

From: [REDACTED]
To: [Concerns](#)
Subject: [REDACTED] Hospital - treatment of [REDACTED]
Date: [REDACTED]

Good morning,

I wish to report serious concerns regarding the treatment of elderly patients at [REDACTED] hospital.
Our [REDACTED] was admitted to [REDACTED] hospital on [REDACTED] 2021 as she had become acutely unwell.

[REDACTED]
Upon arriving at A&E and the standard 36 hour wait, she underwent a surgical procedure and was admitted to a [REDACTED] ward for recovery.

She remained in that [REDACTED] ward for a week during which time we received only one call from her treating physician and despite trying to make contact with the nursing staff we were unable to obtain any information regarding her medical status or care.

After a week in the [REDACTED] ward, during which stay she was never offered a shower, wash basin or assistance with washing and hygiene, she was transferred to an [REDACTED] ward on [REDACTED].

The [REDACTED] ward has 7 beds and as you can imagine affords no one any privacy or peace to recover.

We again had received no contact from either the clinical or nursing staff at [REDACTED] regarding my [REDACTED] treatment and prognosis until [REDACTED] and contact was made last [REDACTED]. During this call her physician advised that she would require [REDACTED] antibiotic administration for a further [REDACTED]

Again, we had no contact from the hospital until last night [REDACTED]

[REDACTED]
We truly appreciate the stress within the healthcare system and the challenges presented by Covid, but there is no dignity, decency or respect within the healthcare system. [REDACTED]

I would appreciate if you could examine the care of elderly within our acute healthcare system - it is truly awful.

Kind regards

[REDACTED]