

Lesley Humphrey - Quality Manager

From: Fiona Cameron-General Manager
Sent: 05 September 2000 15:16
To: Lesley Humphrey - Quality Manager; Code A - Personal Assistant to Chairman & Chief Executive
Subject: RE: Draft response to Miss W.

Further to our tele conversation, I hope the following helps.

1. ✓ From the nursing notes it looks as though Dr Green visited on the 4th and requested a lumbar spine x ray.
2. The contact record and the care plan notes indicate poor food and fluid intake from admission. However there are entries daily and sometimes twice daily indicating amounts eaten. There are also frequent references to loose bowels on every day apart from the night of the 2/3 May. Just from the notes this is someone I would have thought might be quite dehydrated. There is a record of Dr Knappman discontinuing the food and fluid chart at the top of the care plan for this. Dr Knapmann seems to have visited on the 28th Apr, 2nd May, and 5th May. Also tele conversation with Dr Peters on 1st May.
I have spoken with Anne Haste and she states that Mrs Windsor was not dehydrated, was passing urine and there was no evidence that this was concentrated.
3. Nursing observations on the 4th of May appear on the care plans for
 Hygiene - Complete assistance given as patient feeling unwell
 Diet - 0.25 piece of bread and butter with marmalade
 Bowels - Loose bowel movement overnight followed by two normal soft bowel movements at 12 md and 1815hrs.
 Loose bowels again overnight and complaining of feeling sick.
 Sleep - as above, some fluid taken with encouragement.
 The contact record is taken up with the discussions with the family.
4. First signs of collapse = entry at 1030 hrs. Patient feeling unwell, cold, clammy and BP inaudible. GP asked to visit urgently.

Lesley it is not clear from the notes what the difference was on the 5th to the 4th except the inaudible BP. Patient had experienced cold, clammy on the 30th but BP 90/50 at that stage.
 History prior to admission was of loose bowels, nausea and retching and poor food and fluid intake.
 So the issue of dehydration - from the notes it would seem that Ensure/Enlive was commenced on the 4th without success and an anti nausea drug prescribed and taken twice daily over the period of her stay.

I'm guessing but I think there may have been an element of acceptance that this is how Mrs Windsor was. However I am also not sure what else might have been done to make her more comfortable. The insistence on food/fluid raised by family may also have clouded the issue of Mrs Windsors comfort.

Hope this helps. Please shout if unclear.

FIONA

From: Code A - Personal Assistant to Chairman & Chief Executive
To: Fiona Cameron-General Manager
Subject: Draft response to Miss W.
Date: 04 September 2000 10:31
Priority: High

Fiona

Lesley has asked me to send you the following e-mail:

"draft letter (Windsor complaint) for your changes/approval.

I must be honest and say that Sue's report is somewhat muddled and I am left unclear about a couple of things. Dr. Knapman clearly was responsible for admission/medical care, but nurses have a responsibility for monitoring care and reporting to the doctor.

Sue gives two different dates for Dr. Green's visit - can you please confirm if 3rd or 4th May, 2000?

I'm not clear or not the nursing staff had any concerns about Mrs. Windsor's condition (other than blood pressure) before her collapse. Did they think she was getting worse/dehydrating, etc.? I think the complaint might be she was allowed to dehydrate rather than not offered/left without food or fluid.

Sue comments that the family were concerned on 4th May but makes no mention of nursing observations of her condition that day. When were first signs of collapse? 5.30 or 10.30 a.m. on 5th May - not clear from report?

This is complex given that general practitioner not Trust was responsible for the medical care. Can you check if Dr. Knapman is happy with this letter.

Due out Wednesday, 6th September so not much time but I'd rather be late or send a holding letter than get it wrong."

<<File Attachment: WINDSOR.DOC>>