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Ref Gladys Richards JOB

Code A

Tuesday 11th Aug 98 Admitted from Haslar. <sup>No analgesia received</sup> Mrs Reed pain free  
Wed 12. <sup>General unstead.</sup> <sup>Opioids given (knocked off)</sup> so no fluids could be  
given. <sup>Thought had no business with</sup> Pain.  
Thursday 13 Aug

Seen to be in pain by Granddaughter Mrs Reed 1.30-2.15  
Brought to ward staffs attention. Thought to be dementia. <sup>Mrs Reed brought to attention of the staff before she left</sup>  
Mother shaving with pain to ward that <sup>Mum had great pain when hip</sup> for you

- ① At what time did Mrs Richards feel? <sup>info Mrs Reed is a qualified nurse</sup>
- ② Who attended to her.
- ③ who moved her and how.
- ④ 3.45-4pm. I arrived and saw my mother was in pain. Anxious

expression, weeping - calling out. I spoke to several  
trained and untrained staff. I was told - there is nothing  
wrong - it's her dementia. <sup>I was then told she had fallen from her chair.</sup> I asked had she seen a Doctor?  
Could she be X-rayed? At supper time while my mother was  
quiet and I was reasporning her some soup I was asked  
"Do you think your Mother is in pain?" by RGN doing the  
duty round. "Not at the moment while I'm feeding her?" I said  
"Well you said she was in pain". "Yes" I said "she has been  
very uncomfortable" since I got here". "Do you think she  
has done some damage?" "No" she only fell on her bottom  
from the chair" I stayed till 7.45pm by mother was in great  
distress throught.

At 9.30pm. I received a phone call from the ward.  
"When we put your Mother to bed she was in great pain  
and she may have done something. The Doctor feels it's too  
late to send her to Haslar and our X-ray unit is closed.  
We will give her Oramorph for the night to keep her pain free  
and X-ray her in the morning."

This was an avoidable delay. Why? Any lay person could  
have seen she was hurt. by the angle of her thigh & leg li  
FRIDAY 14th. I arrived as she was taken to X-ray

VARIOUS.

(2)

She was deeply under with morph.

She was xrayed. The movement caused pain and I stayed with her to comfort her.

We returned to the ward. I was called in to the office by Philip - ward manager and Dr Barton to be told - "Yvie worst fears of last night appear to be true. We have rung Hasler and they have accepted her back."

We arrived at Hasler late morning - next day. She was expected. The consultant was bleated. He saw Potter in Casualty immediately. He then saw me. He showed me the Xrays and position of limb - which I had seen - 9.11.11

24 hrs from accident to admission and second emergency operation. Why? why no examination? why

(b) no xray? why no transfer?

She arrived at Hasler and within 1hr had a manipulation to put the hip back in the socket. From then she was pain free.

She did not regain consciousness till 1am (ish) on Sat 15th due to amount of analgesia required for the procedure.

She was then re-examined so that there was no need to use slipping pt. She had a drip as she had had Nil by mouth since before Xrays on 14th.

She remained pain free in full length leg splint. Both legs level and straight - shown to me by consultant. No analgesia was required - she was able to use a commode for the toilet and weight bear for transfer. She ate and drank and the drip was removed and her fluid balance was acceptable.

She progressed on Sunday and was easily manageable. She was seen early on Monday 17th when transfer back was recommended. I rang Hasler at 8.30am to be told she would be going AM. I asked if I should come & pack & accompany her and they said "No need

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she is fine" I went to G.W.H about 10.45am and was told the ambulance was due about midday I arrived back at 12.15 mid day

On entering through the swing doors to the ward I heard my mother screaming. On arrival to the room a care assistant said "You try feeding her I can't do it she is screaming all the time" My mother had a starving anxious expression She was gripping her RV thigh on side tightly. She uttered the words Do something do something the pain the pain - don't just stand there - I don't understand it the pain the pain sharp sharp - this is some adventure. A SRN came into the room at all the noise I moved the sheet and said look at the awful position she is in, she was lying awkwardly towards the left side with the full length splint not straight and her hips uneven. She cried in pain. I said to the RGN "can we please move her" We moved her together with our arms together under her lower back and the other under her thighs we placed her sparsly on her buttocks and within minutes she stopped the screaming

⑦ why when refused to bed from the ambulance was her position not checked?  
why was the source of pain not sought?  
from IPM onwards the charge Nurse Manager frequently checked my mother. He acknowledged our concern. He acknowledged her obvious pain we asked for X-rays We asked what had happened between leaving Haslem e arrived into her bed at G.W.H. It was acknowledged that "something" had happened

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The charge nurse was concerned for his pain and analgesia was given 3 times before his admission to the ward.

Phillip's ward manager agreed she needed Xray to establish if damage had been done as had occurred to the hip.

Xray Dept refused forms signed PP for the DR who was unavailable.

An appointment for Xray was made for 3.45pm as the DR called was expected at about 3.15pm.

The charge nurse did all she could to expedite this - keeping us informed and constantly checking Rottos obvious severe pain. He administered pain relief in readiness for the Xrays. He was courteous and attentive at all times.

DR Barton arrived and we left the room as asked. She examined my R hip. She stated she did not think there was a hip dislocation but the Xray would go ahead. A review would be held later when Xrays had been seen.

We went to Xray. My mother was in pain despite her pain relief. I was not allowed to visit her as I was the previous week. I could hear her weeping through the doors while the Xray plates were put in place. We returned to the ward. We were told there was no dislocation but obviously something had happened. We were told she would be given Oxycodone for the pain at night through the night for pain relief and reviewed in the morning.

On Tues 18 we arrived on the ward and were told she had had a peaceful night. We were told that she had a mass, we haematuria causing pain at the op site.

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and the plan of management was to use a syringe driver to ensure she was pain free and she would not suffer when she was washed - moved or changed should she become incontinent

The outline of the use of a syringe driver was explained to us fully. We agreed.

A little later Dr Barton appeared and confirmed that a haematoma was present and that this was the kindest way to treat her. She also stated "and the next thing will be a chest infection". Totally insensitive to those already in the final stages of bereavement. Because the syringe driver was essential following the receipt of analgesia for pain - my mother of course would not now regain consciousness, speak, open her eyes to see us, or hear anything anymore. To us, Mother as we know he is already gone.

8 How was she brought from Haslem? Was there an escort. Was anyone in the back with her? When did she start to show pain? What caused it? 9 I request again to see the last X-rays when decisions were made to do nothing but allow to die pain free. Answers to the numbered questions are sought in detail (1-9) please.

Trivial things added to our trauma. Her clothing already cash's name tags marked - had all gone the day after 1st admission for marking - despite my agreeing to do the washing daily. So she wore other peoples clothing from then on (8 days)

Asking ~~continually~~ to insist today that Mother be allowed to wear her own clothes has resulted in them being brought by taxi from St Marys 8 days later - still unmarked and all totally unnecessary - as was a staff Nurse yesterday

asking to take her day clothes away - "because we get them up here you know". Our reply was - Just look at her - she will not be getting up anywhere.

The contents of events in this report were in the majority witnessed by my sister since Mrs Mackenzie.

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