

Message # 3

**Message Key:** 0003157F7AE8DB8D68A83ACCD3CC0C53CA86B60B  
**From:** Richard Renouf <R.Renouf@gov.je>  
**To:** Caroline Landon <C.Landon@health.gov.je>  
**Addressed To:** c.landon@health.gov.je  
**Subject:** RE: P.115  
**Date:** Tuesday, January 04, 2022 08:29 UTC



Morning Caroline

Can we discuss actions re P.115 over the phone today if poss. [REDACTED]

Thanks

Richard

**From:** Caroline Landon <C.Landon@health.gov.je>  
**Sent:** 04 January 2022 07:43  
**To:** Richard Renouf <R.Renouf@gov.je>; Rose Naylor <R.Naylor@health.gov.je>; Patrick Armstrong <P.Armstrong@health.gov.je>; Anuschka Muller <A.Muller@health.gov.je>; Jo Poynter <J.Poynter@health.gov.je>  
**Subject:** RE: P.115

Anuschka can you coordinate please, I suggest Rose also attends the visit with you.

BW's

Caroline

**From:** Richard Renouf <R.Renouf@gov.je<mailto:R.Renouf@gov.je>>  
**Sent:** 03 January 2022 19:49  
**To:** Caroline Landon <C.Landon@health.gov.je<mailto:C.Landon@health.gov.je>>; Rose Naylor <R.Naylor@health.gov.je<mailto:R.Naylor@health.gov.je>>; Patrick Armstrong <P.Armstrong@health.gov.je<mailto:P.Armstrong@health.gov.je>>; Anuschka Muller <A.Muller@health.gov.je<mailto:A.Muller@health.gov.je>>; Jo Poynter <J.Poynter@health.gov.je<mailto:J.Poynter@health.gov.je>>  
**Subject:** FW: P.115

Hello

Happy new year to all

Can you advise how we should reply to Steve Pallett's request below and let me know what dates are suitable to visit both Plemont and Samares.

Thank you

Richard

**From:** Steve Pallett <S.Pallett@gov.je<mailto:S.Pallett@gov.je>>  
**Sent:** 03 January 2022 07:51  
**To:** Richard Renouf <R.Renouf@gov.je<mailto:R.Renouf@gov.je>>  
**Cc:** Andy Jehan <A.Jehan@gov.je<mailto:A.Jehan@gov.je>>  
**Subject:** RE: P.115

Good morning Richard

I hope that you had a good Christmas and had time to relax .

Thanks for your message below and the offer to visit Plemont Ward and meet those delivering care.Can I accept this offer but would ask that it is extended to the Connetable of St John [REDACTED]. I would also ask that we are both provided the opportunity to visit Samares Ward on the same day so that we can look at the current condition of the building and understand better who is currently using the facility.

Whilst replying I think it important to state that at no time have I , or anyone requesting a return to Samares Ward , said anything detrimental about

the staff on Plemont Ward who we believe are simply carrying out instructions from management and must find the conditions for delivering care equally as difficult and frustrating as the patients who are currently receiving an inferior service in a totally unsuitable environment. You know that I have always been supportive of HCS staff and will continue to offer them my support.

I hope that there is scope within any discussion to avoid a 'damaging debate' as my only concern here is to ensure that islanders get the rehabilitation service they deserve and one that they have been accustomed to. I fear though that you and your senior officers are unwilling to compromise in any way but in the spirit a new year brings I am, as I have said, willing to meet you with Connetable Jehan.

Kind Regards Steve

From: Richard Renouf <R.Renouf@gov.je<mailto:R.Renouf@gov.je>>

Sent: 23 December 2021 13:36

To: Steve Pallett <S.Pallett@gov.je<mailto:S.Pallett@gov.je>>

Subject: P.115

Hi Steve

Would you be willing to meet for a discussion on P.115 early in the new year before the States debate? We could show you Plemont Ward and you could meet and ask questions of the key people managing the service.

I wish to avoid a damaging debate in which staff who have been doing their best are slated. We've accepted the service has had difficulties but there has been improvement in recent weeks and months and I'd like you to be reassured of that, whilst agreeing with you that we still have work to do.

Kind regards

Richard

Deputy Richard Renouf

Minister for Health and Community Services

19-21 Broad Street| St Helier| Jersey| JE2 3RR

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Message # 4

**Message Key:** 0003157F3108E445212E09F69ACA3CDB6D654AA8

**From:** Rose Naylor <R.Naylor@health.gov.je>  
**To:** Richard Renouf <R.Renouf@gov.je>, Caroline Landon <C.Landon@health.gov.je>  
**Subject:** FW: Plemont Ward / Health Service / Stroke Survivors  
**Date:** Monday, January 10, 2022 08:26 UTC



Just for info

No response yet

Rose

**From:** Rose Naylor  
**Sent:** 10 January 2022 08:25  
**To:** [REDACTED]  
**Subject:** RE: Plemont Ward / Health Service / Stroke Survivors

Hi [REDACTED]

I hope this email finds you well.

I don't seem to have received a reply to the email below, so this is just a follow up to ask if you would like a reassessment of [REDACTED] under the Long Term Care scheme.

I just need confirmation of [REDACTED] in order to arrange this – one of the team here will do the rest.

I will wait to hear from you

Kind regards  
Rose

**From:** Rose Naylor  
**Sent:** 29 December 2021 18:24  
**To:** [REDACTED]  
**Subject:** RE: Plemont Ward / Health Service / Stroke Survivors

Hi [REDACTED]

I hope you had a good Christmas.

We can request a reassessment of [REDACTED] long term care needs via the SPOR ( Single point of referral ) . In order to do this we need [REDACTED] to proceed with the request, we can then provide the details and submit a referral for reassessment. We can also request physiotherapy and Occupational input at the same time.

If you are able to confirm that [REDACTED] to proceed I can arrange the rest from this end.

I will wait to hear from you.

Kind regards  
Rose

**From:** Rose Naylor  
**Sent:** 24 December 2021 11:59  
**To:** [REDACTED]  
**Subject:** FW: Plemont Ward / Health Service / Stroke Survivors

Dear [REDACTED]

Thank you for your time yesterday and for sharing your experience of [REDACTED] with us. I am so sorry to hear of the difficulties you

encountered and that the experience was not as it should have been. We are really grateful to you and absolutely will be using your experience as part of our ongoing work to improve the care we provide.

