

Message

From: Hooley Brenda (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST) [/O=MAIL/OU=NHSFB05/CN=RECIPIENTS/CN=A9L7XNGD]
Sent: 30/09/2015 10:52:15
To: Gibbs John (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST) [johngibbs@I&S]
Subject: RE: communication

Many thanks for your email and your comments.

I did speak to the parents on Friday and have now closed the PALS concern.

With many thanks for your help.

Brenda

Brenda Hooley
PALS Advisor

01 I&S

From: Gibbs John (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST)
Sent: 24 September 2015 17:53
To: Powell Eirian Lloyd (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST)
Cc: Griffiths Yvonne (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST); Simcock Belinda (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST); Hooley Brenda (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST)
Subject: RE: communication

I'm sorry that Child H parents were not informed reasonably promptly when she was ventilated. Child H needed urgent ventilatory support this morning and so there was no time to discuss this with the parents prior to providing appropriate treatment. It was extremely busy on the neonatal unit at the time and Child H's sudden deterioration occurred just prior to handover of both nursing and medical shifts. This almost inevitably resulted in a delay before informing Child H's parents.

I think her mother was shocked about Child H's deterioration because she had enquired only 10 or 15 minutes before she deteriorated and had been informed that she was stable (which was entirely correct at that time, and there seems to have been no warning that this was about to abruptly change).

Despite the various pressures that led to a delay in Child H's parents being informed of her deterioration and need for ventilation, it is reassuring to note that Child H received prompt, urgent treatment as soon as she needed it.

In addition to the various doctors and nurses who had already spoken to Child H's parents to update them on her progress, and to explain why there was a delay in providing them with information, as the consultant responsible for her care I have also apologised to them for this delay (and discussed why it was challenging to keep them closely informed this morning, whilst acknowledging that this was regrettable).

JOHN

From: Powell Eirian Lloyd (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST)
Sent: 24 September 2015 14:07
To: Gibbs John (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST)
Cc: Griffiths Yvonne (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST); Simcock Belinda (COUNTESS OF

CHESTER HOSPITAL NHS FOUNDATION TRUST); Hooley Brenda (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST)

Subject: communication

Hi,

Brenda from Pals came to speak to me this lunchtime to state that the family of Baby **Child H** have put in a complaint. The complaint was the fact that there was no communication from the medical or nursing staff that her baby had been put on the ventilator.

Child H was put on the ventilator during the nursing handover and she took some time to stabilise. She had to be reintubated and she acquired a pneumothorax. At 0945hrs **Nurse W** spoke to dad and apologised for not updating them earlier. **Nurse W** stated that their baby had become unwell and did take some time to stabilise. Dr. Harkness spoke to the parents at approx. 11.30hrs to update them fully on their baby's management. At no time did they voice any concerns. The possibility of ventilation had been discussed by the staff yesterday so they were aware how poorly their baby was.

When Brenda came to discuss this with me – I informed her that in an ideal world we would normally update the parents prior to the procedure – however in this instance this was not possible. If the intubation was done under an emergency situation the parents would have been updated as soon as the baby was stabilised – which was the case.

The midwives are preparing to discharge mum today – however **Nurse W** is going to speak to them to allow her to stay longer. This is due to the fact that the parents accommodation on the unit is being utilised tonight and if mum has to be discharged they can be offered a room in Christopher wing.

Brenda has conveyed this information to dad and they are considering the offer.

My question as an addendum is why had it taken mum so long to come to the unit when she was aware how poorly her baby is. (just a thought) especially as she is an inpatient or even ask the midwife to ring/use her mobile for an update.

I have spoken to Belinda and **Nurse W** and as you can imagine **Nurse W** is upset that she has tried her best – only to receive this complaint.

Kindest regards

Eirian

Eirian Lloyd Powell
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01 **I&S**