

Date/Time	□	Thread	Impact	Attachments
26/12/2017 19:00	299	Dad's admission to W Hospital.	0	

Dad was admitted to hospital today following a fall on the driveway outside his house at about 10am this morning. Mum called the ambulance and rang round the family. It took hours for him to get from the A&E Dept onto the ward. He's got a broken hip. He's in a bay of the ward where there are 6 men including him. He's very upset saying he's spoilt our Christmas and anxious about when he'll be operated on.


Date/Time	□	Thread	Impact	Attachments
27/12/2017 18:00	300	Dad's admission to W Hospital.	1	cdv_photo_001.jpg Image

We've (Mum, me, my sister and brother) been visiting Dad at Hospital today checking things are ok and mum's coping. She's spending all the time she can with dad. He's quite distressed still worrying about how long it will be before he can get home again. The hospital staff seem rushed off their feet and it's not very clean. A photo of one of the toilets is attached. Mum is upset and said that she's seeing things on the ward that aren't right. Today she heard someone calling for a bedpan for over 10mins before a nurse came. By that time the patient was really distressed. She's worried dad won't be getting good enough care. We spoke about it as a family and will keep an eye on things when we visit. It was agreed that I'd keep this record.


Date/Time	□	Thread	Impact	Attachments
28/12/2017 10:30	301	Dad's admission to W Hospital.	0	

I went with mum to the hospital today. Dad had seen the Dr and been told he was on the list for theatre tomorrow. He seemed a bit brighter now he knows what's happening. Dad told us that there had been a couple of "problems" on the ward last night that had worried him. A patient's (T) relative had made a complaint to one of the staff about her father not being fed. He needed help with feeding and had asked several times. A nurse said they were too busy and so he'd gone without. It got heated and security had been called. He said the woman had been treated very


rudely by staff and she shouldn't have been told to leave. T had been crying last night as he wanted to talk to his daughter and a nurse had called him a "cry baby". Mum said that on the day of dad's admission she had seen a patient with a plate of food in front of him. The patient couldn't sit up. The food was left for half an hour or so and then collected by a member of staff who said something like you're not hungry then. She didn't wait for the answer which was "I can't feed myself".

Date/Time	□	Thread	Impact	Attachments
28/12/2017 12:00	302	 Communications	2	

Whilst Mum sat with dad I went over to talk to another visitor to the ward. Mum said she'd been on the ward every time she'd visited and they had talked briefly. She was worried about her father and had concerns about the ward. She's called DS and her father has been on the ward since before Christmas. She told me a couple of very worrying things and said she was keeping a record of each visit she made. She thought she would have to make a complaint but her father was begging her not to, thinking he'd been treated badly if she did. We agreed to meet up next week for a discussion as she was in contact with two other people who'd complained a month ago about the ward but got nowhere.

Date/Time	□	Thread	Impact	Attachments
29/12/2017 20:00	303	 Dad's admission to W Hospital.	3	cdv_photo_002.jpg Image

Dad was supposed to have his operation today and had been prepared and gone down to theatre. He'd been returned after a couple of hours as it was cancelled so he's stuck now until after the weekend. Mum and I had been hanging around all day and I'd gone into the ward kitchen to make us a drink at 12. It was in a mess then and no one had tidied it up, cleaned the surfaces or washed up. It remained the same all day with more dirty cups plates etc being added. Dad was really agitated when we left, as he's been hearing about the all concerns there are and worrying about how good the surgery will be. We are all worried about what to do.

Date/Time	□	Thread	Impact	Attachments
30/12/2017 10:00	304	 Communications	0	

Rang DS and have arranged to see her later. In the meantime she's been to a solicitor and will tell me what's she's been advised to do when we meet. She said she'd been told that if there were several compelling complaints it would be more powerful and the hospital would find it more difficult to deny there's a problem on that ward.