

**AGENDA
Resolution Meeting
Complaint 832/06
Mr James Ripley (d)**

Issues identified in complaint:	Action taken/to be taken as a result of this complaint:	Responsible person
Nurses or doctors did not use alcohol gel at foot of the bed		MAU
Husband couldn't eat meal. Do staff note if a patient is not eating?		MAU
Patients with dementia; children visiting ward. All made ward chaos. Understood children were not allowed to visit because of MRSA. Please clarify		MAU
17 Nov: Not informed of husbands progress. Saw no staff in the 3 hours she visited		F4/Medical Team
Ward very cold. Draught from windows and no heating		F4
Visitor's toilets were filthy.		Domestics
20 Nov: Trainee nurse attempted 3 times to get blood from back of his hand. She told Mrs Ripley to inform another nurse.		F4
Ward had run out of nebulizer's so were using an oxygen bottle to push solbutozole into the mask.		F4
Call button could not be located – eventually found under the mattress		F4

23 Nov: Told husband was to be discharged, but very confused. Had he had a tranquilliser or painkiller that affected his mind slightly?		F4/Medical Team
24 Nov: 3 drips in arms, 2 were antibiotics. Has severe infection. Had to fight to obtain information. Unsure of infection – could be MRSA or CDIFF – should he have been barrier nursed at this stage.		F4
27 Nov: Cleanliness of ward. One family had to wipe thick dust from windowsills, locker top and bed ends. Ward appears very cluttered.		Domestics
Ward only have one ripple mattress. Husband was virtually immobile for 10 days with risk of pressure sores		F4
Delay in obtaining results from tests (blood, urine, ECG's, thoroscopy)		Medical team/laboratories
Jim was given 2 paracetomals, but shouldn't have any painkillers as he had Trastec patch.		Medical team
Teeth not been cleaned.		F4
Dried blood on outside of the alcohol gel bottle = infection control issues		F4
Received appointment letter for Respiratory Clinic. They did not know he was inpatient – communication issue		
29 Nov: Sheets and table covered with blood. Cleaner only mopped round the floor with a dry mop. No equipment moved.		Domestics
Dr informed her that Jim had lung cancer related to asbestos, which is terminal and no operation or treatment will help. Why was she not advised sooner?		Medical Team

30 Nov: Had cancerous mole removed in SMH, why was this not followed up? Is this related to his terminal cancer?		Medical team
5 Dec: Found husband almost suicidal. Spoke to nurse and asked if he could be discharged. Sister agreed and nurse arranged transport.		
Transport took over two hours to get him home. Dreadfully confused but transport would not allow her to travel with him. Crew made him walk to the house in the rain and cold, wearing just his pj's and dressing gown. He was freezing by the time he got into the house		Transport
When she got him ready for be, noticed several horrible bedsores on his bottom. Pj's stuck to the blisters and sores. Why were F4 unaware, as Jim had complained of some bottom for over a week?		F4
District Nurses and GP visit – but no referral or discharge letter provided for them.		F4
Care package not set up – Mrs Ripley arranged this herself.		F4
Staff attitude on ward.		