Just by way of an update – I have reached out and made enquiries regarding the long term care funding assessment process and how we go about getting a reassessment. Once I have this information I will come back to you.

In terms of physio and OT – I will come back to you on this next week once I have had the chance to speak with the Heads of Service about [REDACTED]

Finally I attach [REDACTED] for your information – I am sorry that you didn't receive this and you had to repeat the process.

Wishing you [REDACTED] a peaceful and Happy Christmas

Kind regards

Rose

From: Richard Renouf

Sent: 10 December 2021 14:26

To: [REDACTED] Steve Ahier (Deputy)

<S.Ahier@gov.je<mailto:S.Ahier@gov.je>>; Lindsay Ash <L.Ash@gov.je<mailto:L.Ash@gov.je>>; Richard Buchanan <R.Buchanan2@gov.je<mailto:R.Buchanan2@gov.je>>; Simon Crowcroft <S.Crowcroft@gov.je<mailto:S.Crowcroft@gov.je>>; Louise Doublet <L.Doublet@gov.je<mailto:L.Doublet@gov.je>>; Lyndon Farnham <L.Farnham@gov.je<mailto:L.Farnham@gov.je>>; Sarah Ferguson <S.Ferguson@gov.je<mailto:S.Ferguson@gov.je>>; Inna Gardiner <I.Gardiner@gov.je<mailto:I.Gardiner@gov.je>>; Ian Gorst <I.Gorst@gov.je<mailto:I.Gorst@gov.je>>; Gregory Guida <G.Guida@gov.je<mailto:G.Guida@gov.je>>; Mike R. Higgins <mr.Higgins@gov.je<mailto:mr.Higgins@gov.je>>; Rowland Huelin <R.Huelin4@gov.je<mailto:R.Huelin4@gov.je>>; Michael Jackson <M.Jackson2@gov.je<mailto:M.Jackson2@gov.je>>; David Johnson <D.Johnson@gov.je<mailto:D.Johnson@gov.je>>; Carolyn Labey <C.Labey@gov.je<mailto:C.Labey@gov.je>>; Russell Labey <R.Labey@gov.je<mailto:R.Labey@gov.je>>; John Le Bailly <J.LeBailly2@gov.je<mailto:J.LeBailly2@gov.je>>; John Le Fondré <J.LeF@gov.je<mailto:J.LeF@gov.je>>; Mary Le Hegarat <M.LeHegarat2@gov.je<mailto:M.LeHegarat2@gov.je>>; John Le Maistre <J.LeMaistre@gov.je<mailto:J.LeMaistre@gov.je>>; Philip Le Sueur <P.LeSueur@gov.je<mailto:P.LeSueur@gov.je>>; Sadie Rennard <S.Rennard@gov.je<mailto:S.Rennard@gov.je>>; Kevin Lewis <K.Lewis@gov.je<mailto:K.Lewis@gov.je>>; Steve Luce <S.Luce@gov.je<mailto:S.Luce@gov.je>>; Jeremy Macon <J.Macon@gov.je<mailto:J.Macon@gov.je>>; Kristina Moore <K.Moore2@gov.je<mailto:K.Moore2@gov.je>>; Kirsten Morel <K.Morel2@gov.je<mailto:K.Morel2@gov.je>>; Judith Martin <J.Martin3@gov.je<mailto:J.Martin3@gov.je>>;

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Subject: RE: Plemont Ward / Health Service / Stroke Survivors

Dear [REDACTED]

I am extremely concerned and sorry to learn about your experiences [REDACTED] whilst in hospital and with social services a [REDACTED]. I would like to do my utmost to correct any past mistakes, apologise if we have failed [REDACTED] and ensure [REDACTED] appropriate care. I have checked with our Feedback team and I don't believe you have raised these concerns previously with us although they may have been raised by [REDACTED] – apologies your email does not give [REDACTED], so I cannot check.

Would [REDACTED] and you like to meet me to try and resolve your current concerns and so that we can understand all you [REDACTED] have experienced? I suggest I involve our Medical Director and Chief Nurse in such a meeting. I would try and arrange that very quickly to suit [REDACTED] and I hope I might hear from you.

Kind regards

Richard

Deputy Richard Renouf

Minister for Health and Community Services

19-21 Broad Street| St Helier| Jersey| JE2 3RR

Tel: 01534 440593 | email: r.renouf@gov.je<mailto:r.renouf@gov.je>

From: [REDACTED]

