

FOI-4262

See Skype,
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Broughall Debbie

From: Code A
Sent: 11 October 2012 10:29
To: FOI (HPCT)*
Subject: Information request from Ms Gillian Mackenzie
Attachments: Statements.pdf

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ben Smith 1 2 nhs net.

Andrew,

We have just spoken on the telephone with regards to a request I am currently dealing with from Ms Gillian Mackenzie. Ms Mackenzie is the daughter of the late Gladys Richards who died at Gosport War Memorial Hospital in August 1998. Ms Mackenzie has requested copies of statements or interviews the GMC hold with nursing staff/ healthcare professionals who were involved in the care of her mother.

Within the documentation we hold I've identified a number of witness statements taken by Mrs S Hutchings, Investigation Officer. I believe Ms Hutchings conducted an internal inquiry within the Trust in the weeks after Ms Mackenzie's death. The statements are from, Jenny Brewer, Philip Beed, Christine Joice, Monica Pulford and Margaret Couchman and are attached. We believe it would be appropriate to disclose these to Ms Mackenzie however, ideally we would like to discuss this course of action with you.

This matter is quite urgent, as I understand a pre inquest hearing is to take place at the end of the month. If you could discuss this with one of your managers and come back to me I would be very grateful.

Yours sincerely

Code A
 Information Access Officer
 Code A
 Code A

General Medical Council
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Manchester
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Witness Statement: Mrs Jenny Brewer - Staff Nurse Daedalus Ward

The following statement was taken by Mrs S Hutchings Investigating Officer on 3rd September 1998.

- Q1. How long have you worked on Daedalus Ward as 'D' grade Staff Nurse?
- A. Since December 1996.
- Q2. Did you have any involvement in the care of the late Mrs Gladys Richards?
- A. Yes on Wednesday 13th August 1998 I was on late shift and after 15.30 hrs - the only trained nurse on duty. I was not the named nurse for Mrs Richards.
- Q3. Where you on duty when Mrs Richards had a fall?
- A. Yes.
- Q4.1 Can you describe what happened and the action you took.
- A. See attached statement.
- Q4.2 Can you explain why you did not fully complete the Accident Form?
- A. As I was busy with Dr Lord - a colleague completed some of the details for me and I signed it - I admit I did not complete all the details and Philip filled in parts that had not been completed.
- Q5. Did you ask the Duty Doctor to visit Mrs Richards?
- A. Dr Barton was on the Ward and was aware; as Mrs Richards did not appear to have suffered any injuries - I did not ask her to examine Mrs Richards. The Duty Doctor was contacted by telephone after 19.45 hrs when I noticed the internal rotation of Mrs Richards Rt hip.
- Q6. How would you describe Mrs Richards mental state while she was on Daedalus Ward?
- A. I am aware she suffered from dementia - but she was not my patient.

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Q7. Did you speak to Mrs Lack (Mrs Richards daughter) on the day of the fall?

A. Yes - when she visited tea-time approximately I was completing the medicine round. I did not telephone her immediately after the fall as I felt it better to see her face to face.

Q8. What did you say to her?

A. I informed her that her Mother had fallen from the chair earlier, but she did not have any apparent injuries.

Q9. Were you on duty for the evening drug round?

A. Yes.

Q10. Did you ask Mrs Lack if she thought her Mother was in pain?

A. Yes. Mrs Lack's reply was "not at the moment I am feeding her" - it was at this point I informed her of her Mothers fall. After this Mrs Lack did say her Mother was in pain (see Question 19).

Q.11 Who put Mrs Richards to bed that evening?

A. Myself and HCSW put Mrs Richards to bed at 19.45 hrs using hoist. At this time - I noticed the Rt hip to be internally rotated and painful. At 2000 hrs contacted Duty Doctor Dr Brigg and informed him I thought the hip to be dislocated - see statement.

Q12. Did you have any further involvement with Mrs Richards after the day of the fall?

A. Yes - only very little - she was not my patient.

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Q13. Were you on duty when Mrs Richards was transferred back from Haslar?

