

Mr and Mrs Bulbeck

Has had 10/5 stroke after QA 2 weeks

Left side - GWMH rehabilitation - optimistic.

Initial thought physio

Downhill quite quickly, had help feeding and drinking - in notes didn't happen never seen patients helped to eat, bell rarely near her to access. Only one in ward.

Majority of time on her own, couldn't reach buzzer and not shout

Nasal gastric tube - food then[peg fluid drip

Overloaded fluid - ballooned and on nebulizer and diuretics - legs broke. Out - bandaged and then no physio. No helped to eat

Would peg destroy digestive system?

On ward on own - being sick - had sick bowl - hair and clothing wet - sweat plastic chair.

Stomach scan and then sick then rectal exam - too much for old lady

GWMH - most miserable and wretched time she'd ever spent - miserable

GWMH phone her daughter up asked to bring thickener, milk shakes - took it up in the fridge - still be there and throw it away.

Philip, charge nurse- on the bring in some fish for lunch - already had her lunch

No - operation, always in hurry to go home

Always looked clean and bed made

"An old ladies smell"

Fell out of wheelchair not told daughter

Potassium - hated it

Other patients said had been unkind to mother - if not drink potassium wont put nebuliser on.

Mother worried to raise concern in case nasty to her again.

Asked if could move her to another hospital? No

Helped to feed other patients etc. feels let down, should have moved her sooner.

Not given anything to drink, choking

Last four to six weeks no liquid in throat - thirsty, did swab mouth

Notes said couldn't talk - no saliva

Complaint - charge nurse

Did have meeting with doctor - Dr Joseph?

Dr said could drink if someone with her.

Daedalus ward 4/5 staff in ward

Physio good when go it, but patchy access

Complaints leaflet - did see Philip - listened to complaints but not acted on.

hoists not allowed to lift

Commode behind curtain, should be able to be taken to the toilet got a <?> and told able to do in the bed - even when said wanted commode

3/4 hour told to go on commode

Granddaughter unhappy.

Day room sling - no underwear - exposed. Asked please make sure blanket around her - there were plenty free, rarely had cover on legs.

Not helped with drinking cups of tea. Lady next door has mothers nightdress on - co-infection - lady had infested sore

Changeover recently, not know how mum is

Named nurse, but very rarely seen.

Daughter - awful care

Haslar - if thought not recover
Shouldn't have sent her there - end in nursing home

Very little physio

Lack of food led to deterioration and fluid overload

When old people go to hospital should be in contact with GP - cover about medicines

Dr Lara twice a week - relative told so could attend
Dr Lara told could happen etc but didn't - different stories for nurse not carried out treatment.

Special care for babies not older people.

Catheterisation - Next time saw her straight away had catheter in.

Tube and peg - did get asked for consent - gave it

