

Code A

Ray Gladys Richards 208

Tuesday 11th Aug. Admitted from Haslar, Westons Park San. No emergency referral

Wed. 12. Dementia unimpaired. (Kinsler) so wife's name be given. (Kinsler) so wife's name be given. (Kinsler) so wife's name be given.

Seen to be in pain by Granddaughter Mrs Reed 1.30 - 2.15

Brought to ward by Mrs Reed. Thought to be dementia. It is brought to the attention of the staff by Mrs Reed. It is brought to the attention of the staff by Mrs Reed.

Hotter showing with pain to ward. Mrs Reed is a qualified nurse. Mrs Reed is a qualified nurse.

At what time did Mrs Richards see her? Mrs Reed is a qualified nurse. Mrs Reed is a qualified nurse.

Who attended to her? Mrs Reed is a qualified nurse. Mrs Reed is a qualified nurse.

Who moved her and how? Mrs Reed is a qualified nurse. Mrs Reed is a qualified nurse.

I arrived and saw my mother was in pain. Anxious expression, weeping - calling out. I spoke to several

framed and unframed staff. I was told - "There is nothing wrong - it's her dementia". I asked how she seen a doctor?

Could she be X-rayed? At supper time while my mother was quiet and I was reassuring her some soup I was given

"Do you think you mother is in pain?" by RN doing the drug round. "Not at the moment while I'm feeling her" I said

"Well you said she was in pain" "Yes" I said "she has been very uncomfortable" since I got here. "Do you think she has done some damage?" "No" she only put on her hat

from the chair. "I stayed till 7.15pm by mother was in great distress tonight."

At 9.30pm. I received a phone call from the ward. When we put your mother to bed she was in great pain

and she may have done something. The doctor fears it's too hot to send her to Haslar and our X-ray unit is closed

We will give her overmorphin for the night to keep her pain free and X-ray her in the morning. (5) Any lay person could have seen she was hurt. by the angle of her limbs & leg. It Friday 11th. I arrived as she was taken to X-ray

Daedelas.

(2)

She was deeply under with oramorph.

She was xrayed. The movement caused pain, and I stayed with her to comfort her.

We returned to the ward. I was called in to the office by Philip - ward manager and Dr. Barton to be told - "You're worst fears of last night appear to be true. We have rung Hasler and they have accepted her back."

We arrived at Hasler late morning - mid day. She was expected. The consultant was bleoped. He saw Potter in Casualty immediately. He then saw me. He showed me the

Xrays and position of limb - which I had seen in G.W.H.

24 hrs from accident to admission and second emergency operation. Why? why no examination? why

(6) no xray? why no transfer?

She arrived at Hasler and within 1hr had a manipulation to put the hip back in the socket. From then she was pain free.

She did not regain consciousness till 1am (ish) on Sat 15th due to amount of analgesia required for the procedure.

She was then catheterised so that there was no need to use slipping pa. She had a drip as she had had

Nil BY MOUTH since before Xrays on 14th.

She remained pain free in full length leg splint. Both legs level and straight - shown to me by

consultant. No analgesia was required - she was able to use a commode for the toilet and weight bear for transfer. She ate and drank and the drip was removed and her fluid balance was acceptable.

She progressed on Sunday and was easily manageable.

She was seen early on Monday 17th when transfer was recommended. I rang Hasler at 8.30am to be

told she would be going A.M. I asked if I should come & pack & accompany her and they said "No we

(3)

she is fine." I went to G.W.H about 10.45am and was told the ambulance was due about midday. I arrived back at 12.15 mid day.

On entering through the swing doors to the ward I heard my Mother screaming. On arrival to the room a care assistant said: "You try feeding her I can't do it she is screaming all the time". My Mother had a starving anxious expression. She was gripping her RV thigh on site tightly. She uttered the words "Do something do something the pain the pain - don't just stand there - I don't understand it the pain the pain sharp sharp - this is some adventure. A SRN came into the room at all the noise I moved the sheet and said look at the awful position she is in, she was lying awkwardly towards the left side with the full length splint not straight and her hips uneven. She cried in pain. I said to the RGN "can we please move her". We moved her together with our arms together under her lower back and the other under her thighs we placed her squatty on her buttocks and within minutes she stopped the screaming.

