

[REDACTED] Call log

CP advised her mum has been in and out of hospitals [REDACTED] times in the past month due to dehydration and urine infections.

[REDACTED]

CP advised on the [REDACTED] she found her mum unresponsive. CP spoke to a nurse who told her she was fine, the manager then came down and asked the nurse if she had given CP's mum her antibiotics and [REDACTED] which she hadn't [REDACTED]. CP said no blood sugars were done either. CP also mentioned to the nurse that she smelled of urine [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]. CP said before the ambulance was called the nurse brought in [REDACTED] oxygen machines and [REDACTED] were not working and the other one was beeping. CP's mum is back in hospital with dehydration.

[REDACTED]

[REDACTED]

[REDACTED]

I assured CP her information would be passed onto the inspector for review. CP thanked me for the call, I thanked CP same.