

Wills & Heather Wilson

Code A

25 January 2007

Re. James Ripley

QA ward F4 16 November 2006 – 5 December 2006

Dear Sirs

I feel that I must write to you to put forward my concerns about my Fathers treatment on F4 on the above dates.

One of my main concerns was the total lack of hygiene on the ward. On my daily visits to see my Father I cleaned his over bed table as it was always dirty and sticky. I watched a lady doctor put a needle into my fathers arm without washing her hands or wearing gloves. Nurses also attending to my father never once washed there hands. The use of gloves was to clean down beds left empty.

On one occation we arrived to see my Father eating his lunch with dried blood all over his hands and on the sheets. Yes he was very confused at the time and he had pulled out his drip which was the source of the blood. Surely he should have been cleaned up before his lunch was put on his lap on a pillow on top of a very bloody sheet. A nurse apologised and said it should never have happened but it did and the drip he had pulled out covered in blood was still left on his table. I wrapped it in tissue myself but it still remained there.

On another visit my father said he had gone to the toilet and everyone was laughing at him. A patient explained that he had got out of bed wearing only a gown open at the back and the staff thought it amusing that he was showing his bottom. Surely even if he was confused he should have been shown some dignity, it would have been very simple to get his dressing gown and cover him up instead of standing there laughing at him.

As my Father spent a lot of time in bed he was complaining of a very sore bottom. I asked a nurse if he had bedsores I was told it was not possible as he was on a ripple bed. Not until he went to Countess Mountbatten Hospice where the bed did actually vibrate did I realise the bed in QA was never switched on. He left hospital on 5th December 2006 with three very large bed sores, his disease did not give him any pain but the sores were a constant source of agony for him till the day he died.

I know it is too late to make things better for my Father but if this complaint helps in any way to make things better for others it has not been in vain. I feel that if I have ever to be admitted to QA I would be terrified.

Yours sincerely

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Mrs Heather Wilson