A. No - I was a day off. I next saw Mrs Richards on Tuesday 18th August 1998 - I was on a late duty i.e. 12.15 pm - 9 pm (see attached).

Mrs Lack spoke to me whilst I was in the sluice, she was angry - telling me that her Mother "was walking yesterday at Haslar - she is here today and dying". My response was sympathetic - said I was sorry and maybe the journey from Haslar had upset her.

Q14. Were you aware of the disappearance of Mrs Richards clothing?

A. No.

Q15. Were you aware that the family agreed to do her washing?

A. Not aware - as Mrs Richards was not my patient.

Q16. Were you on duty on 19th August 1998?

A. Yes.

Q17. Did you ask the family to take Mrs Richards clothes away?

A. No.

Q18. Were you aware of the family's concerns regarding the standard of care their Mother received?

A. Yes.

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Q19. Do you have anything else to say?

A. Yes - concerning Mrs Lacks account of events, page 1 Mrs Lack refers to speaking to trained and untrained staff - there was only 2 trained staff on duty - S.N Joice and myself - I was completing the Consultants Round and I would not have blamed the dementia as a cause for Mrs Richards distress.

I did ask Mrs Lack if she thought her Mother to be in pain, she responded by saying "no - I am feeding her". At this point I did inform Mrs Lack that her Mother had had a fall - I had not previously phoned her as I wanted to see her face to face. After I informed her of her Mother's fall - she sought me out (I was still doing the medicine round) and informed me her Mother was in great pain. I told Mrs Lack I would come back and make an assessment with Mrs Richards on the bed - Mrs Lack asked me not to put her on the bed.

At this point - an emergency occurred with another patient and as the only trained nurse on - I had to attend. I did not want HCSW putting Mrs Richards to bed, so it was not until 19.45 hrs that I was able to put Mrs Richards to bed and that was when I noticed the internal rotation of the Rt leg.

PORTSMOUTH
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Statement by S.N J Brewer

Re: Mrs Gladys Richards - Patient Room 3 Daedalus Ward
Gosport War Memorial Hospital

On Monday 13th August 1998 I reported at 12.15 for duty on Daedalus Ward for a late shift. From 15.30 hrs I would be the Nurse-in-Charge when S.N Joice went off duty the only RGN on duty for that shift.

On passing the office door I noted that Mrs Richards who was in the room next door was agitated and calling out. I asked the Support Workers who were serving the dinner at the time to investigate the reason and to maybe try comoding her or change her position. Mrs Richards was sitting in a chair by her bed, she was commoded and then sat back in the chair. During report I was briefed on the two new patients who had just arrived and about information for Dr Lord for the Stroke Round also generally any changes to other patients care.

During the report Mrs Richards continued to be agitated even though she had taken her diet and been made comfortable and checked for pain. Dr Barton had arrived to clerk in the new patients and was informed of the situation, she prescribed a p.r.n dose of haloperidol 0.5 mls as a backup to the b.d doses already prescribed. Mrs Richards was also written up for oramorph 5 mg - 10 mg p.r.n but her daughter had previously requested that this was not administered as it made her Mother very drowsy.

After report I proceeded to do the Drug Round and at 13.00 hrs administered the dose of haloperidol to Mrs Richards. On completion of the Drug Round at 13.30 hrs I was returning the trolley to the treatment room when I was informed that Mrs Richards was on the floor by HCSW Cook. This had happened in the space of 5 minutes as HCSW Cook had just attended to Mrs Richards.

I immediately checked Mrs Richards on the floor. I straightened her legs and especially checked her Rt hip. The hip appeared to be correctly positioned I also checked for pain and Mrs Richards did not seem to have any at that time and did not seem to be too badly shaken by the incident.

My instinct would have been to put her to bed, but Mrs Richards daughter Mrs Lack had recently complained that the amount of time her Mother spent in bed did not complement her rehabilitation or quality of life.

I asked the Support Worker to find an alternative chair with a fixed tray in an attempt to make Mrs Richards safer. We then used the overhead hoist to position Mrs Richards in the chair.

