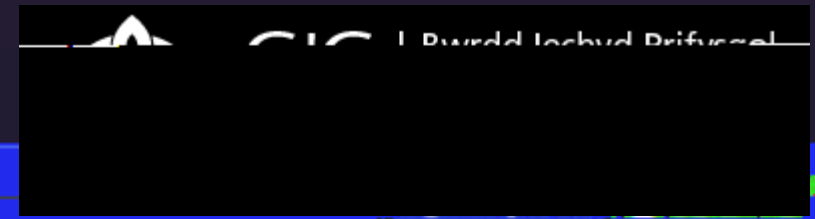
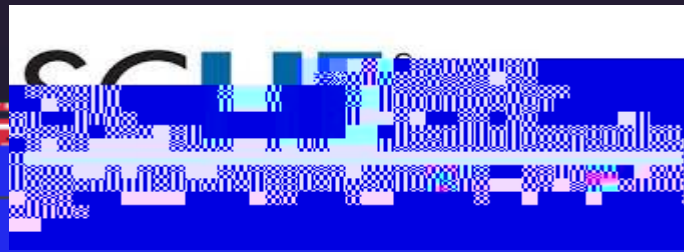


The variable nature and quality of interaction with healthcare staff

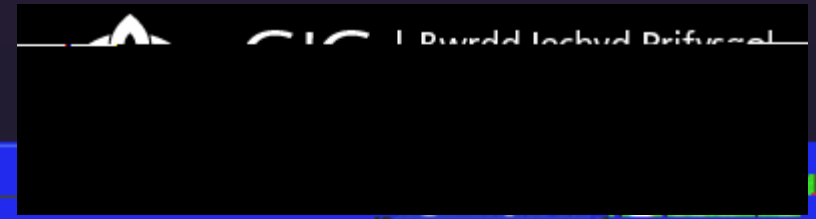
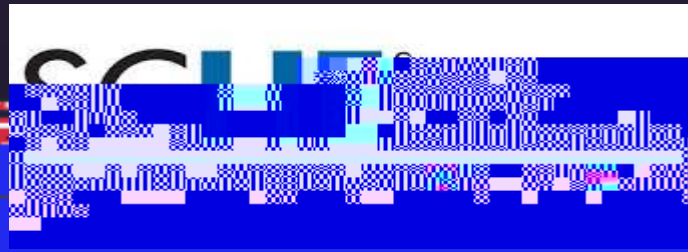
*It was quiet in Casualty. They rushed her straight into CAT scan the CAT scan came back, and she's had a massive bleed, brain haemorrhage so and the doctor who read the report said it would be an end of life. He said that there would be **no turning back**.*

*He was absolutely brilliant. He talked us through and he was, you could see **he was being very much aware of how we were reacting to him**, both of us and how he was going to handle the way he needed to get the information to us (...). I thought that they were very, very caring.*



The variable nature and quality of interaction with healthcare staff

We told him that he was an intelligent man. He loved his books, crosswords, uhm he knew a bit about everything (...) he's been ill all his life (...) so I've been his carer. And I said 'no' I said, 'the last thing he wanted was to be a vegetable and we don't know what the outcome's going to be'. He said, 'right, we will put him into a ward, put him comfortable'.



The variable nature and quality of interaction with healthcare staff

The doctor from [redacted] rang me and said 'can you come in I need to see you' [redacted] When I went in [redacted] he said 'it's not looking good at all'. He said, 'he's had a terrific cerebral haemorrhage and we don't expect him to last till the end of the week. If there's anyone needs to see him they need to see him now'. (...). So he was straight, he told us exactly what to expect

The variable nature and quality of interaction with healthcare staff

It's trying to find somebody as well. (...) I didn't see them as regularly as I would have liked (...). We always had to go and find the doctor too. In fact, I can't ever remember a doctor coming into the little room, the little side room. It was always either me or my sister going to find the doctor.

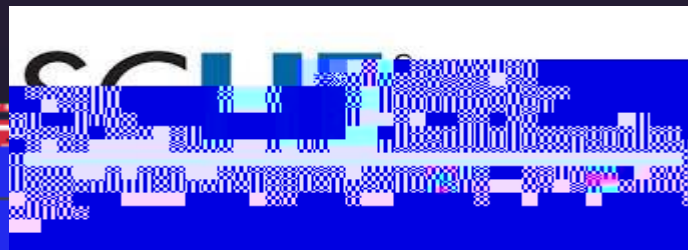
The variable nature and quality of interaction with healthcare staff

A Sister came down one evening, from ITU, asked me how everything was and I said 'well I do have a question' I said 'we were told that this is the end with basically and making her comfortable and what have you and she is in the severe stroke ward but I said, 'they're telling us something different', I said 'is there something good happening here or are we being prepared for the end'? The nurses were saying 'oh, she's had a really good day' and then talking about the physiotherapy and what have you. That's when the confusion set in.

