

RESTRICTED

Statement number: S221

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STATEMENT PRINT

Surname: LOWMAN

Forenames: COLLETTE

Age: 46

Date of Birth: Code A

Address: Code A Postcode: Code A

Occupation: LOCAL GOVERNMENT OFFICER

Telephone No.: Code A

Statement Date: 22/05/2004

Appearance Code: 1

Height: 1.61

Build:

Hair Details: PositionStyleColour

Eyes: /

Complexion: /

Glasses:

Use:

Accent Details: GeneralSpecificQualifier

Number of Pages: 4

I am the above named person and reside at an address known to Hampshire Police. I am making this statement about the care and the treatment that my mother received at the Gosport War Memorial Hospital , which led to her subsequent death at the Queen Alexandra Hospital .

My mother was Norma WINDSOR nee THOMPSON and was born on the Code A

Code A she had three brothers, John , Victor and George who have all survived her.

My mother married my father, Frederick WINDSOR and had 5 children, Paul WINDSOR who is the eldest, myself, Kevin WINDSOR , Margaret WARD and Sheena WINDSOR , who is the youngest. My mother led a reasonably active life although she was awaiting a heart bypass and

RESTRICTED

RESTRICTED

Statement number: S221

DOCUMENT RECORD PRINT

suffering with Leukaemia although I certainly believed both were treatable so therefore not life threatening. Mum also suffered with mild depression but again this was nothing serious.

Around April of 2000 mum suffered with a mild form of Gastro-enteritis, which did mean that she was in bed and having to be looked after by my father. It had been hard work for my father caring for my mother so her GP Dr. KNAPMAN suggested that mum was admitted to the Gosport War Memorial Hospital for respite care. This was as much to give dad a break, as it was anything.

Mum was admitted to the Gosport War Memorial Hospital on Thursday, 27th April 2000 (27/04/2000) I was on holiday on that day with my husband in Ashbury, which had been booked a year in advance. As mum was only being admitted for respite care and not for a medical reason I continued with my holiday, returning on Friday 28th April 2000 (28/04/2000). I cannot remember if I knew that my mum was going into hospital for respite care before I went on holiday or if it was as a result of phoning home while I was away, either way I was confident that there was nothing to worry about.

I visited mum at the hospital on the Friday that I got back from Ashbury, which would have been the 28th April 2000 (28/04/2000). Mum looked well, was sat up in bed and reading.

I visited mum on about two other occasions between that Friday and the following Wednesday but cannot remember what days they were. I certainly did not have any concerns about mum's health on these occasions though.

On Wednesday, 3rd May 2000 (03/05/2000) I went in to visit mum with my husband. Mum did not look well at all, her eyes looked distant and it appeared that she could not focus on anything. Mum looked far worse than when she had first gone into the Hospital. My father was also there and was desperately trying to get her to eat something. Mum was just not interested in eating and although I had received a telephone call from my sister the previous evening to the same effect this was the first time that I really became aware that she was not eating and did not appear to be getting the care that she should have from staff at the hospital. There had not been a medical reason for mum to go to this hospital she was there purely for respite care and she was not receiving it.

RESTRICTED

RESTRICTED

Statement number: S221

DOCUMENT RECORD PRINT

On Thursday 4th May 2000 (04/05/2000) I visited my mum on my own. It was horrible. I arrived on the ward between 6 (1800) to 6-30 pm (1830) and there was a great deterioration in mum's health from the night before. Mum was like a rag doll, she was limp, her eyes were greying and I could hardly rouse her. She was not on a drip to give her fluids so I went to a nurse and obtained a small carton of milk, which I had to force mum to drink. Mum complained all the way through that she felt ill and did not want the milk. Mum also wanted to go to the toilet but insisted on getting out of bed as she had asked on a previous occasion for a bedpan but it was so long before the nurses brought it that she had an accident. Mum was a proud lady and did not want the embarrassment of this again.

