

3. The disposal of urine bottles.

It is not our usual practise to have full urine bottles within the bed areas, and we can only apologise for this.

4. Cleanliness and pyjama bottoms left hanging on door.

We unfortunately do not have laundry facilities for patient's property within the ward. However the ward apologises for the distress that this caused for you and your husband. It is not our usual practise to leave soiled property in inappropriate places.

5. Mr. Parsons hallucinations.

It is documented in the nursing process, that from night of the 4 September 2003 and the day of the 5 September 2003, that your husband was confused, and the nursing staff had identified this.

6. Your husbands fall.

Your husband was confused and got out of bed on his own, this was at 02.00 hours on the 6 September 2003. As the nursing staff approached him, he fell onto the floor and bumped his head on the wall. There were no lacerations and he was assisted back to his bed, his observations were recorded, and the Doctor on call was informed.

7. The lack of an autopsy.

It is document in the nursing notes by Dr Baghomain, Specialist Registrar, that he had discussed this with the Consultant Pathologist, who was acting on behalf of the coroner, that no Post Morton was to be undertaken.

8. Hospital workers talking inappropriately.

It is not our practise to speak inappropriately, where the patients can hear. Our nursing staff are always usually very professional whilst carrying out their duties. However all of our staff will be notified that this is not acceptable behaviour, and we apologise for any distress this may have caused.

If you do not feel our response has addressed all of your concerns then please contact the Patient Services Officer again.

The next step would be to meet with staff, such as the Director of Nursing and/or Medical Director, to talk through your concerns in an informal and constructive way. This often proves a very positive and effective way of reaching a satisfactory outcome for everyone involved. Your local Community Health Council