

Ref Gladys Richards DOB

Code A

Tuesday 11th Aug 98 Admitted from Haslar. ^{No analgesia received} ~~Sheets on pain free~~
 Wed. 12 Demerol increased. Oramorph given (knocked off) so no funds could be
 given. Thought her distress was Pain.

THURSDAY 13 Aug.

Seen to be in pain by Granddaughter Mrs Reed 1.30 - 2.15pm
 Brought to ward staffs attention. Thought to be dementia th
 Hother showing with pain to ward that there had great pain in hip. Forgive
 Mrs Reed brought to the attention of the staff before she left

- ① At what time did Mrs Richards feel? info Mrs Reed is a qualified nurse th.
- ② Who attended to her.
- ③ Who moved her and how.

④ 3.45 - 4pm
 I arrived and saw my mother was in pain. Anxious
 expression, weeping - calling out. I spoke to several
 trained and untrained staff. I was told - there is nothing
 wrong - it's her dementia. ^{I was then told she had fallen from her chair?} I asked had she seen a doctor?
 Could she be X-rayed? At supper time while my mother was
 quiet and I was reassembling her some soup I was asked
 "Do you think your Mother is in pain?" by RGN doing the
 drug round. "No" at the moment while I'm feeding 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 fell on her bottom
 from the chair" I stayed till 7.45pm my mother was in great
 distress throughout.

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 feels it's too
 late to send her to Haslar and our X-ray unit is closed.
 We will give her oramorph for the night to keep her pain free
 and X-ray here in the morning."

This was an avoidable delay. ^⑤ Why? Any lay person could
 have seen she was hurt. by the angle of her thigh & leg th
 FRIDAY 14th. I arrived as she was taken to X-ray

She was deeply under with a morphine.

She was X-rayed. The movement toward 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 worse fears of last night appear to be true

We have rung Hester and they have accepted her back"

We arrived at Hester late morning - mid day. She was

expected. The insurance was accepted. He saw Hester in

Casualty immediately. He then saw me. He showed me the

X-rays and position of limbs - when I had seen - G.W.H.

21st hrs from accident to admission and second

emergency operation. Why? why no examination? why

no X-ray? why no transfer?

She arrived at Hester and within 1hr had a manipulation

to put the hip back in the socket from the see was pain

free.

She did not regain consciousness in 1hr (ish) on Sat 15th

due to amount of anaesthetic required for the procedure.

She was then rather lapsed so that there was no need to

use slippers for her. She had a drip as she had had

Nil by mouth since before X-rays on 11th.

She remained pain free in full length leg splint.

Both legs level and straight - shown to me by

consultant. No anaesthetic was required - she was able

to wear a commode for the toilet and urine have

for herself. She ate and drank and the drip was

removed and the fluid balance was acceptable.

She progressed on Sunday and was easily manageable.

She was seen early on Monday 17th when transfer back

was recommended. I rang Hester at 8.30am to be

told she would be going AM. I asked if I should

come & pack & the company for and they said "No need

(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 now 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

④

The charge nurse was concerned for his pain and analgesia was given 3 times before his admission at 6pm.

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 mother. She stated she did not think there was a fracture 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 4 hourly 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 insensitised 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 her 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 discontinue 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 tabs 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 ^{continually} ~~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 ^{and}.

The contents of events in this report were in the majority witnessed by my older sister Mrs Mackenzie.

Lesley Cook.

* It should be noted that on Monday 17th I left my sister at G.W.O. and went to Haslem 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 Casseley 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 had been told it would be referred on Friday but it was not.~~ I told him she was in severe pain since the transfer.