

COMPLAINT MADE BY MRS. L. <sup>A.</sup>LOCK RE. STANDARDS OF CARE FOR  
HER LATE MOTHER MRS. GLADYS RICHARDS WHILST A PATIENT  
ON DAEDALUS WARD - G.W.M.H  
FROM 11.08.98. TO 14.08.98. AND 17.08.98. TO 21.08.98.

1. At what time did Mrs. RICHARDS fall?

Answer - 1330 hours on 13.08.98.

*NOK not informed as stated on  
accident form.*

2. Who attended to her?

Answer - S/N  Code A and H.C.S.W.  Code A

3. Who moved her and how?

Answer - S/N  Code A and H.C.S.W.  Code A using a hoist.