

Monica and John

Their story

Early Sunday morning

Monica observed John: his facial expression indicated that he had had a stroke

Dialled 999

Monica not present for verbal handover

John's initial diagnosis - sub-arachnoid haemorrhage.

Later on Sunday

Many hours of waiting

John remained unconscious

Monica remained in passage way

"There was much questioning without telling"

Monica felt 'evicted' from the emergency room

Later on Sunday

Monica was questioned about John 'so that charts could be completed'

Monica told that John had had a 'serious stroke' Monica did not understand what 'serious' meant

Transfer to ward

Admitted to geriatric ward; Monica concerned as she saw John as a 'young man'

No access to specialist stroke unit

Referral to specialist took many days
John regained consciousness; he was afraid to find so
many leads attached
Contracted MRSA

Transfer to ward

Monica often found medication on the floor; call bell out
of John's reach
John was considered for a percutaneous endoscopic
gastrostomy (PEG) & discharge to rehab.
Fits began
Social worker referral which was a positive experience
for Monica

5 months later

Between Rehab unit and home
Adaptations to home needed - Occupational Therapist
visits, referral for wheelchair - RAF provided

Stair lift installed one year after hospital assessment

5 months later

Monica was trained in drug administration

Discharged from the hospital at the end of the financial
year: barrier for adaptations to be financed

Monica gives up working as a lawyer to become John's full time carer

Periodic readmissions

Repeated chest infections and fits: each admission treated as a new admission (paperwork & questions repeated)

Would not consent to PEG until 5 years after stroke

Chest infections & fits ongoing; progressive loss of mobility

Periodic admissions

Very little nursing help; many untrained people offered to support Monica, could only get carers when direct payments issued

Portable oxygen ordered but did not arrive

John died soon after.