Sent: 09 December 2021 22:49

To: Richard Renouf <R.Renouf@gov.je<mailto:R.Renouf@gov.je>>; Steve Ahier (Deputy) <S.Ahier@gov.je<mailto:S.Ahier@gov.je>>; Lindsay Ash <L.Ash@gov.je<mailto:L.Ash@gov.je>>; Richard Buchanan <R.Buchanan2@gov.je<mailto:R.Buchanan2@gov.je>>; Simon Crowcroft <S.Crowcroft@gov.je<mailto:S.Crowcroft@gov.je>>; Louise Doublet <L.Doublet@gov.je<mailto:L.Doublet@gov.je>>; Lyndon Farnham <L.Farnham@gov.je<mailto:L.Farnham@gov.je>>; Sarah Ferguson <S.Ferguson@gov.je<mailto:S.Ferguson@gov.je>>; Inna Gardiner <I.Gardiner@gov.je<mailto:I.Gardiner@gov.je>>; Ian Gorst <I.Gorst@gov.je<mailto:I.Gorst@gov.je>>; Gregory Guida <G.Guida@gov.je<mailto:G.Guida@gov.je>>; Mike R. Higgins <mr.Higgins@gov.je<mailto:mr.Higgins@gov.je>>; Rowland Huelin <R.Huelin4@gov.je<mailto:R.Huelin4@gov.je>>; Michael Jackson <M.Jackson2@gov.je<mailto:M.Jackson2@gov.je>>; David Johnson <D.Johnson@gov.je<mailto:D.Johnson@gov.je>>; Carolyn Labey <C.Labey@gov.je<mailto:C.Labey@gov.je>>; Russell Labey <R.Labey@gov.je<mailto:R.Labey@gov.je>>; John Le Bailly <J.LeBailly2@gov.je<mailto:J.LeBailly2@gov.je>>; John Le Fondré <J.LeF@gov.je<mailto:J.LeF@gov.je>>; Mary Le Hegarat <M.LeHegarat2@gov.je<mailto:M.LeHegarat2@gov.je>>; John Le Maistre <J.LeMaistre@gov.je<mailto:J.LeMaistre@gov.je>>; Philip Le Sueur <P.LeSueur@gov.je<mailto:P.LeSueur@gov.je>>; Sadie Rennard <S.Rennard@gov.je<mailto:S.Rennard@gov.je>>; Kevin Lewis <K.Lewis@gov.je<mailto:K.Lewis@gov.je>>; Steve Luce <S.Luce@gov.je<mailto:S.Luce@gov.je>>; Jeremy Macon <J.Macon@gov.je<mailto:J.Macon@gov.je>>; Kristina Moore <K.Moore2@gov.je<mailto:K.Moore2@gov.je>>; Kirsten Morel <K.Morel2@gov.je<mailto:K.Morel2@gov.je>>; Judith Martin <J.Martin3@gov.je<mailto:J.Martin3@gov.je>>; Deidre Mezbourian <D.Mezbourian@gov.je<mailto:D.Mezbourian@gov.je>>; Steve Pallett <S.Pallett@gov.je<mailto:S.Pallett@gov.je>>; Kevin Pamplin <K.Pamplin@gov.je<mailto:K.Pamplin@gov.je>>; Jess Perchard <J.Perchard@gov.je<mailto:J.Perchard@gov.je>>; Susie Pinel <S.Pinel@gov.je<mailto:S.Pinel@gov.je>>; Trevor Pointon <T.Pointon2@gov.je<mailto:T.Pointon2@gov.je>>; Hugh Raymond <H.Raymond@gov.je<mailto:H.Raymond@gov.je>>; Karen Stone <K.Stone@gov.je<mailto:K.Stone@gov.je>>; Graham Truscott <G.Truscott@gov.je<mailto:G.Truscott@gov.je>>; Tracey Vallois <T.Vallois@gov.je<mailto:T.Vallois@gov.je>>; Richard Vibert <R.V bert2@gov.je<mailto:R.V bert2@gov.je>>; Scott Wickenden <S.Wickenden@gov.je<mailto:S.Wickenden@gov.je>>; John Young <J.Young@gov.je<mailto:J.Young@gov.je>>; Andy Jehan <A.Jehan@gov.je<mailto:A.Jehan@gov.je>>; Marcus Troy <M.Troy@gov.je<mailto:M.Troy@gov.je>>; Paul Martin (CEO) <Paul.Martin@gov.je<mailto:Paul.Martin@gov.je>>

Subject: Plemont Ward / Health Service / Stroke Survivors

Dear States Members

Please now allow me to take up some of your valuable time to tell you my personal experience:

In [REDACTED] this year, my [REDACTED], had a totally unexpected stroke and was taken to hospital by ambulance.

At that time there were covid restrictions and no visitors were allowed into the hospital which proved upsetting, stressful and challenging.

After a few weeks I was able to talk [REDACTED] via a video call and we agreed that I would organise to have [REDACTED] put in place so that I could deal with [REDACTED].

I organised this through [REDACTED], who were so accommodating, helpful and fully understood my predicament I found myself in.

I delivered the [REDACTED] to the hospital door so that it could be delivered to the ward for [REDACTED].

However, this did not happen. [REDACTED]

Still during the time of the restrictions due to covid, [REDACTED] was going to have a first review which involved [REDACTED] being present, one family member was allowed to attend in person and all other family members had to be present via video link.

I was the person who attended in person.

The Ward Manager brought up the matter of the [REDACTED] confirmed at that meeting [REDACTED] wanted me to have [REDACTED] [REDACTED] The Ward Manager confirmed [REDACTED] would arrange to have it [REDACTED] and given back to [REDACTED] to pass on to me to process it with the [REDACTED]

However, that was not the end of the [REDACTED] saga, my [REDACTED] passed to the Ward Doctor the document for [REDACTED] and [REDACTED] took it off [REDACTED] and said [REDACTED] would decide who could or could not have a [REDACTED] and shoved it in [REDACTED] draw to be never seen again despite [REDACTED] repeatedly requesting for it to be given back.

I spoke to [REDACTED] on a couple of occasions and [REDACTED] spoke with the Doctor concerned and [REDACTED] would not budge on [REDACTED] decision.

[REDACTED]

On the day [REDACTED] was discharged a request was made for the Doctor to return the document, the Doctor claimed [REDACTED] did not know where [REDACTED] put it.

Little did I know that the saga of [REDACTED] and the covid restrictions was only to be the beginning!

The Plemont Ward has 3 bays. 1 bay with 6 beds for women, a 2nd bay with 6 beds for men and the 3rd bay being used as a makeshift physio/gym.

Let me tell you, those 2 bays are cramped with beds almost on top of each other with sights I will never ever forget in my lifetime.

There were no mental health staff or councillors available. Patients had thrown into their medication antidepressants. Yes, antidepressants! As if that is going to solve their mental state.

Patients were in shock, traumatised, had no idea where they were or how they got there, could not understand what happened to them, why they were paralysed (leg, arm or both), patients falling out of chairs and beds and one patient was throwing anything [REDACTED] could get hold of and throwing it at other patients who were unable to duck or move out of their chair to avoid the item aimed at them.

I have never witnessed or imagined witnessing anything like it in my life.

As for [REDACTED], it was like as if, I don't even know the words to describe it, as if [REDACTED] soul and spirit had gone, a shadow of [REDACTED] a belief that this was the end and there was no future.

It was heartbreaking and devastating to watch and witness.

The experience of [REDACTED] suffering a stroke didn't stop there.

Physio sessions commenced. From what I could observe all seemed ok until I learned and realised that the hospital was using a makeshift physio/gym with broken equipment and no sign of the equipment getting fixed anytime soon.

