

? WHERE ARE WE

Marion Wood - Service Quality Administrator

From: Alistair MacNaughton - General Manager
Sent: 12 January 2005 13:39
To: Neil Stubbs - Operational Director; Elaine Williams - Complaints and Litigation Manager
Subject: FW: Collingwood Complaint



complaint-inv
 litigation collin
 eil

Please see below notes of yesterdays meeting I am around my office all afternoon if you want to discuss

Alistair

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

From: Alistair MacNaughton - General Manager
Sent: 12 January 2005 13:36
To: Juliette Diamond - Senior Clinical Nurse Specialist; Mary Motteram - Clinical Nurse Specialist; Jo Taylor - Team Co-ordinnator Day Hospital CPN; Janet Daoud - Consultant Old Age Psychiatry; Lesley Merry - Deputy Senior Nurse; Jerry Clasby - Clinical Manager
Cc: Rosie Lusznat - Consultant In Old Age Psychiatry; Martin Brown - Consultant Old Age Psychiatrist
Subject: FW:

Dear All
 thanks for yesterday please see below my notes of our meeting Clearly the information contained within is very sensitive and I know you will treat it as such
 Alistair

Mary
 can you make sure Jerry is aware of the sensitivity of this
 Thanks
 Alistair

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

From: Kerry Barber - Clerical Officer
Sent: 12 January 2005 13:24
To: Alistair MacNaughton - General Manager
Subject:

Strictly ConfidentialEast Hampshire 

Primary Care Trust

Elderly Mental Health Services

Notes of meeting held on 11th January 2005
Collingwood/Ark Royal – Complaint/Investigation

Present: Juliette Diamond Dr Janet Daoud
 Mary Motteram Lesley Merry
 Jo Taylor Alistair Macnaughton

Apologies: Jerry Clasby (Copy of notes to be given to Mary to pass onto Jerry)

Copies to: Neil Stubbs Elaine Williams
 Sue Lawes.

Background**Action**

Juliette explained the relatives of a patient (Mr K) had raised concerns about the care received on Ark Royal Ward.

(Mr K) had been admitted in a poorly state with his mental health problems being further compromised by physical problems which included a gastric bleed. The initial concerns included:

- Family meeting – the nurse who took the meeting appeared to know little about the patient.
- Social Worker stated that if you get the medication right “ we will take him off your hands”.
- Poor communication – on behalf of Ark Royal staff in general.

At this stage the family reported the situation to the Police. Juliette Diamond and Von Dixon met with relatives and began the process of picking up these issues.

➤ **Collingwood**

(Mr K) is transferred to Collingwood Ward he is hit by another patient with severe dementia – family report this to the police. Police visit the ward to complete a report but advised they will take no action as both patients involved have dementia type illnesses.

Christmas Day

- Relative visits and is concerned about (Mr K's) physical state ? chest infection – asks Nurse in charge whether he should have any treatment for this. Sister reports that in front of the patient the Nurse states as the patient is not for resuscitation this will not be necessary.

- Relative reports to a Nurse and explains that she wishes to discuss the care of (Mr K) with Juliette Diamond – Nurse refers to Juliette with foul and abusive language.

Action**Further issue**

- A relative reports a situation regarding a female patient who was removed from a bedroom area by a Nurse who bent her fingers back.

Immediate responses

- Juliette Diamond to commission Von Dixon to commence immediate investigation (arrangements in place to meet with family members afternoon of 12th January 2005).

Juliette/
Von

- To arrange alternative placement for (Mr K) this will be dependent on his physical and mental condition possible options:

Nursing Home – Hay Corner
Ark Royal
Summervale.

However if (Mr K) is very poorly it is accepted that he will need to remain on Collingwood. If this proves to be the case the family members to be informed to contact either Juliette/Alistair directly of any concerns they may have.

Juliette/
Mary

- To inform the Collingwood/Ark Royal staff of the complaint and make them aware of the investigation process. This to take place on Friday afternoon or more likely Monday and is dependent on the placement decisions in regard to (Mr K).

Lesley/Mary/
Juliette

- To increase management presence and support to Collingwood Ward throughout period of investigation. This includes a daily presence and as far as possible cover at weekends. All present at the meeting agreed to participate in this.

Mary/Lesley

Medium Term Actions

- To adopt a team response to the issues – all present fully signed up to this approach – Jerry Clasby to be included.
- To agree a programme of intensive input – based on critical companionship and action learning processes based in the real situation on the ward/s.
- Intensive input to be informed by outcome of the investigation.

Next Meeting

Wednesday 26th January 2005, 1.30 pm at Dr Daouds Office.
Monday 7th February 2005, 11.30 am at Phoenix Day Hospital.