

Elaine Williams - Complaints and Litigation Manager

From: Rosie Luszkat - Consultant In Old Age Psychiatry
Sent: 07 January 2005 17:06
To: Alistair MacNaughton - General Manager; Neil Stubbs - Operational Director; Elaine Williams - Complaints and Litigation Manager
Cc: Janet Daoud - Consultant Old Age Psychiatry; Martin Brown - Consultant Old Age Psychiatrist; Carol Trotter - Consultant in Old Age Phychiatry; Kathy Bowden-Ellis - Personnel Manager; Juliette Diamond - Senior Clinical Nurse Specialist
Subject: RE: Collingwood/ArkRoyal complaint/investigation
Sensitivity: Confidential

Thanks Alistair.

I am very sorry to hear all that.

I was aware of some of the issues re Mr K but not the ones you mention. In addition, Mr K has also been assaulted by one of the patients under my care who is unpredictably aggressive (which precipitated his admission from an EMI RH), and I am aware that his family have involved the police. I had put my patient on the urgent list for a Summervale transfer but that would clearly not be appropriate if Mr. K. moves to Summervale.

As I have said on many occasions before, Collingwood- and possibly Ark Royal too?- needs some urgent staff development. The EMH Service here in F+G feels like a service in decline (see my previous e-mail) which makes me want to weep!

I shall obviously liaise with Janet but won't be in now until Tues am.

Have a good W/E

Rosie

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

From: Alistair MacNaughton - General Manager
Sent: 06 January 2005 11:45
To: Neil Stubbs - Operational Director; Elaine Williams - Complaints and Litigation Manager
Cc: Janet Daoud - Consultant Old Age Psychiatry; Martin Brown - Consultant Old Age Psychiatrist; Carol Trotter - Consultant in Old Age Phychiatry; Rosie Luszkat - Consultant In Old Age Psychiatry; Kathy Bowden-Ellis - Personnel Manager; Juliette Diamond - Senior Clinical Nurse Specialist
Subject: Collingwood/ArkRoyal complaint/investigation
Importance: High
Sensitivity: Confidential

Neil/ Elaine

here we go again !!

Juliette has been having discussions with relatives of a patient Mr Kinlough who has been a patient on both Ark Royal and currently Collingwood

The relatives initially expressed concern about what they perceive as poor communication and an uncaring attitude displayed by some of the Ark Royal staff Juliette was already in the process of picking up these issues

In the meantime Mr K was transferred to Collingwood

Yesterday Juliette was involved in a 40 min telephone conversation with one of his sisters
 Who stated the following

A trained member of staff had openly stated in front of Mr K that he was not for resuscitation and treatment for a chest infection was therefore not necessary

On xmas day Mr K was fragile and unwell the sister felt he was not able to eat his lunch A HCSW however pulled him from his chair and dragged him to the table

The issue which caused most distress to the sister (also a nurse) was that one of the Collingwood nurses referred to

Juliette as an "F-ing twat"

Clearly this needs urgent action !!!!

Juliette and I have agreed the initial actions

Von Dixon will commence an immediate investigation

Mr K is waiting for a nursing home placement however in the meantime we will be looking to transfer him to Summervale. The family are concerned about what care he will receive from the staff once they are made aware of these allegations. Juliette has already made progress on this with Summervale being willing to take Mr K.

Juliette is convening an urgent meeting early next week with myself, Mary Jo, Lesley Merry and Janet Daoud to look at what we need to do to stabilise the situation, support these wards and most importantly minimise the risk to any patients in the meantime.

I hope this makes sense please give me a ring if you need more info or clarification

Alistair

Elaine Williams - Complaints and Litigation Manager

From: Alistair MacNaughton - General Manager
Sent: 06 January 2005 11:45
To: Neil Stubbs - Operational Director; Elaine Williams - Complaints and Litigation Manager
Cc: Janet Daoud - Consultant Old Age Psychiatry; Martin Brown - Consultant Old Age Psychiatrist; Carol Trotter - Consultant in Old Age Psychiatry; Rosie Lusznat - Consultant In Old Age Psychiatry; Kathy Bowden-Ellis - Personnel Manager; Juliette Diamond - Senior Clinical Nurse Specialist
Subject: Collingwood/ArkRoyal complaint/investigation
Importance: High
Sensitivity: Confidential

Neil/ Elaine

here we go again !!

Juliette has been having discussions with relatives of a patient Mr Kinlough who has been a patient on both Ark Royal and currently Collingwood

The relatives initially expressed concern about what they perceive as poor communication and an uncaring attitude displayed by some of the Ark Royal staff Juliette was already in the process of picking up these issues

In the meantime Mr K was transferred to Collingwood

Yesterday Juliette was involved in a 40 min telephone conversation with one of his sisters
Who stated the following

A trained member of staff had openly stated in front of Mr K that he was not for resuscitation and treatment for a chest infection was therefore not necessary

On xmas day Mr K was fragile and unwell the sister felt he was not able to eat his lunch A HCSW however pulled him from his chair and dragged him to the table

The issue which caused most distress to the sister (also a nurse) was that one of the Collingwood nurses referred to Juliette as an "F-ing twat"

Clearly this needs urgent action !!!!

Juliette and I have agreed the initial actions

Von Dixon will commence an immediate investigation

Mr K is waiting for a nursing home placement however in the meantime we will be looking to transfer him to Summervale
The family are concerned about what care he will receive from the staff once they are made aware of these allegations
Juliette has already made progress on this with Summervale being willing to take Mr K

Juliette is convening an urgent meeting early next week with myself Mary Jo Lesley Merry and Janet Daoud to look at what we need to do to stabilise the situation support these wards and most importantly minimise the risk to any patients in the meantime

I hope this makes sense please give me a ring if you need more info or clarification

Alistair