At 14.00 hrs I commenced the Stroke Round because I was very busy I asked one of the Support Workers to document the incident on an Accident Form which I would later check and sign.

I commenced the Stroke Round with Dr Lord, S.N Joice was on duty for the Ward and I believe she was extremely busy.

I did not telephone Mrs Richards daughter about the accident as I knew she was due to visit and would rather tell her face to face.

I finished the Ward Round at approximately 16.50 hrs. I then had to interview relatives of new patients, one of whom was very ill. I also had to do the Drug Round, finish admitting the new patients and document the results of the round in the nursing notes. A very demanding schedule for which I had to prioritise the most essential work

At approximately 18.30 hrs I spoke to Mrs Richards daughter, whom I believe had arrived on the Ward late afternoon, I informed her that I had found her Mother on the floor at 13.30 hrs and apologised for the delay in informing her stating that I preferred to tell her in person. Mrs. Lack asked me in great depth about the type of fall and I explained that I could not tell how she fell, she may have slipped, I did not know, I related the circumstances and also how I had checked Mrs Richards. I asked Mrs. Lack if her Mother was in pain, she said she did not seem to be, she was eating her tea. Later whilst I was finishing the Drug Round, Mrs Lack stated her Mother was in pain. I asked her if she wanted me to put her Mother to bed and check her, Mrs Lack said there was no rush, she would finish her visit and then we could put her to bed. Mrs Richards did not seem to be in pain.

We started to put other patients to bed and then I was called to a new patient who was choking on his own secretions it took until 19.30 hrs to settle this patient during that time Mrs Richards daughter left the Ward.

At 19.45 hrs I commenced to put Mrs Richards into bed. When she was lying on it I could see that her Rt hip was internally rotated and when moved caused her pain. At 20.00 hrs I telephoned the Duty Doctor, it was Dr Brigg.

I relayed the problem to him giving the age and diagnosis of Mrs Richards, I also stated that I suspected her hip was dislocated as it was internally rotated.

Dr Brigg judged that it would be too traumatic to transfer Mrs Richards so late at night, that it would be kinder to relieve the pain overnight and X-Ray her at the Gosport War Memorial Hospital when the department opened in the morning. I stated that she was prescribed oramorph and I would give her some. Dr Brigg also said that if there was a further problem we should contact him.

I felt this to be a satisfactory decision, remembering how disorientated Mrs Richards had been when first admitted possibly due to the transfer and her severe dementia.

S.N Florio had just arrived on the Ward for Night Duty and I was able to check a dose of oramorph 10 mg which we gave at 20.15 hrs. I asked her to observe Mrs Richards closely and to call the Doctor if she showed any sign of discomfort.

I telephoned Mrs Richards daughter at 20.30 hrs and told her that I felt her Mothers hip was dislocated and that I had contacted the Doctor, I conveyed his advice and informed her that I had given her Mother a dose of oramorph for the pain. I asked Mrs Richards daughter if she

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was satisfied with this and she answered "Yes" and thanked me. I told her that I would keep her informed.

I gave report to the Night Staff and after documented in the nursing notes the report to the Doctor and the action advised. I documented on the Accident Form that I had informed Mrs Lack of the accident but did not update the form further.

I left the Ward at 21.30 hrs as I had further paperwork to complete and Mrs Richards was sleeping comfortably.

On 14.8.98 I was a Day Off but came to the Ward at 06.30 hrs to deal with something unrelated to my ward work

My Ward Manager was due on at 07.30 hrs and I went to the Ward Office to convey the facts to him about Mrs Richards. Whilst I was there Mrs Richards daughter telephoned and I informed her that her Mother had spent a comfortable night which she had. I also told her that she would be X-Rayed as soon as the Department was open.

Dr Barton had arrived by then and was writing the Request Form.

I then went home. My Ward Manager later telephoned me and informed me that Mrs Richards had a dislocated hip and that she had gone to Haslar Hospital.