I knew that staff would put mum's food in front of her but if she did not eat it they would just remove it without trying to make her eat or helping her with it. This is why I tried to make her drink the milk. I could not believe the deterioration in mum's health, it was so marked and in such a short space of time. I did speak to a nurse for quite a period of time that night, I cannot remember her name but she sat cross-legged on the floor by mum's bed as we spoke. I expressed my concerns that mum was not receiving the right care but she seemed quite non-plussed by this. I asked if it would be possible that the family came in and cared for mum, as I knew that the nurses were under a lot of pressure. The nurse was not rude but just did not seem to share my concern. I left the hospital about 8 (2000) or 8-30 pm (2030) and telephoned my brother Paul. I told him that I thought that we should all go in for four hours a day on a type of shift rota thereby giving mum 24 hour care.

On Friday, 5th May I went to work. I had spoken to dad, Maggie and Sheena on the telephone either that morning or the night before telling them exactly the same as I had told Paul the previous night. I told them that the hospital staff had agreed that we could do this.

About 1130 am that morning I received a telephone call from my sister Sheena, she sounded very upset and explained that she had been speaking to Dr. KNAPMAN who had informed her that mum would not be leaving the hospital and inferring that she was going to die. I left work and went to the hospital arriving about 1230 pm. On my arrival mum was on oxygen and I was told that she had had a collapse. I assumed that she had fallen over. Mum kept asking to see dad. The staff at the Gosport War Memorial Hospital stated that mum was to be transferred to St. Mary's Hospital but they were waiting for a bed to become available. Mum looked very ill but there seemed to be no urgency in transferring her. We asked on several occasions what the delay was and were told that it was due to there not being a bed available. I cannot remember even one nurse coming and checking on mum's

RESTRICTED

RESTRICTED

Statement number: S221

DOCUMENT RECORD PRINT

welfare during this period and due to the lack of concern and urgency shown by the staff I still did not realise how serious my mother's condition was even though she looked terrible, although I had grave concerns.

Mum did not arrive at St. Mary's Hospital until 6-30 pm (1830) that night. She was taken there in an ambulance. As soon as she arrived she was taken onto a ward ready to be admitted. As soon as a nurse saw her she was quickly taken to a bed at the end of a ward, which I can only describe as a critical care bed. It was obvious to me now that the staff at this hospital were very concerned about my mother's condition. The staff informed us that mum's vital organs had shut down and it was a question of how long this had been the case as to whether they would be able to restart them. They were constantly working on mum and it was a horrid sight. The staff at St. Mary's Hospital were excellent, they could not do enough for mum and kept us informed every half hour as to what was happening. The staff did tell us that it would be a good idea to inform our brothers and get them to attend. I remember that we had to keep our father calm, as he was so angry about the state that the Gosport War Memorial Hospital had allowed my mother to get in.

About 2230 hours a Doctor came out and informed us that we should prepare ourselves for the worst as mum was in a very bad way and he did not think she would pull through.

About 4 am (0400) on Saturday, 6th May 2000 (06/05/2000) mum was transferred to the intensive care unit at the Queen Alexandra Hospital where she sadly passed away during the early hours of the morning of Sunday, 7th May 2000 (0705/2000).

I can recall speaking to Dr. KNAPMAN on the telephone after mum's death. Dr. KNAPMAN seemed to be pushing for a post mortem to be conducted on mum. I told him that we would rather that this did not happen, as mum certainly would not have liked it. Dr. KNAPMAN eventually agreed but I cannot remember what was written on the death certificate. Mum was cremated at Porchester crematorium.

I am greatly concerned about the absolute lack of care that my mother received at the Gosport War Memorial Hospital. Mum was not admitted for a medical reason, she did not go there with a life-threatening ailment; she just went there for care and to give my father a break. I want to know why

RESTRICTED

RESTRICTED

Statement number: S221

DOCUMENT RECORD PRINT

the staff at this hospital did not ensure that she was eating and drinking properly and if it was so obvious to me on the Thursday before her death that her health had deteriorated so much why was this not noticed by the staff that was supposed to be looking after her?

I also cannot understand that once it was realised by the staff at the hospital that mum was in such poor health that she needed to be transferred to another hospital then why did they not show any urgency. I am appalled that my mother arrived at St. Mary's hospital with her vital organs having shut down but had been allowed to lay on a bed for over 6 hours at the Gosport War Memorial Hospital awaiting transport and a bed. I cannot help wondering whether there may have been a different outcome if some sense of urgency had been shown.

Taken by: **Code A**

Signed: CLOWMAN

Signature witnessed by:

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