The fortnightly reviews continued with the Occupational Therapists, the Physiotherapists and the Ward Manager and I could certainly feel the sense that the Ward Manager was wanting [REDACTED] moved out and discharged from the hospital after 6 weeks. Thankfully, the Occupational Therapists and Physiotherapists for the next 4 weeks put up a case for [REDACTED] to remain in hospital as progress in recovery was being made.

If it had been the choice of the Ward Manager [REDACTED] would have kicked [REDACTED] out of hospital after 6 weeks.

At the 6 week review, a hospital social worker made an appearance to join the meeting.

At the end of the meeting I asked [REDACTED] if [REDACTED] was the person who was appointed as [REDACTED] social worker and was [REDACTED] going to assist me with finding care for [REDACTED] when [REDACTED] was discharged from hospital.

The answer I had was yes [REDACTED] was a hospital social worker but was leaving the profession at the end of that week.

I was speechless, why send someone who clearly was not going to be [REDACTED] social worker?

For the next 4 weeks I repeatedly went to the ward's reception desk to ask if a social worker had yet been appointed [REDACTED]. The answer each time was no and it was unlikely that one would be appointed.

I was in panic mode. I had already sensed that the Ward Manager at week 6 wanted to kick [REDACTED] out of the hospital and I had absolutely no idea about the care industry or indeed what kind of care package [REDACTED] would require.

The experience was overwhelming, I was totally out of my depth and alone.

To be frankly honest, I was petrified.

I had the knowledge that [REDACTED] was unable to walk and had lost use of [REDACTED] left arm and hand. With having no medical knowledge or indeed experience of a person suffering a stroke I had no idea what to expect in terms of recovery.

I set about phoning care agency after care agency to find out what care packages were available within the Island. I ascertained from conversations with numerous agencies that [REDACTED] would require live-in care.

Believe me, I could only find two agencies that specifically offer a live-in care service with an alternative choice of an agency that charges by the hour amounting to 4,500.00 per week.

I don't know of any [REDACTED] that could afford 4,500.00 per week, let alone in receipt of an income of 4,500.00 per week or even per month.

Clearly this was not going to be an option, so those agencies had to be ruled out.

By the week 10 review, another hospital social worker made an appearance to join the meeting.

At that very meeting the Ward Manager told me I had two weeks to find 24 hour care for [REDACTED] at home or [REDACTED] would find alternative arrangements and put [REDACTED] in a residential care home wherever they could find a vacancy.

I was struck dumbfounded. [REDACTED] threatened me!

My [REDACTED] would not survive in a residential care home, that was not an option.

The next two weeks were fraught with anxiety, finding a suitable care agency that could manage to put care into place within two weeks, meeting with the Occupational Therapists and Technicians at my [REDACTED] whilst fitting in a full time job.

The unbelievable pressure I was under, not to mention the care agency who were struggling finding suitable staff to care 24 hours for an additional client.

I spoke on the telephone with the hospital social worker who told me that [REDACTED] was contacting social security re LTC and that [REDACTED] would be category [REDACTED] Which tied in with what the hospital staff and Occupational Therapists told me. i.e. requires care day and night.

I completed the LTC forms [REDACTED], with myself named as agent, then received a letter from LTC that [REDACTED] was a category [REDACTED] i.e. requires care during the day but not at night.

I instantly contacted the hospital social worker who told me that [REDACTED] had put into social security for category [REDACTED] which was not what [REDACTED] told me on

the telephone, nor was it the advice of the hospital. The reasoning given by the social worker was because [REDACTED] had a functioning right arm and hand and could [REDACTED].

I am still speechless to this day!

Maybe [REDACTED] should try [REDACTED]

When [REDACTED] was discharged from hospital I was told by the hospital social worker that a community social worker would be in touch within 4 - 6 weeks.

That actually took 15 weeks.

I got an email from the community social worker at 10.10 am to tell me [REDACTED] was visiting [REDACTED] that morning!

Not a chance was I going to be able to get there, [REDACTED]

No warning or arrangements were made.

I was very distressed and [REDACTED] I asked the community social worker to forward to me copies of the hospital assessment and [REDACTED] assessment which I received.

The utter rubbish in these assessments are beyond words. The hospital assessment states that the assessment was conducted at a NHS facility and listed me as present. I was not present and [REDACTED] has never been at a NHS facility.

The assessment from the community social worker was literally a copy and paste of the hospital assessment copying the routine [REDACTED] had whilst in hospital. It was word for word copy and paste!

I arranged a meeting at [REDACTED] with the hospital social worker and the community social worker not only to tackle them about the rubbish assessments which contained false information but to tackle them about the category of level of care i.e. from [REDACTED]

I was told it was done by an algorithm which does not take into account the patients needs as per their condition they are suffering from, their disability, the type of medication and effects thereof nor safety.

The hospital told me that because of [REDACTED] medication at night it was imperative that there was a carer at hand as it would be extremely dangerous for [REDACTED].

There is no chance that [REDACTED] could get out of the house on [REDACTED] own if there was an emergency such as a fire or flood, [REDACTED] would be unable to even get to the phone or operate it.

The hospital would not have discharged [REDACTED] to go back home if I had not arranged 24 hour care.

But according to the social workers if [REDACTED]

I have never heard of anything so abhorrent.

Seven weeks ago was the meeting with the two social workers, I requested them to do proper assessments but I have never heard anything from either of them.

Physio. Let's turn to physio. I was told by the hospital that [REDACTED] would receive ongoing physio by physios who work in the community.

[REDACTED] has been discharged from hospital for 30 weeks and has had 10 visits which were, to put it bluntly, useless. A physio arrives at the door, hands the live in carer a sheet with a new exercise to follow and off the physio goes. [REDACTED] does nothing but hand a sheet to the carer for the carer to figure out and do with the client.

The carers are not qualified or trained physios. Let's be honest.

I have already had the experience with a carer doing an exercise incorrectly. Who knows what potential lasting damage could be done unintentionally.

Carers are not consistent, and they are passing from one carer to another carer their "knowledge" of the exercises each time there is a switch in carers. It is like chinese whispers and we all know the outcome of playing that game.

At the meeting with the social workers 7 weeks ago, I asked about [REDACTED] ongoing care and monitoring e.g. we have never heard from the hospital about an appointment with a consultant for a check up.