The variable nature and quality of interaction with healthcare staff

*I phoned in the morning to find out how she was and to be told that she'd been taken out of bed. So I was **really, really shocked** when I went back in to find that she was back in bed in a coma.*

I left the hospital at 04:30 and then I went back, about 8:30 in the morning,



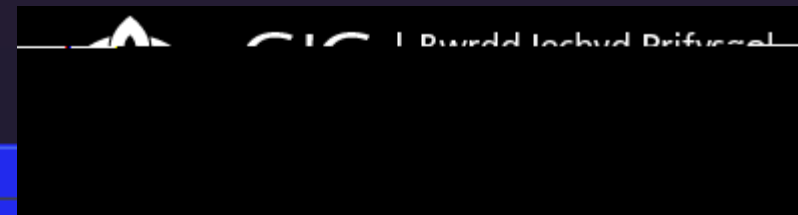
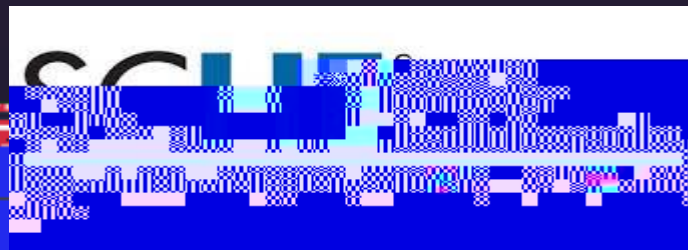
Doing care at the end of life

They were in and out all the time making him comfortable.

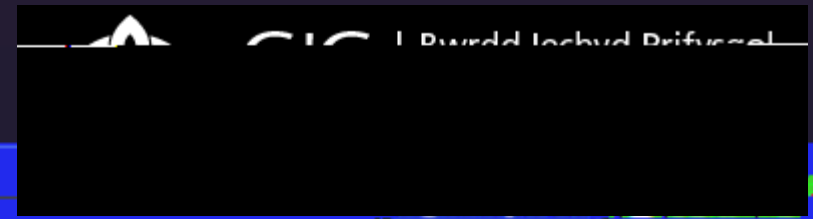
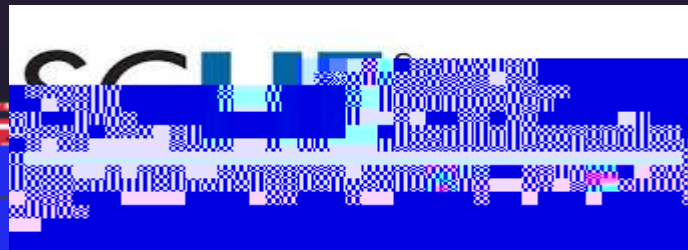
Making sure that she was comfortable underneath, you know, I mean changing the sheet underneath her.

*When I went there he'd be clean and he'd be tidy (...).
His mouth was kept moist.*

She was always clean and tidy and you know in terms of that like she never, there was never any issues.



*They let us stay with mum for as long as we wanted
to so we rang and my other
daughter and they came down as well and we all
stayed with mum for about an hour and a half (...) they
they didn't pressure us to go at all we were all able
to say our what we needed to say her.*



*You just want "it will be painless" or "It'll, we", help.
"Don't worry," "we will make sure she's". Just things
like that you needed to know.*

*I said 'does he know anything?' They said 'as
far as we are aware no, there's no brain function at
all'.*

We sat with him all day, all night and the following day until

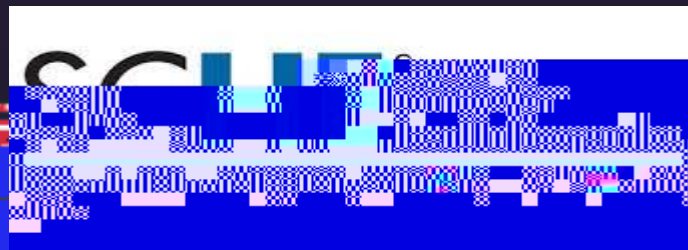
*On the death certificate it was pneumonia and we didn't know she had pneumonia. If we would have known, **we would have been more prepared** (...). The word pneumonia had never cropped up.*

*It took a week. She
week.*

was in that, she was there, in that bed a

*She never regained consciousness and it was nearly 3
weeks, two and a half, three weeks. It was quite a length of time you
know because my sister came back, because my sister was panicking
that she wouldn't get here*

*Twelve days he went on without fluids without water. It was
horrendous to see.*



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Twelve days he went on without fluids without water. It was horrendous to see.

My sister had said, 'isn't there anything you can do, she can't go on like this' you know uh and he said, 'we can only do within the legal requirement of the dosage of morphine'.

I did say to the doctor 'Have you got a form I could sign?' o

sg dhiy@ n

