

*K. Scovell***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 is due 28 Feb.

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

Thanks

Elaine

*Elaine Williams*



ack IP  
 240105.doc

**Compl**                      **aints and Litigation Manager**

East Hampshire Primary Care Trust

Tel **Code A**  
 Fax

This e-mail message and any files transmitted with it are confidential and intended solely for the use of the addressee. This communication may contain material protected by law from being passed on. If you are not the intended recipient and have received this e-mail message in error, you are advised that any use, dissemination, forwarding, printing, or copying of this e-mail message and any files transmitted with it is strictly prohibited. If you have received this e-mail in error, please contact the sender.

Raebarn House  
Third Floor  
Hulbert Road  
Waterlooville  
Hampshire  
PO7 7GP

24 January 2005

Tel  
Fax **Code A**

**PRIVATE & CONFIDENTIAL**

Mrs D James

**Code A**

Dear Mrs James

**Re: Mr Kinlough**

I understand that you 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 you 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,

Ian Piper  
**Chief Executive Officer**  
East Hampshire and Fareham and Gosport PCTs

cc Alistair MacNaughton / Juliette Diamond

EAST HAMPSHIRE  
PRIMARY CARE TRUST

15 FEB 2005

Strictly Confidential

East Hampshire **NHS**

Primary Care Trust

Elderly Mental Health Services

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

**Present:** Jerry Clasby                      Juliette Diamond              Mary Motteram  
                  Alistair Macnaughton              Lesley Merry                      Jo Taylor

**Apologies:** Dr Janet Daoud

**Copies to:** Neil Stubbs                              Susan Lawes  
                  Elaine Williams

**1. Update**

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

*Lesley*

**2. Management Presence**

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

*Mary, Jerry,  
Jo & 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*

**4. 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 to contact relative involved to check facts.

*Juliette*

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

**Strictly Confidential****ACTION****5. Next Steps**

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

**6. Date of next meeting**

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

*Von*

**Strictly Confidential****East Hampshire** **NHS**

Primary Care Trust

Elderly Mental Health Services

**Collingwood/Ark Royal Complaint/Investigation  
Notes of the meeting held on Wednesday 26<sup>th</sup> 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

**ACTION****1. Update**

- (Mr K) transferred to Hay Corner on 20<sup>th</sup> January 2005 - experienced transport difficulties - Lesley following up with Transport Department. *Lesley*
- (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. *Von*

**➤ 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.

**Strictly Confidential**

**ACTION**

2. **Next steps**

- Action Planning/critical companionship - Juliette agreed to plan in more detail the approach/processes.
- Investigation - interim report to be prepared for 7<sup>th</sup> February 2005.

*Juliette*

3. **Date of Next Meeting:**

Monday 7<sup>th</sup> February 2005, 11.30 at Phoenix Day Hospital

ST HANTS.  
CARE TRUST  
09 FEB 2005