I was told by the social workers that people once discharged from hospital do not have any ongoing care, monitoring or check ups with consultants.

I visited my GP recently and asked [REDACTED] advice.

[REDACTED] told me that [REDACTED] should have received an appointment within 5-6 weeks of being discharged from the hospital for a check up.

This has never happened.

In fact, I never heard of any consultant assigned for [REDACTED] care whilst [REDACTED] was in hospital.

Some further observations during [REDACTED] stay in the hospital:

There was no dietitian. Something that surprised me.

Following [REDACTED] stroke [REDACTED] suffered and experienced problems with [REDACTED] eyesight. Following a discussion with a charity worker, who told me that if [REDACTED] had been at Samares Ward [REDACTED] would have had eye check ups available to [REDACTED] It took myself and the charity worker applying pressure on the ward staff at the hospital to get [REDACTED] eyes checked whilst [REDACTED] was in hospital. [REDACTED] has never had a follow up to this.

To round up my lengthy email, my now primary concerns are:

- a) the non-existence of physio sessions with qualified and trained people.
- b) the non-existence of care, monitoring and check ups once discharged from hospital.
- c) the switch by the social workers from [REDACTED] of care against advice from the hospital staff and Occupational Therapists.
- d) the non-existence of mental health care and dependence on antidepressants.
- e) the cost of care - I will address that in a separate email.

The saga of the [REDACTED] has paled into insignificance, I had no idea at that time what really was going to be coming down the road, things that really do matter and are really significant.

- a) the terrible cramped conditions/equipment on Plemont Ward.
- b) the shocking experience of witnessing first hand the trauma of patients.
- c) the threat of putting [REDACTED] in a residential home and being given two weeks to sort out 24 hour care at home.
- d) the behaviour of the social workers.

Lastly, [REDACTED] had a fall and [REDACTED] came crashing down on top [REDACTED] (because [REDACTED] cannot release [REDACTED] from the handle without releasing it with [REDACTED]). The fall was never formally reported or recorded. I told the two social workers at the meeting 7 weeks ago but they were not interested.

If they're not interested in such events, what on earth are they interested in?

[REDACTED] can, with huge concentration and effort, manage with [REDACTED] walker to walk about 5 - 7 meters. I now understand that the physios will no longer be coming to the house, not that they actually did anything, and are leaving it to the live in carers. My fear that this small amount of independence will deteriorate and [REDACTED] will end up 100% wheelchair bound.

Before [REDACTED] stroke, [REDACTED] was an active [REDACTED] living completely independently, shopping, visiting friends, cooking, enjoying [REDACTED] gardening and growing [REDACTED] fruit and vegetables.

It's hard to swallow how, in my opinion and first hand experience, that the hospital and the non-existent ongoing care has let [REDACTED] down.

If I were to remove the service of live in care and there was nobody at the house at night and an accident / incident happened who do I hold responsible? The social workers or you the politicians?

Next year is election year. For those of you looking to be re-elected you will be looking for my and [REDACTED] vote. I have already posted [REDACTED] and my forms back to our respective Parish Halls to be registered.

The banter, "it will all be ok when we have a new hospital", does not wash with me. All the above I have mentioned has nothing to do with the requirement of a new hospital.

Which one of you will actually stand up and be counted?

Words are not wanted. Action is what is wanted.

You have 6 months.

Maybe, the alternative vote will be "none of the above".

I really do hope that at least one politician will take meaningful action.

With kind regards


[REDACTED]

--

[REDACTED]



Message # 5

**Message Key:** 0003157FFBCC13EC6A9F81BC685DF374867B290F 

**From:** Richard Renouf <R.Renouf@gov.je>  
**To:** Anuschka Muller <A.Muller@health.gov.je>, Caroline Landon <C.Landon@health.gov.je>, Patrick Armstrong <P.Armstrong@health.gov.je>  
**Addressed To:** a.muller@health.gov.je, c.landon@health.gov.je, p.armstrong@health.gov.je  
**Subject:** FW: USEFUL INFORMATION TO HELP YOU MAKE THE RIGHT DECISION  
**Date:** Monday, January 10, 2022 10:04 UTC  
**Attachments:** [REDACTED].docx (355.8 KB), [REDACTED].docx (23.2 KB)

FYI. Below from [REDACTED] sent to me and Deputy Young and therefore seemingly to all ministers and States members.

[REDACTED] made a formal complaint and I believe we accepted our service had fallen short.

Richard

**From:** John Young <J.Young@gov.je>  
**Sent:** 10 January 2022 09:34  
**To:** Council of Ministers [REDACTED] Richard Renouf <R.Renouf@gov.je>  
**Subject:** Fwd: USEFUL INFORMATION TO HELP YOU MAKE THE RIGHT DECISION

**From:** [REDACTED]  
**Sent:** Monday, January 10, 2022 2:17:01 AM  
**To:** YOUNG, John [REDACTED] John Young  
<J.Young@gov.je<mailto:J.Young@gov.je>>  
**Subject:** USEFUL INFORMATION TO HELP YOU MAKE THE RIGHT DECISION

Dear John

On 18th January an important debate will take place on a proposition lodged by Senator Pallett regarding Samares Ward at Overdale and the future of Rehabilitation.

Please look at this video clip which only lasts 3 minutes. The two enclosed word attachments contain letters from [REDACTED] and [REDACTED].

[REDACTED]



Message # 6

Message Key: 0003157F6E9E64A2CE5C37E2A9D9750FE9F4E375



From: Richard Renouf <R.Renouf@gov.je>

To: Caroline Landon <C.Landon@health.gov.je>, Anuschka Muller <A.Muller@health.gov.je>, Patrick Armstrong <P.Armstrong@health.gov.je>, Rose Naylor <R.Naylor@health.gov.je> [REDACTED]

Addressed To: a.muller@health.gov.je, c.landon@health.gov.je, p.armstrong@health.gov.je, r.naylor@health.gov.je

Subject: FW: Samares Ward - a response to Deputy Renouf

Date: Tuesday, January 11, 2022 23:33 UTC

Dear all

Please note [REDACTED] views of my response to [REDACTED] petition – copied as usual to all States members.