(7) Why when returned to bed from the ambulance was her position not checked?

Why was the source of pain not sought?

From 1pm onwards the Charge Nurse Manager frequently checked my Mother. He acknowledged our concern. He acknowledged her obvious pain. We asked for X-rays. We asked what had happened between leaving Haslemere and arrival into her bed at G.W.H. It was acknowledged that "something" had happened

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The charge nurse was concerned for his pain and analgesia was given 3 times before his admission to the ward.

Phillip's ward manager agreed she needed Xray to establish if damage had been done as had occurred to the hip.

Xray Dept refused forms signed PP for the DR who was unavailable.

An appointment for Xray was made for 3.45pm as the DR called was expected at about 3.15pm.

The charge nurse did all he could to expedite this - keeping us informed and constantly checking Roth's obvious severe pain. He administered pain relief in readiness for the Xrays. He was courteous and attentive at all times.

DR Barton arrived and we left the room as asked. She examined my Roth. She stated she did not think there was a hip dislocation but the Xray would go ahead. A review would be held later when Xrays had been seen.

We went to Xray. My mother was in pain despite her pain relief. I was not allowed to visit her as I was the previous week. I could hear her wailing through the doors while the Xray plates were put in place. We returned to the ward. We were told there was no dislocation but obviously something had happened. We were told she would be given Oramorph for the pain to help through the night for pain relief and reviewed in the morning.

On Tues 18 we arrived on the ward and were told she had had a peaceful night. We were told that she had a massive haemolysis causing pain at the Op site.

(5)

and the plan of management was to use a syringe driver to ensure she was pain free and she would not suffer when she was washed - moved or changed should she become incontinent.

The outcome of the use of a syringe driver was explained to us fully. We agreed.

A little later Dr Barton appeared and confirmed that a haematoma was present and that this was the kindest way to treat her. She also stated "and the next thing will be a chest infection". Totally insensitive to those already in the final stages of bereavement. Because the syringe driver was essential following the receipt of analgesia for pain - my mother of course would not now regain consciousness, speak, open her eyes to see us, or hear anything anymore. To us Mother as we know he is already gone.

(8) How was she brought from Haslem? Was there an escort? Was anyone in the back with her? When did she start to show pain? What caused it? (9) I request again to see the last X-rays when decisions were made to do nothing but allow to die peacefully. Answers to the numbered questions are sought in detail (1-9) please.

Trivial things added to our trauma. Her clothing already cash's name tags marked. - had all gone the day after her admission for marking - despite my agreeing to do the washing daily. So she wore other people's clothing from then on (8 days)

Asking <sup>continually</sup> ~~continually~~ to insist today that Mother be allowed to wear her own clothes has resulted in them being brought by Taxi from St Marys 8 days later - still unmarked and all totally unnecessary, - as was a staff Nurse yesterday asking to take her day clothes away - "because we get them up here you know". Our reply was - Just look at her - she will not be getting up anywhere.

The contents <sup>and</sup> of events in this report were in the majority witnessed by my elder sister Mrs Mackenzie.

Isley hood.

\* It should be noted that on Monday 17th I left my sister at G.W.O. and went to hospital about lunchtime. I was so appalled at my mother's condition discomfort and severe pain. I went to the ward E3 and asked how my mother was when she had left the ward. I asked because when I had spoken to the ward on the phone that morning they said the consultant was happy to send her back to G.W.O. She was eating, drinking, using commode and able to stand if aided. This was Monday 17th am.

● On leaving the ward I bumped into the DR who had been in Casualty Theatre for my mother's second operation. He was with the Consultant when all the procedures were explained to me on Friday 14th. He said 'How's your mother?' I explained in detail. He said 'We've had no referral. Get them to refer her back, we'll see her. ~~I said I had asked for the referral and it had been told it would be referred on Friday but~~ I told him she was in severe pain since the transfer.

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