

ref 661

Closed
15/12/04**Jenny Hazel - PALS Co-Ordinator**

To: Sonia Welch - Sister/Home Manager
Subject: RE: Jubilee House

Sonia,
 Thank you for sharing this 'case ' with me. I will be happy to listen to the person in question. However there is no immediate answer, you have highlighted this and given the client the most appropriate advice to hand e.g. contact with Lesley H. What may make a difference to this person's perceptions is my taking her concerns to the PCT hierarchy if this is what she wants. It is as much to do with managing expectations as reporting up the chain particularly in the light of assessments by two physiotherapists. Certainly it is worth looking at the case for physiotherapy as an active or passive intervention at Jubilee.

I will feedback to you in the event of her contacting me. You have done every reasonable thing you could do in such circumstances.

Regards,
 Jenny

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

From: Sonia Welch - Sister/Home Manager
Sent: 12 July 2004 13:23
To: Jenny Hazel - PALS Co-Ordinator
Subject: Jubilee House

Hi Jenny,

I'm sorry I have another one for you. You will get sick of Jubilee House. I have given today to a Code A the PALS leaflet and your name. Her Father Code A is an inpatient at Jubilee House. To cut a long story short Code A it is concerned that her father was not given the opportunity to mobilise throughout his hospital stay. He has been assessed by a NHS physio and a private one who both agree that he would not benefit from any rehab. due to his dementia. At Jubilee House patients and relatives think that physiotherapy will be provided - but there is no funding. Because I was unable to help Code A I advised her to write to Lesley Humphrey and Lyn Wedlake, specialist nurse has dealt with this by seeing Code A but cannot really make any recommendations about the lack of physiotherapy within the department. Code A spoke to me again and I was reluctant to "fob" her off and say it's not my problem, she knows now that her father is here that there is no physio input - but was this too late? I am at a loss, this lady is quite time consuming but I do think to some extent she is right. I thought maybe she could speak to you.

Please call me (Code A) or e-mail for any further info.

Regards Sonia