



to bed. Sat on. legs swung round to take tights off. Nurse C/A and I removed tights which were dead to discover dried hard pieces covering sole of foot and between each toe to the front surface of her foot. Warm soapy flannel removed same. Nurse in charge notified.

Next day. Jackie said Hoku must have stepped in during the day. (Nil on slippers Nil on stockings. Not feasible.)

Clothes worn by other residents. Drawers full of nappies etc. Frequently observed raised voices to residents by trained + care staff. Speaking in an unkind manner. Refusal of requests for toilet. Teeth not cleaned for days. Buzzers going for hours. except by family. Call system not answered at Night when sister requested help to get Hoku to toilet. Nobody arrived in 10 days following collapse. John did not visit Hoku's room once to see how she & we were. Constant requests for hearing aids made us feel a nuisance. Hoku has been without them for 7 months making communication a slow, painful session. Unpleasant for anyone.

5/27 Hoku taken to the toilet. Found to be very red with small area sore on buttocks. Opened door asked care ass't for clean pad and what was cream used here on sore buttocks. Quasi large container of E45. Explained I did not want a moisturiser on moist area. It's only a cream I don't know! Saw Sue RGN through door. Same request. Hoku still standing by toilet distressed. Sue brought E45. Explained again. You'll have to wait. If you want something else I'm busy. Washed Hoku. put pad on. Hoku back to lounge. Sue came 20 mins later. Saying stores weren't due till tomorrow had decanted some diaphone into small pot for Hoku's use. I asked care ass'ts to apply some as she was so sore when she next went to the toilet. Told Margaret small amount of skin