

56 Primrose Avenue,
Brookstone,
Gloucestershire,
GL56 9ME

Complaints Manager,
Hospital Trust,
England

Date

Dear Sir/Madam,

Formal Letter of Complaint on behalf of Mr.Gerald Gough, DOB. 18.12.1947

I am writing to complain about the treatment of my father, Mr.Gerald Gough, DOB. 18.12.1947. He was admitted to your hospital on 19.02.2017 having fallen and fractured his wrist, he had general confusion and was later diagnosed with a urinary tract infection.

On 19.02.2017 after having his wrist put in plaster he was brought to Nutmeg ward for observations, we told the nursing staff that he was confused and that he would need to be monitored as he kept trying to wander off. He was not steady on his feet and he was likely to fall over. We left him in the care of the nursing staff that evening.

The following day my brother and I came into hospital to visit our dad, we stayed from around 9.00 to 11.00 and we were told by nursing staff that he had tried to find the toilet in the night but had fallen over and hit his head, they did not think that this was a serious fall. During the course of our visit we noticed that our dad seemed very confused and was complaining of pain in his head. We brought this to the attention of nursing staff, but nothing appeared to be noted or done about it.

We stayed with him for 2 hours during which time his speech became slurred, we were told that this was probably as a result of the pain killing medication he was on and not to worry about it, at around 11.00am we left and told our dad that we would be back at 5pm.

When we returned at 5pm, our dad seemed worse and after around 20 mins he appeared to have a seizure, we pressed the emergency button and the room filled up with people. Nobody told us what was going on or who was in charge. They took dad away and after 40 mins of waiting told us that he was going for a CT head scan. Following a number of investigations they diagnosed dad's urinary tract infection and told us that as a result of the fall that he had had in hospital he had suffered with a subdural haematoma.

It is now 4 months following his discharge and dad has been put into a residential nursing home, he still has slurred speech and he is unable to care for himself. He gets very frustrated and upset because he cannot do things, his quality of life is dramatically reduced. Prior to this he lived on his own and was able to enjoy a range of activities and didn't need any care at all.

My brother and I want to know:

1. Why my dad was allowed to walk around on his own after we specifically told staff that he was likely to fall.
2. Did the bump on the head cause dad's subdural haematoma?
3. Without the subdural haematoma would dad have gone back to normal?
4. What treatment can dad have to make him better? He doesn't appear to be having much physiotherapy or occupational therapy, can you assist with this?
5. Ideally we would like dad to regain his independence and quality of life, what are the chances of this happening?
6. We are concerned that this will happen to someone else, what safe guarding measures have been put in place?

We look forward to hearing from you with a response within the next 4 weeks.

Yours faithfully

Jane Abrose and Mark Gough.