Do you have any comments on allegations which may well come up in debate. What is the position about getting hoists into the bathrooms and toilets? Who are the three consultants she is referring to?

Thanks

Richard

Duplicate email removed

Message # 7

**Message Key:** 0003157F8D9F1825449DEFA7F663D3D2E553D963 

**From:** Richard Renouf <R.Renouf@gov.je>  
**To:** Anuschka Muller <A.Muller@health.gov.je> [REDACTED]  
**Cc:** [REDACTED] Caroline Landon <C.Landon@health.gov.je>  
**Addressed To:** [REDACTED]  
**Subject:** RE: Visit to Plemont and Samares on Friday  
**Date:** Wednesday, January 12, 2022 10:26 UTC  
**Attachments:** image001.png (18.2 KB)

Dear Anuschka

This is not acceptable. Please ring - [REDACTED]

Richard

**From:** Anuschka Muller <A.Muller@health.gov.je>  
**Sent:** 12 January 2022 09:57  
**To:** Richard Renouf <R.Renouf@gov.je>; [REDACTED]  
**Cc:** [REDACTED] Caroline Landon <C.Landon@health.gov.je>  
**Subject:** Visit to Plemont and Samares on Friday

Dear Richard,

Due to the restrictions on visitors being put in place as agreed at CoM yesterday, we have reviewed the planned visit and unfortunately, will not be able to go ahead.

Even though we could put in place a range of infection control measures, such as LTF at arrival and PPE, it would not be good for patients to see political members being allowed to visit the hospital whilst family is not allowed to come in. We need to be consistent here.

We have put mitigations in place and [REDACTED] is creating a virtual visit on video today with the comms team which we aim to share on Friday and can be seen by more members if wished.

I am in a meeting for the next hour but happy to call you afterwards.

Best wishes


Anuschka

Dr Anuschka Muller  
Director Improvement and Innovation (Health)

Email [a.muller@health.gov.je](mailto:a.muller@health.gov.je)<mailto:a.muller@health.gov.je>  
Mobile +44 (0) [REDACTED]  
Direct +44 (0)1534 [REDACTED]

Government of Jersey  
Health and Community Services  
3rd Floor West Wing| Peter Crill House | Gloucester Street | St Helier | Jersey | JE1 3QS

Message # 9

**Message Key:** 0003157F5BA9E1DF5B162D0D129BE6B48F9114EF 

**From:** Richard Renouf <R.Renouf@gov.je>  
**To:** Anuschka Muller <A.Muller@health.gov.je>  
**Cc:** Trevor Pointon <T.Pointon2@gov.je>, [REDACTED], Caroline Landon <C.Landon@health.gov.je>, Patrick Armstrong <P.Armstrong@health.gov.je>, [REDACTED]  
**Addressed To:** [REDACTED]  
**Subject:** RE: P.115  
**Date:** Wednesday, January 12, 2022 13:55 UTC

Can [REDACTED] please contact Steve and Andy to explain what has happened and invite them

R

**From:** Anuschka Muller <A.Muller@health.gov.je>  
**Sent:** 12 January 2022 13:44  
**To:** Richard Renouf <R.Renouf@gov.je>  
**Cc:** Trevor Pointon <T.Pointon2@gov.je>; [REDACTED]; Caroline Landon <C.Landon@health.gov.je>; Patrick Armstrong <P.Armstrong@health.gov.je>; [REDACTED]  
**Subject:** RE: P.115

Dear Richard,

I just tried to call but could not get through.

Yes, we agreed you would inform Steve and Andy, apologies if this was lost in our planning.

May I ask that [REDACTED] and [REDACTED] support you with the communication between yourself, Assistant Ministers and Members (thank you, both) and liaise back with [REDACTED] and I, while I will concentrate on getting everything ready at our end for the video and the visit so we have covered both options.

I see we have another request from [REDACTED] for a visit which I will forward to [REDACTED] and [REDACTED]

Thank you

Anuschka

Dr Anuschka Muller  
Director Improvement and Innovation (Health)

Email [a.muller@health.gov.je](mailto:a.muller@health.gov.je)<mailto:a.muller@health.gov.je>  
Mobile +44 (0) [REDACTED]  
Direct +44 (0)1534 [REDACTED]

**From:** Anuschka Muller  
**Sent:** 12 January 2022 13:05  
**To:** Richard Renouf <R.Renouf@gov.je<mailto:R.Renouf@gov.je>>; [REDACTED]; Caroline Landon <C.Landon@health.gov.je<mailto:C.Landon@health.gov.je>>; Patrick Armstrong <P.Armstrong@health.gov.je<mailto:P.Armstrong@health.gov.je>>  
**Cc:** Trevor Pointon <T.Pointon2@gov.je<mailto:T.Pointon2@gov.je>>; [REDACTED]  
**Subject:** RE: P.115

Hi Richard,

I will give you a call.

Anuschka

Dr Anuschka Muller  
Director Improvement and Innovation (Health)

Email a.muller@health.gov.je<mailto:a.muller@health.gov.je>

Mobile +44 (0) [REDACTED]

Direct +44 (0)1534 [REDACTED]

From: Richard Renouf <R.Renouf@gov.je<mailto:R.Renouf@gov.je>>

Sent: 12 January 2022 12:42

To: Anuschka Muller <A.Muller@health.gov.je<mailto:A.Muller@health.gov.je>>; [REDACTED]

[REDACTED]; Caroline Landon <C.Landon@health.gov.je<mailto:C.Landon@health.gov.je>>;

Patrick Armstrong <P.Armstrong@health.gov.je<mailto:P.Armstrong@health.gov.je>>

Cc: Trevor Pointon <T.Pointon2@gov.je<mailto:T.Pointon2@gov.je>>; [REDACTED]

Subject: RE: P.115

Importance: High

Please note Steve P's response below but especially that he does not know about Friday. Have I dropped the baton and should I have informed him of the proposed visit in response to his wish to view the wards?

