

DATE	WARD	EVENT	ISSUES	ACTION PLAN	EVIDENCE OF ACTION
Aug 98	Daedalus	Complaint Mrs Lack re care of mother Mrs R.	1. management of patient following fall including transfer back to RHH 2. mis placed clothes 3. Use of diamorphine	1. Clarify transfer arrangements to RHH 2. Review marking of clothing policy 3. Review record keeping and implement training.	<i>Instructions re transfer dated 20th Dec 98.</i>
Oct 98	Dryad	Complaint Lt. Comm. F re- Mr C	1. concern re speed of step fathers deterioration 2. Use of diamorphine 3. Cause of death on death certificate		
Nov 98	Dryad	Code A	1. Concern re dose of pain killers 2. Lack of hydration 3. Staff communication. 4. Nursing in bed.	Review - Admission protocols Pain control Fluid protocols Medical cover	<i>From 16th Feb 99 consultant ward round weekly Instead of fortnightly.</i>
Dec 99	Daedalus	Code A	1. Management of leg ulcers.		
Jan 00	Dryad	Code A	1. Communication with relatives. 2. Use of Diamorphine. 3. Nutrition and fluid intake.		
Jun 00	Sultan	Code A	1. Communication with relatives. 2. Management of pain.		
Jun 00	Dryad	Code A	1. Management of pressure areas 2. Pain relief/use of diamorphine. 3. Lack of information and involvement in care 4. Nutrition and fluid intake		
Aug 00	Sultan	Code A	1. Delay in transfer		

			2. Management of food and fluids. 3. Communication with family.		
May 01	Sultan	<b>Code A</b>	1. Nurses dress code and attitude of staff.		