15.8.98 - I worked over the weekend - Mrs Richards was still at Haslar Hospital.
It was my day off on 17.8.98 and I believe that Mrs Richards returned to the Ward to Room 4.

I reported for duty at 12.15 am on 18.8.98 and took report. Mrs Richards was in bed and she had a syringe driver set up as she could not take oral analgesia. I was not in charge of the Ward on this shift.

As I commenced my work Mrs. Richards daughter stopped me in the corridor by the sluice. "What do you think of this" she said. "My Mother was walking at Haslar yesterday and now she's back here she's dying". I was distressed that she felt like this and politely tried to explain that I felt that all the coming and going from Haslar to Gosport had not done her frail mother's condition much good. Mrs Richards daughter just shrugged her shoulders and walked off.

I had no more contact with her after this day.

Code A

S.N J Brewer RGN

9-9-98

Date

Witness Statement: Mr Philip Beed - Clinical Manager Daedalus Ward

The following statement was taken by Mrs S Hutchings, Investigating Officer on 8th September 1998.

- Q1. How long have you been Clinical Manager on Daedalus Ward?
- A. 18 months.
- Q2. Were you on duty when Mrs Richards was admitted from Haslar Hospital on 11th August 1998?
- A. Yes - I spoke to Mrs Lack at some length and explained Plan of Care. For 30-60 mins. Mrs Richards was very calm/relaxed - 15 mins. after being seen by Dr she began to cry out. I was unable to differentiate between pain/dementia - I gave her dose of Oramorph - which settled her. I informed daughter of my actions, who appeared pleased with what I did. I did find difficulty in Mrs Lacks approach to pain control, at times she appeared in agreement - other times she didn't
- Q3. Were you on duty day of Mrs Richards fall 13th August 1998?
- A. No - but the day before - I realised the Ward was going to be busy due to overall activity, admissions, discharges (a) I booked an additional HCSW for a.m. shift (b) Identified 3 patients that could remain in bed (c) Made everyone (all staff) aware it was going to be a busy day.
- Q4. On the following day what did you do?
- A. I assessed Mrs Richards for myself - she appeared to be pain free (having Oramorph the night before). Dr Barton was present - decision made to X-Ray, we also informed Dr Lord and sought her advice - she agreed with our action plan. I organised the X-Ray after Dr Barton had signed the form. I booked the X-Ray as soon as department opened. Mrs Richards was X-Rayed mid-morning.
- Q5. Can you explain why there was a delay in Mrs Richards being seen by a Doctor following her fall - particularly as she had previously had # neck of femur?
- A. I believe Mrs Lack is referring to the delay the night before. It is agreed between medical and nursing team, that if accident occurs outside of X-Ray Dept. hours - we would ensure patient is free of pain and referred ASAP the following day - obviously each patient is assessed individually and agreement reached with patients and relatives.

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Q7. Would you agree/disagree, that a trained nurse should have observed the angle of her leg to have been abnormal especially as she was in so much pain/distress.

A. Yes.

Q8. Can you please describe what happened when Mrs Lack was called into the office to be seen by yourself and Dr Barton following X-Ray of Mrs Richards.

A. Dr Barton had spoken to Consultant at Haslar who agreed to take Mrs Richards back for manipulation rather than surgery. This was explained to Mrs Lack, booked Paramedic Ambulance, notified A & E and said we would take Mrs Richards back when ready. I asked Mrs Lack if she would like to accompany her Mother to Haslar. Mrs Richards given dose of Oramorph. There was approximately 1 hr delay for Ambulance. I did not feel this delay would cause any adverse effect to Mrs Richards' condition. A HCSW accompanied Mrs Richards.

Q9.1 Why was Mrs Richards not examined following her fall?

9.2 Why a 24 hr delay from fall to admission to Haslar?

9.3 Why was an X-Ray not arranged sooner?

A.9.1 Injury not apparent at time - I found it difficult to distinguish Mrs Richards cries from wanting the toilet or in pain.

9.2 See answer to Q6.

9.3 See answer to Q6.

Q10. Were you on duty on the 18th August 1998 when Mrs Richards returned from Haslar?

