KISCOSOU

Elaine Williams - Complaints and Litigation Manager

From:

Elaine Williams - Complaints and Litigation Manager

Sent:

21 February 2005 13:29

To:

MacNaughton Alistair (5FE) Portsmouth City PCT

Subject:

Re Mrs J complaint about Ark royal and Collingwood wards (Mr K)

Importance:

High

Sensitivity:

Confidential

Hello again

you may remember that you asked that a formal letter be sent to Mrs James because things seemed to have escalated. A letter went from Ian Piper dated 24 Jan (another copy attached for info). We agreed to write again with the outcome of the meetings and I have just received notes of the meeting held on 7 Feb (the first one was 26 Jan).

I note that Von was due to complete the Ark Royal inv.'by the end of the week' and that another meeting id due 28 Feb.

As Juliette is away, can you provide a draft response letter based on the meetings already held?

Thanks

Elaine

Elaine Williams



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Compl

aints and Litigation Manager

East Hampshire Primary Care Trust

Tel Fax Code A

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Raebarn House Third Floor Hulbert Road Waterlooville Hampshire PO7 7GP

Tel Code A

24 January 2005

PRIVATE & CONFIDENTIAL

Mrs D James

Code A

Dear Mrs James

Re: Mr Kinlough

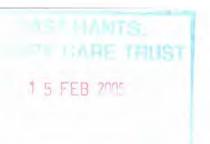
I understand that your have raised concerns with ward staff about Mr Kinlough's care in both Ark Royal and Collingwood Wards at Gosport War Memorial Hospital. Mr MacNaughton, General Manager, Mental Health Services for Older People, has confirmed that a full investigation is underway and I believe that your have spoken with Juliette Diamond, Senior Nurse Specialist, on several occasions about your concerns.

I am grateful to you for bringing these concerns to our attention and I will write to you again once the investigation is complete.

If in the meantime you have any queries please contact Elaine Williams, Complaints Manager on Code A

Yours sincerely,

lan Piper
Chief Executive Officer
East Hampshire and Fareham and Gosport PCTs



East Hampshire NHS

Primary Care Trust

Elderly Mental Health Services

Collingwood/Ark Royal Complaint/Investigation Notes of the meeting held on Monday 7th February 2005

Present:

Jerry Clasby

Juliette Diamond

Mary Motteram

Alistair Macnaughton

Lesley Merry

Jo Taylor

Apologies:

Dr Janet Daoud

Elaine Williams

Copies to:

Neil Stubbs

Susan Lawes

1. Update

> (Mr K) reported to be well settled at Hay Corner. Lesley to check position regarding Community Team/CPN input.

Lesley

ACTION

2. **Management Presence**

> Mary, Jo, Jerry and Lesley continue to ensure high visibility of high level clinical nursing staff to both wards.

Mary, Jerry, 10 & Lesley

3. Summary of Ark Royal Investigation Feedback

Juliette confirmed that the investigation is highlighting the following issues:

- Nursing Staff ? inappropriate "banter" at the nurses station.
- No evidence of swearing being used to patients or relatives.
- Staff accepting incoming personal calls and using inappropriate language on the phone.
- Preparation for ward rounds not being done.
- Issues of availability (Mr F, Staff Nurse)
- Staff taking breaks together.

It was agreed that work should commence in regard to tackling these issues.

Jerry/Mary

Potential Breach of confidentiality

Jerry informed the group that one of his HCSW's has made contact with one of the relatives of (Mr K). Jerry has made it clear that this is totally inappropriate. It was agreed that Mary would reinforce this both verbally and in writing.

Mary

Juliette

Juliette to contact relative involved to check facts.

Von to be made aware in relation to interviewing the HCSW.

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5. Next Steps

Von to complete Ark Royal investigation by the end of the week.

<u>ACTION</u>

Von

6. Date of next meeting

Monday 28th February 2005, 11.30 am at Phoenix Day Hospital.

East Hampshire NHS

Primary Care Trust

Elderly Mental Health Services

Collingwood/Ark Royal Complaint/Investigation Notes of the meeting held on Wednesday 26th January 2005

Present:

Dr Janet Daoud

Jerry Clasby

Juliette Diamond

Alistair Macnaughton

Lesley Merry

Jo Taylor

Apologies:

Mary Motteram

Copies to:

Neil Stubbs

Susan Lawes

Elaine Williams

1. Update

 (Mr K) transferred to Hay Corner on 20th January 2005 – experienced transport difficulties – Lesley following up with Transport Department.

Lesley

ACTION

 (Mr K) settled in his new environment – Lesley to check that Community Team/CPN support is in place. Lesley

Meeting with Complainants

Von/Juliette confirmed that the family wish the following issues to be investigated:

Ark Royal

- Poor communication by nursing staff.
- Abusive and foul language.
- Poor communication at "family meeting" (Critical Incident review to be convened and family/complainants to be invited to attend).

Collingwood

- Absence of staff.
- Resuscitation issue.
- ? patient abuse (bending back of fingers).

Von briefed to investigate all of these complaints apart from the family meeting.

> Communication

Juliette confirmed that staff on both wards have been informed that complaints have been made.

Managerial Presence

This has been increased with a daily rota in place. Purpose of this:

- Protection for both patients and staff
- Ongoing support.
- Monitoring of care standards.

Von

2. Next steps

- Action Planning/critical companionship – Juliette agreed to plan in more detail the approach/processes.

<u>ACTION</u>

Juliette

- Investigation – interim report to be prepared for 7th February 2005.

3. **Date of Next Meeting:**

Monday 7th February 2005, 11.30 at Phoenix Day Hospital

O 9 FEB 2005