Richard

From: Steve Pallett <S.Pallett@gov.je<mailto:S.Pallett@gov.je>>

Sent: 12 January 2022 12:37

To: Richard Renouf <R.Renouf@gov.je<mailto:R.Renouf@gov.je>>

Cc: Trevor Pointon <T.Pointon2@gov.je<mailto:T.Pointon2@gov.je>>; Emily Oldridge <E.Oldridge@gov.je<mailto:E.Oldridge@gov.je>>

Subject: Re: P.115

Hello Richard

I hope you are well

Many thanks for providing both the amendment and the report yesterday afternoon

[REDACTED]

I did not have a meeting in my diary for Friday so not sure where that has come from but I note the Staes briefing you are giving on Thursday

Kind Regards Steve

From: Richard Renouf <R.Renouf@gov.je<mailto:R.Renouf@gov.je>>

Sent: Tuesday, January 11, 2022 5:23 pm

To: Steve Pallett

Cc: Trevor Pointon; [REDACTED]

Subject: P.115

Dear Steve

[REDACTED]. I attach a copy of the amendment and report for your consideration. The amendment is currently with the Greffe and going through the usual process. Patrick, Rose or I would be happy to talk to you about it in advance of our meeting on Friday if you wish - let me know if you would like me to arrange a call or virtual meeting.

Kind regards

Richard


Deputy Richard Renouf

Minister for Health and Community Services

19-21 Broad Street| St Helier| Jersey| JE2 3RR

Tel: 01534 [REDACTED] | email: [r.renouf@gov.je](mailto:r.renouf@gov.je)<mailto:r.renouf@gov.je>

Message # 11

**Message Key:** 0003157FDCBFE2201E129FEFC9F671A8B182633D 

**From:** Richard Renouf <R.Renouf@gov.je>  
**To:** Caroline Landon <C.Landon@health.gov.je>, Anuschka Muller <A.Muller@health.gov.je>, Patrick Armstrong <P.Armstrong@health.gov.je>, Rose Naylor <R.Naylor@health.gov.je> [REDACTED]  
**Addressed To:** [REDACTED]  
**Subject:** FW: Samares ward  
**Date:** Wednesday, January 12, 2022 18:28 UTC

FYI

R

**From:** Sarah Ferguson <S.Ferguson@gov.je>  
**Sent:** 12 January 2022 17:29  
**To:** All Elected States Members <AllElectedStatesMembers@gov.je>  
**Subject:** Samares ward

Are members aware that Samares ward is now full of civil servants? Why not put them in Plemont ward where they can actually see how the Hospital is coping?



Message # 12

Message Key: 0003157FDC5DF9BD231C8175D2A18B7CD4643B05



From: Richard Renouf <R.Renouf@gov.je>

To: Anuschka Muller <A.Muller@health.gov.je>, Patrick Armstrong <P.Armstrong@health.gov.je>, Caroline Landon <C.Landon@health.gov.je> [REDACTED]

Addressed To: [REDACTED]


Subject: FW: Shameful HCS Propaganda

Date: Monday, January 17, 2022 20:10 UTC

And this from [REDACTED] FYI

Richard

Message # 13

Message Key: 0003157FD56DDCD9C769AB2AC04DBCCC723FB87B 

From: Richard Renouf <R.Renouf@gov.je>  
To: Anuschka Muller <A.Muller@health.gov.je>, Patrick Armstrong <P.Armstrong@health.gov.je>, Caroline Landon <C.Landon@health.gov.je> [REDACTED]  
Addressed To: a.muller@health.gov.je, c.landon@health.gov.je [REDACTED], p.armstrong@health.gov.je  
Subject: FW: Email States Members - Samares Ward P.115  
Date: Monday, January 17, 2022 20:29 UTC

Hi

Below are comments on Samares from [REDACTED] FYI. There have been other emails to States members from individuals. Do you want to see them all? If so, please ask [REDACTED] to forward.

Richard

From: [REDACTED]  
Sent: 17 January 2022 14:59  
To: Richard Renouf <R.Renouf@gov.je>  
Subject: FW: Email States Members - Samares Ward P.115

From: [REDACTED]  
Sent: 17 January 2022 14:05  
To: [REDACTED]  
Subject: FW: Email States Members - Samares Ward P.115

From: GOJ Webmaster [REDACTED]  
Sent: 17 January 2022 13:00  
To: States Members Public <StatesMembersPublic@gov.je<mailto:StatesMembersPublic@gov.je>>  
Subject: Email States Members - Samares Ward P.115

Name: [REDACTED]  
Email address: [REDACTED]

Phone no: [REDACTED]  
Details:  
FRIENDS OF OUR NEW HOSPITAL

[REDACTED]  
[REDACTED]  
[REDACTED]

Email: [REDACTED]

Website:  
<https://www.ournewhospital.org.je/<https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.ournewhospital.org.je%2F&data=04%7C01%7C%7Cce05eb1964a04001ce2908d9d9c9d3f2%7C2b5615117ddf495c8164f56ae776c54a%7C0%7C0%7C637780283126043646%7CUnkn0wn%7CTWFpbGZsb3d8eyJWljoimC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ikk1haWwiLCJXVCi6ImN0%3D%7C3000&sdata=Q7TsQrwiRdkT%2FAZPLSu6N5SH%2BYLfJo6qan9e7ZaGxZw%3D&reserved=0>>

Information for Release 17 January 2022

We Must Reopen the Samares Ward.

[REDACTED] are urging the States Assembly to approve Senator Pallett's Proposition P.115 "Re-Opening Samares Ward" and to reject the Amendment to the Proposition lodged by Deputy Renouf, the Minister for Health & Social Services. Senator Pallett's Proposition calls for the reopening of the Samares Rehabilitation Centre at Overdale by 1st March.



Message # 15

Message Key: 0003157FA0C03C9E3F767284724A7B294F19647E

From: Richard Renouf <R.Renouf@gov.je>  
To: [REDACTED], Anuschka Muller <A.Muller@health.gov.je>  
Cc: Caroline Landon <C.Landon@health.gov.je>  
Addressed To: a.muller@health.gov.je, c.landon@health.gov.je  
Subject: RE: Samares  
Date: Tuesday, January 18, 2022 12:16 UTC



Thanks [REDACTED]

Richard

From: [REDACTED]  
Sent: 18 January 2022 12:10  
To: Richard Renouf <R.Renouf@gov.je>; Anuschka Muller <A.Muller@health.gov.je>  
Cc: Caroline Landon <C.Landon@health.gov.je>  
Subject: RE: Samares

Dear Minister

1. Were meals cooked at the kitchen at Samares for the patients there? If no, did Samares receive its meals from the hospital kitchens?

