODE

#CODEF4

Been in hosp for 12 years. Now much more involved - Philip Beed was involved NA's ??  
??. Can check DD's (controlled drugs) with staff nurse. Philip is excellent manager.

#ENDCODE

#CODEC4

Problem of ward becoming bed blocked. Change in role since incident with patients.  
Nurses now much friendlier towards pts.

Eg pts?? who need feeding may need to wait until meals have been served to others.

#ENDCODE

#CODEC5

Do more for help - under supervision. Involved in real ???.

Put pts at ease.

#ENDCODE

#CODEC5

Make sure pts are fed and clothes are clean.

#ENDCODE

#CODEE4

Make sure pts are fed and clothes are clean. Have hot & cold drinks whenever they want.

#ENDCODE

#CODED3

??? ?? shortages of staff means practice is less than perfect.

#ENDCODE

#CODEC4

Eg pts?? who need feeding may need to wait until meals have been served to others.

#ENDCODE

#CODEE4

Eg pts?? who need feeding may need to wait until meals have been served to others.

#ENDCODE

#CODEC4

Sometimes only 5 nurses a week 24 hrs. Roles?? Workloads very heavy.

#ENDCODE

#CODED6

Gets support from staff nurse for everyday things but Philip will help if there are more major problems.

#ENDCODE

#CODED9

Gets support from staff nurse for everyday things but Philip will help if there are more major problems.

#ENDCODE

#CODEF3

To record practice, has book which needs updating every 2 years. With regards to checking drugs - needs updating & Philip will do this.

#ENDCODE

#CODEI2

Cannot always go on training courses because of staffing and workload pressures.

Plenty of information is available on wards for everyone. Philip makes sure all information is available.

#ENDCODE

#CODEG1

Plenty of information is available on wards for everyone. Philip makes sure all information is available.

#ENDCODE

#CODEG2

Plenty of information is available on wards for everyone. Philip makes sure all information is available.

#ENDCODE

#CODEC2

Plenty of information is available on wards for everyone. Philip makes sure all information is available.

#ENDCODE

#CODEI2

Plenty of information is available on wards for everyone. Philip makes sure all information is available.

#ENDCODE

#CODEK2

?? all aren't incident ?? filled one in last week for pt who fell. Forms go off to Tony who collates them. Patient was reassessed in this instance.

#ENDCODE

#CODEC6

Thinks there is a risk associated with some pts who may be demented. Ward is not locked. Staff cannot control patients who wander off etc.

Has no concern about patient care at present. Care is excellent - would put her mother on ward!

#ENDCODE

#CODEC5

Policy in ward in rehab so try to get pts in normal routine. Pts go to lounge etc. Ladies have hair done & men encouraged to shave. Have quiet room for those who want it.

#ENDCODE

#CODEE10

Policy in ward in rehab so try to get pts in normal routine. Pts go to lounge etc. Ladies have hair done & men encouraged to shave. Have quiet room for those who want it.

#ENDCODE

#CODEC4

Pts have bells in lounge so that they can call nurse if needed. Philip had these installed.

#ENDCODE

#CODEI2

thinks patient care has improved since Philip come on to ward. Not all changes were welcomed at first but with hind sight, can see these have improved pt care.

#ENDCODE

#CODEC2

Now have hip protectors & wear leg protectors aswell. Everyone has a tv - ?? to keep ?? ward. Philip has introduced all of these.

#ENDCODE

#CODEE4

Patients not eating or drinking.

#ENDCODE

#CODEE5

Everything is recorded including.

#ENDCODE

#CODENC

Wants CHI to confirm??

#ENDCODE