

Case Study Discussion

Scenario Four

Iris* was an 87-year old lady who had been admitted to hospital following a fall. She was in a 6-bedded medical ward for several days whilst tests were being carried out. When her daughter visited her on the third day, she found that her mother's meal was not eaten and she had not drunk her cup of tea which was now stone cold. She realised that her mother had been unable to reach the table where the food and drink was. No help had been given and so she was unable to eat or drink all day.

Consider:

Do you feel it is appropriate to call Iris by her first name or should be called by her full name (ie Mrs Jones) as a sign of respect?

How would Iris be feeling?

How would Iris's daughter be feeling?

How well were Iris' needs attended to?

What could have been done differently?

[NB * Iris is the patient's first name and her preferred name by which she is called by staff]