A. I was on a late duty that day.

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Q11. When were you made aware of the apparent pain and discomfort Mrs Richards was in?

A. At the same time that Mrs Lack became aware. Sequence of events not as Mrs Lack written. S.N Couchman received Mrs Richards and put her into bed. HCSW [Code A] attempted to feed Mrs Richards lunch - which she didn't appear to want - S.N Couchman advised her to mince the meat. Mrs Lack arrived while Mrs Richards being fed - but Mrs Richards was not screaming at this time. Mrs Richards began to become distressed at the time of Mrs Lacks arrival. Mrs Richards had not been in any distress/pain - if she had - we would have given her some analgesia. The whole situation became very "tense" - Mrs Richards screaming very loudly, both daughters very agitated and worried about another dislocation, this made the situation difficult to handle.

Q12. Can you confirm the family asked for further X-Rays of Mrs Richards hip?

A. Yes - they felt Mrs Richards hip had dislocated again.

Q13. Can you explain the problems with X-Ray Department?

A. Dr Barton contacted and she requested X-Ray Form to be completed. Form was pp - but would not be accepted. Dr Beasley was Duty Doctor who agreed to fax form - booked X-Ray - daughters informed at all times.

Q14. Are family relatives usually allowed to see X-Rays?

A. This would be dependent upon Radiographer in X-Ray dept. - the X-Rays were not forwarded to the Ward - seen by Radiologist in dept.

Q15. Can you recall how long from admission to examination by Dr Barton.

A. 3 hrs. approx.

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- Q16. Were the family involved in the decision making for pain control and use of syringe driver?
- A. The decision to use syringe driver was made after a course of time, discussed with both daughters, this was one option offered - oral analgesia could be continued, on 18th August. Medical opinion - by Dr Barton, was that a syringe driver would be the best way of controlling the pain - I explained fully the purpose of using a syringe driver and they both agreed.
- Q17. Were you aware that following Mrs Richards first admission to Daedalus, her clothes - already with Cash's name tags, had been sent for marking?
- A. Policy for all patients clothing to go for marking at Gosport War Memorial Hospital - unfortunately on this occasion the machine was not working, so they were sent to St Mary's but laundry lady - did not inform us of this.
- Q18. Were you aware of the family's agreement to do their Mothers laundry?
- A. Yes - but I would still want clothing to be marked - I did explain this to Mrs Lack.
- Q19. Can you give any explanation why their request for their Mother to wear her own clothes - was not carried out?
- A. They had been sent for marking.
- Q20. Were you aware of the family's concerns regarding standard of care for their Mother?
- A. Yes.
- Q21. Did you or Dr Barton have any discussion with the family regarding "feeding" Mrs Richards during her last four days of life (to include I/V fluids)?
- A. I do not remember specially talking about feeding/fluids apart from giving a drink if Mrs Richards woke up. The family did not raise this as a concern at the time.

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Q22. Do you have anything else to add?

- A. We did find nursing Mrs Richards difficult at times - due to the difference of opinion between both daughters regarding management and pain relief of their Mother.

Witness Statement of S.N Christine Joice - Staff Nurse Daedalus Ward

The following statement was taken by Mrs S Hutchings Investigating Officer on 9th September 1998.

- Q1. Please state your grade/role and length of service on Daedalus Ward.
- A. RGN 'E' - 5 years on Daedalus.
- Q2. Did you have any involvement with Mrs Gladys Richards?
- A. Yes - giving her medication - not involved in any personal care - I work primarily on the Stroke Team - I do not have much involvement in continuing care patients - see statement attached.
- Q3. On Mrs Richards return from Haslar on 17th August 1998 did you admit her?
- A. No - I saw her arrive on stretcher with ambulance crew - I was at Nurses Station.
- Q4. Can you recall which Ambulance Service brought Mrs Richards in and was there a nurse escort?
- A. It was Mainline Ambulance - and there was not a nurse escort.
- Q5. How was Mrs Richards transferred from stretcher to bed?
- A. I do not know - I was not involved - two HCSW assisted.
- Q6. Did you attend Mrs Richards during this time at all?
- A. No - S.N Couchman returned from coffee break and went into Mrs Richards.
- Q7. Did you have any further involvement with Mrs Richards that day?
- A. No.