No, Meals were prepped and transported by hospital kitchens. It was the same cook to chill that is offered in every area.

1. When did we establish the gym in Plemont or the ward used before Plemont. How long were we without a gym?

The gym was established when they moved. There was no period that they were without a gym to use.

1. How is it that people think we limit time in Plemont to 13 weeks. Do we keep people longer? Is there anything we do or change at 13 weeks?-

Unsure of where this narrative is coming from, we do not have a time limit on peoples stay. People will only be discharged if they are safe to do so and there is input from the multidisciplinary team in relation to assessment of needs.

1. Are men and women separated in Plemont i.e. in different bays? What happens if we have more demand from one sex?

Bays are same sex, like before patients will be placed on a waiting list. [REDACTED] if there is more demand from one sex but this has not been needed to my knowledge.

1. Of the complaints about Samares before its closure, what was the nature of those? [REDACTED]

The coding themes from the system are as follows

- \* Discharge failure,
- \* 4Failure to follow agreed procedure



Message # 16


**Message Key:** 0003157F72AD454E9B80217DFC299D4BEA862B15  
**From:** Richard Renouf <R.Renouf@gov.je>  
**To:** Caroline Landon <C.Landon@health.gov.je>  
**Addressed To:** c.landon@health.gov.je  
**Subject:** FW: P.115  
**Date:** Wednesday, January 19, 2022 10:15 UTC



From: Steve Pallett <S.Pallett@gov.je>  
Sent: 19 January 2022 10:04  
To: Richard Renouf <R.Renouf@gov.je>  
Cc: John Le Fondré <J.LeF@gov.je>; Andy Jehan <A.Jehan@gov.je>  
Subject: Re: P.115

Duplicate email removed

## Message # 17

**Message Key:** 0003157F9DD816F4B6048A6F3A81CBDAD797D7AE 

**From:** Caroline Landon <C.Landon@health.gov.je>  
**To:** Richard Renouf <R.Renouf@gov.je>  
**Subject:** FW: Message to all colleagues from the Minister about Rehab debate in States Assembly today  
**Date:** Wednesday, January 19, 2022 17:42 UTC

Few changes in red and some stuff taken out

**From:** [REDACTED]  
**Sent:** 19 January 2022 17:36  
**To:** Richard Renouf <R.Renouf@gov.je>; Caroline Landon <C.Landon@health.gov.je>  
**Subject:** FW: Message to all colleagues from the Minister about Rehab debate in States Assembly today

Hi - would you like me to send this out to colleagues tonight with the result of the vote?

Thanks

**From:** [REDACTED]  
**Sent:** 19 January 2022 17:30  
**To:** [REDACTED]  
**Subject:** Message to all colleagues from the Minister about Rehab debate in States Assembly today

Dear colleagues,

Please find below an important update about Rehabilitation, which was debated in the States today, following a Proposition being lodged by Senator Steve Pallett.

Many of you will be aware of the issue of Rehabilitation and the States debate on it today. Late last night, there was a meeting of the Council of Ministers (COM) about this. At that Council of Ministers meeting, it was agreed that COM would agree to withdraw the amendment which the Minister for Health and Social Services had lodged to Senator Pallett's Proposition 115.

After long discussion at that meeting, and having carefully considered again the wording of the main proposition, the Council of Ministers decided that they believed that they can accept the request in the Proposition, as it is worded and work to achieve the outcomes we all wish.

This afternoon, the Health Minister made the following points has just been read out in the States Assembly. His main points were:

- \* Over the past 2 years, HCS has been in escalation due to the pressures caused by the ongoing pandemic. This has been an unprecedented situation, with no respite for staff. The pandemic is something we have no control over

- \* It has led us to work in a way in which we have never had to before; In short, in the last 2 years, the way we operate has "turned on its head"

- \* The closure of Samares ward must be seen in context with what modelling was available in March 2020; at this time 500 Covid deaths were estimated and this meant that we had to look at how we were operating across all services

- \* All HCS colleagues have met challenges uncomplainingly, while working wearing PPE, making the job of communicating with patients and families very difficult, while putting themselves at risk of infection. They feel all which Covid has brought very deeply

- \* We know that working in such an unprecedented way is a million miles from what they want to do, and how they want to deliver care. The motto healthcare colleagues live by is "do no harm" - and they deliver this care, with this in mind, every day. I thank all colleagues in HCS for giving every day.

- \* Plemont ward has not been different to anywhere else. We have had to adapt our services, due to a pandemic beyond anyone's control

- \* Colleagues who work in this environment are doing the very best they can, and were asked to step up above and beyond
  
- \* I thank my States Members colleagues who have challenged me on taking my eyes off the ball regarding Rehab. I thank them for allowing me to raise my eyes from the horizon of the Pandemic.
  
- \* I apologise to patients and staff if it is felt that services are not what they should have been; I wish it could have been different
  
- \* We are grateful to hear emotive stories today; as we do our improvement work, we will be asking patients to join us on that improvement journey. We want those stories.
  
- \* It is important to remember; Samares was a building....what we are trying to do now is striving to build the Samares ethos.
  
- \* Overall, healthcare must be delivered in a culture which embraces safety. We must keep the patient at the centre of all we do, and develop a culture which builds on quality and safety
  
- \* It has been noticeable that the department and staff have been subject to an avalanche of criticism which is misinformed and personalised; I would remind everyone that making derogatory and hurtful comments are against the values which we need to uphold.
  
- \* The Proposition lodged by Senator Pallett asks me to reinstate services; I will commit to advance what we do in all healthcare settings. This means we will continue to develop services in line with best advice.
  
- \* Senator Pallett's proposition asks for services to be reinstated at Samares, or another suitable location. I will make that determination, we will look at all options, based on the advice of the Medical Director and the Chief Nurse who are the responsible officers; that will determine the best and safe care possible.
  
- \* However, we do want to draw in the patient voice more and more