

Mrs **Code A** & Bereavement Councillors

Husband had a series of small strokes last year & received from those
Had very good care in special unit at St Mary's

Got much occupational & physical therapy

28 January 2001 – massive stroke left him paralysed on left side and blind in left eye

Taken to Haslar

Mrs **Code A** told that he would be permanently disabled, staff were very kind and supportive – provided excellent care – he was making good progress, spent several weeks there (St Marys)

Transferred to War Memorial (Daedulas Ward) in Feb 2001
Was there until 19 Feb

Decided he needed re – catheterising

Nurse performed procedure and didn't do it properly started bleeding profusely from penis

Readmitted to Haslar

Kept bleeding – consultant at Haslar Didn't know why it had happened

Concerned about transfer from GWM to Haslar

19 Feb – When he was transferred, he was naked from the waist down apart from piece of padding

Ambulance crew drew her attention to it and said how mortified they were – nursing staff at Haslar agreed

Main concern is culture on Ward especially manner of staff with patients and relatives

Cousin went to visit her husband

Asked for nurses help in taking Mr **Code A** to toilet 3 separate occasions – did not receive help for a long time and staff complained.

Left in room on his own with TV on constantly which he hated

Alert bell inaccessible left hand paralysed and could not reach bell to operate it

On one visit Mr **Code A** wished to use commode – nurse refused & became irritated saying that he's asked 5 or 6 times. Mrs **Code A** came close to tears 6/8 Feb told off for using buzzers

9 Feb - rang ward to ask if she could visit and take clothing, phone was slammed down

Told that she was not allowed to go into ward while treatment in progress
Had promised to leave cards at reception - they weren't there

Told that she would have to go and collect them herself
Put outside one day though he didn't want to go
Not allowed to wear own clothing even though he had plenty
No right to make a choice
I was made to feel an inconvenience & nuisance because we asked questions - seen as a threat
Noted inconsistent practice & care between nurses. Told me reason was that different nurse did things differently
I wasn't trying to be awkward and I just wanted best care for my husband and wanted it to be consistent
Inability to communicate reluctance to share information – mistrust arose – information denied although he'd only just been weaned off pureed foods, they insisted on giving him sandwiches every night, wasn't allowed a knife to cut them up in small pieces
Staff never introduced themselves to or wore name badges
Struck by contrast with Haslar
Other people's relatives weren't asked to leave room during treatment of Mr Deedman

Asked to leave ward when Peter was eating as it made other patients embarrassed to have her there

15 Feb asked to see consultant nurse said he'd arranged it but never did

Appointment arranged for 27 Feb never given name of consultant he was under - told he didn't have one

28 Feb - 3 days after husband died, nurse from GWM rang & asked if Mrs [Code A] was ok. Perhaps you just want to be alone & put the phone down – it was a bit late to nurture a caring relationship