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Q8. Please describe Mrs Richards condition on the 18th August 1998?

A. I was on late shift - I saw Mrs Lack leave Mrs Richards room crying and walking towards Activities Room - I followed her - she was very angry and upset and implied I was not telling her everything - I tried to reassured her this was not true.

Q9. Did you give Mrs Richards any fluids whilst you were on duty during 18th August or 21st August 1998?

A. No.

Q10. Did the family ask any questions regarding feeding or giving fluids.

A. No.

Q11. Were you aware the family wished to do the laundry for Mrs. Richards?

A. No.

Q12. Do you remember making any comment to daughters regarding the need for clothes "as we get patients up here" when Mrs Richards was obviously so poorly?

A. No - I couldn't imagine any of the staff making any comment about getting patient up when they were so obviously very poorly.

Q13. Do you have anything further to say?

A. No.

Statement: S.N. C Joice - S.N Daedalus Ward

On the 12th August 1998 - late duty - not met Mrs Richards before - but concerned about her because she looked drowsy: she was pale in colour. I checked her drug chart - she had been given Oramorph at 6 am and Haloperidol.

About 5 pm Mrs Lack visited Mrs Richards - she expressed her concerns regarding her Mothers condition/drowsiness. I informed her of the medication she had been given - reassured Mrs Lack I would inform Doctor if she deteriorated. I asked HCSW to put Mrs Richards into bed - a hoist was used - she woke up and began to cry out. Mrs Lack assisted her Mother with her supper (soup). Mrs Richards continued to be very noisy - but I was very reluctant to give any further medication due to Mrs Lacks concerns; eventually she settled and went to sleep - no further problems for the remainder of shift.

On 13th August 1998 - I was on early shift - Night Staff reported Mrs Richards had been noisy all night - I commenced the Drug Round - I attempted to give her the Haloperidol - she screamed and pushed it away - so it was not given. I asked the HCSW to let me know when they had got her up. I would give her medication then - this time she took the medicine. I was the only trained nurse until 12.15 pm - when S.N Jenny Brewer came on duty - I gave her a report on all patients. I then completed admission process on new patient and Jenny commenced medicine round.

I cannot remember who told me that Mrs Richards had slipped out of her chair - or what time. I did not follow up the report of the fall - as I understood S.N Brewer had dealt with her. I now realise I should have checked her.

I do not recall going into Mrs Richards room during the afternoon up to 3.30 pm when I went off duty; I cannot remember if she was making any noise.

Witness Statement taken from Monica Pulford Enrolled Nurse Daedalus Ward

The following statement was taken by Mrs S Hutchings - Investigation Officer on 8th September 1998.

Q1. Please state your role/grade and how long you have worked on Daedalus Ward.

A. Enrolled Nurse - 'D' grade - many years.

Q2. Were you involved in looking after Mrs Gladys Richards?

A. Yes. On day of admission spoke to Mrs Lack - checked her surname generally chatted - Mrs Richards was quiet. During supper she (Mrs Richards) asked to pass urine, so we helped her use commode - she was "weight bearing".

The following day I was on early shift - I fed Mrs Richards her breakfast (in dining room) she became "fidgety" - a sign she needed to pass urine - along with another member of staff, we took Mrs Richards to the toilet - I do not recall any further problems during my shift.

Q3. You admitted Mrs Richards on 11th August 1998 and completed the documentation?

A. Yes - most of it.

Q4. Can you explain why the section for "Pain" was not completed?

A. No - negligent of me not to have done so.

Q5. Can you explain why the section for Mental Study was not completed?

A. I was advised by Clinical Manager to leave, it would be addressed later.

Q6. Can you explain why the section for Lifting/Handling Risk Calculator was not completed?

