

**Elaine Williams - Complaints and Litigation Manager**

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**From:** Alistair MacNaughton - General Manager  
**Sent:** 23 February 2005 10:05  
**To:** Elaine Williams - Complaints and Litigation Manager  
**Subject:** FW: CONFIDENTIAL



james.doc

laine  
as discussed a draft response to Mrs James re the Kinlough case  
Alistair

-----Original Message-----

**From:** Sam Keenan - Peripatetic Secretary  
**Sent:** 23 February 2005 10:02  
**To:** Alistair MacNaughton - General Manager  
**Subject:** CONFIDENTIAL

**CONFIDENTIAL**

Dictated: 22 February 2005  
Typed: 22 February 2005

Our Ref: AM/sck

Mrs D. James

**Code A**

Elderly Mental Health Department  
St James Hospital  
Locksway Road  
Portsmouth  
Hampshire  
PO4 8LD

Tel: **Code A**  
Fax: **Code A**

Dear Mrs James,

**Re: Mr Kinlough**

I am writing to keep you updated on the progress we are making in regard to investigating the concerns you raised about Collingwood and Ark Royal Wards.

As you know Mrs Von Dixon, Operational Coordinator has been appointed as the Investigating Officer. Von has conducted interviews with all of the staff on Ark Royal and is now in a position where she can write up a report which captures the issues on this ward. We are expecting the report to be with us on the 28<sup>th</sup> February 2005.

She is now undertaking a similar process on Collingwood Ward and has arranged to interview all of the staff. This is inevitably very time consuming but we believe it is well worth getting to the bottom of the issues you have raised.

As soon as the reports are available I will ensure you are provided with in-depth feedback. I understand your father continues to do well in Hay Corner and is receiving visits from our Community Nurse Wendy O'Keefe.

Unfortunately Mrs Juliette Diamond is off on sick leave following surgery. If however you have any queries or concerns please do not hesitate to contact Mr Alistair Macnaughton on **Code A** or email **Code A** at St James Hospital, Locksway Road, Portsmouth, P04 8LD.

Yours sincerely

**Chief Executive Officer**