



cc Reena Cartmell
Deputy Dir of Nurs
Glan Clwyd Hos.

Ymddiriedolaeth GIG Siroedd Conwy a Dinbych
Conwy & Denbighshire NHS Trust

cc Sian/Dr Shee

Private & Confidential

~~Mrs L Ross~~
~~24/10/2003~~
~~Reena~~
~~Allyson~~
~~Conwy~~
~~LL18 5UJ~~

Ref: GRDK/BT/10/2982003

Date: 24 October 2003

Ms. Beverley Taylor

Tel: 01745 589998

Dear Mrs Parsons,

I write further to Mrs. L Ross last letter to you dated 1 October 2003 regarding your concerns about the treatment and care your late Husband Mr. Parsons received whilst a patient on ward 11 at Glan Clwyd Hospital.

Your concerns have been followed up with Staff Nurse Ms J Owens and this letter is based on the statements we received. Firstly may we offer you our sincere condolences at this sad time. I have listed the answers to your questions below.

1. Why did it take up to two weeks to feed him via a tube up his nose.

When the nursing assessment was carried out on your husband, the staff did acknowledge that there was a problem. This was acted on and a referral made to the dietician on the 19 August 2003, 24 hours after his admission. On the 20 August it is documented in his medical notes that he could not tolerate a Nasogastric tube and it was not safe to place a Percutaneous Endoscopic Gastrostomy tube (feeding tube through the stomach) due to recent Pulmonary Embolism. On the 26 August 2003, it is documented in the notes that he is eating well and on the 27 August the dietician reviewed him and again documented that he was eating well. A record was kept of his dietary intake. On the 30th August unfortunately he was sick with his mid morning tea and biscuits, later sick again on the 31st and a tube was placed on the 1st September, taken out on the 2nd as he was then starting to eat again.

HE WAS NOT

2. Your concerns about your husbands cleanliness

The Nursing assessment documented that your husband required help with his hygiene. It is documented numerous times that Mr. Parsons had been assisted with his hygiene needs by the nursing staff and on occasions declined their help. We are sorry if you felt that we did not address his needs.

HE DID EAT BARELY NOTHING