A. I was advised by Clinical Manager to leave, it would be addressed later.

Q7. Were you on duty when Mrs Richards had her fall?

A. No - I was a day off.

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Q8. Were you on duty on 17th August 1998 when Mrs Richards returned from Haslar?

A. No - I came on duty later at 3.30 pm Mrs Lack was not there - Mrs MacKenzie was with her Mother who had been given oramorph. Code A and I made Mrs Richards comfortable about 2.15 pm she became quiet and settled. Mrs Lack came back into room and kissed her Mother and woke her up again - she became very noisy and distressed. Mrs Richards had been crying/screaming for most of the afternoon.

Q9. Did you have any further involvement with Mrs Richards?

A. No.

Q10. Were you aware the family had agreed to do Mrs Richards laundry?

A. I am not sure.

Q11. Do you have anything else you wish to say?

A. No - as I only work part-time - I did not have much involvement with the family.

Witness Statement: Mrs Margaret Couchman - Staff Nurse Daedalus Ward.

The following statement was taken by Mrs S Hutchings - Investigating Officer on 3rd September 1998.

Q1. Can you confirm you were the named nurse for Mrs Gladys Richards?

A. Yes

Q2. Did you complete the admission documentation on 11th August 1998.

A. No - not on duty - EN Pulford was responsible for completing the admission documentation.

Q3:1 Can you explain why Mental Test Sheet was not completed as Mrs Richards was diagnosed with dementia?

Q3:2 Can you explain why Lifting/Handling Risk Calculator Form was not completed?

A3:1) No

A3:2) No - I did not complete the admission documentation - but agree this should have been completed.

Q4. Were you on duty at the time Mrs Richards was found on the floor?

A. No.

Q5. Were you on duty when Mrs Richards was transferred back from Haslar Hospital?

A. Yes.

Q6. On arrival on the Ward, did Mrs Richards appear to be in any discomfort?

A. I was at coffee break at time of her arrival, but on my return I went into Mrs Richards room and introduced myself - I noticed Mrs Richards was in some distress and not positioned correctly - Mrs Lack offered to help me move her Mother - informing me she was a retired nurse, we straightened her, placed a pillow in between her legs - she immediately appeared more comfortable. I cannot be certain if she had a splint - I think she probably did.

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- Q7. When moving Mrs Richards with her daughter - did you notice any swelling around the hip?
- A. No - Mrs Richards held her hand on her hip and said "it hurt".
- Q8. Was she accompanied by a nurse from Haslar.
- A. I cannot answer, I was not on the Ward at the time of Mrs Richards arrival.
- Q9. How was Mrs Richards pain controlled?
- A. Oramorph 10 mgs 4 hourly - given orally.
- Q10. Was her daughter involved in making this decision?
- A. After Mrs Richards was settled, the daughter tried to feed her Mother (HCSW took meal away to "mince") as Mrs Richards could not cope with "lumps". Mrs Lack felt her Mother was still in pain and she told me that the Surgeon at Haslar had said if the hip dislocated again - it was to be replaced. Pain controlled discussed with Mrs Lack - who was reluctant for her Mother to be given medication, but did eventually agree. Dr Barton contacted and advice sought - X-Ray form written and signed by me i.e. pp. By Dr Barton, but this was not acceptable to X-Ray Dept. - who insisted form must be signed by Doctor new form was faxed to Surgery and signed by Duty Doctor. Mrs Richards was X-Rayed at 15.45 hours.
- Q11. Why would her clothing be sent for marking at the Hospital when her family had agreed to do her washing?
- A. Not necessary, but I am aware Gosport War Memorial Hospital had run out of labels i.e. "Daedalus Ward", therefore it was sent to St. Mary's to be labelled.
- Q12. Were you aware of the family's concerns regarding the standard of care their Mother was receiving?
- A. Yes - the family told me in no uncertain terms.

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Q13. Is there anything else you would like to say?

A. After the syringe driver was commenced and Mrs Richards appeared more peaceful - the family's attitude appeared to change towards the staff.