

Witness Statement Ref. No. 300/1

NAME OF CHILD: Claire Roberts

Name: Helen Chambers

Title: Mrs

Present position and institution:

Retired

Previous position and institution:

[As at the time of the child's death on 23rd October 1996]

Trust Quality Co-ordinator

Membership of Advisory Panels and Committees:

[Identify by date and title all of those between October 1996 - October 2012]

none

Previous Statements, Depositions and Reports:

[Identify by date and title all those made in relation to the child's death]

none

OFFICIAL USE:

List of previous statements, depositions and reports:

Ref:	Date:	

IMPORTANT INSTRUCTIONS FOR ANSWERING:

Please attach additional sheets if more space is required. Please identify clearly any document to which you refer or rely upon for your answer. If the document has an Inquiry reference number, e.g. Ref: 049-001-001 which is 'Chart No.1 Old Notes', then please provide that number.

If the document does not have an Inquiry reference number, then please provide a copy of the document attached to your statement.

With reference to the attached diary entries of Dr. Michael Shields dated 14th - 20th October 1996 and 21st - 27th October 1996 respectively, please provide clarification and/or further information in respect of the following:

- (1) Please provide the following information:**
 - (a) State your nursing qualifications as of 1996;**
 - (b) State the date you qualified as a nurse;**
 - (c) Describe your career history before October 1996;**
 - (d) Describe your work commitments at the RBHSC in October 1996;**
- (2) Explain any involvement you had in the RBHSC's application for King's Fund Organisational Audit accreditation by October 1996, including:**
 - (a) Your role within the application**
 - (b) When the application process was begun**
 - (c) The progress of the application process by October 1996**
 - (d) Who appointed you**
 - (e) The identity of other staff involved in the application**
- (3) Explain what is meant by "Mock King's Fund Survey", including:**
 - (a) What was involved in the 'mock' stage of the survey**
 - (b) The involvement of clinicians and hospital staff in the 'mock' survey**
- (4) Describe what took place at the "Pre-Mock" "King's Fund Org[anisation] Meeting" at "10am" on Monday 14th October 2012, including:**
 - (a) The meaning of "Pre-Mock"**
 - (b) The meaning of "CR2"**
 - (c) Where this took place**
 - (d) Who was present at the meeting**
 - (e) The purpose of the meeting**
 - (f) What was discussed**

- (5) Describe what took place as part of the "Mock Kings Fund Survey" on Monday 21st October 1996, including:
- (a) The meaning of "HJS", "PB" and "MW"
 - (b) The meaning of "Survey children's records (Must be done!)"
 - (c) The identities of those conducting the "Mock Kings Fund Survey"
 - (d) Who took part
 - (e) Which areas of the hospital took part
 - (f) Who was tasked to visit RBHSC to do the Children's Hospital survey
- (6) Explain the purpose of your meeting with Dr George Murnaghan at 3pm on 21st October 1996, including:
- (a) The meaning of "(██████████)"
- (7) Describe what took place as part of the "Kings Fund Survey" on Tuesday 22nd October 1996, including:
- (a) Whether the "Kings Fund Survey" on Tuesday 22nd October 1996 was also a 'mock' survey
 - (b) The identities of those conducting the "Kings Fund Survey"
 - (c) Who took part
 - (d) Which areas of the hospital took part
 - (e) How long the exercise took
 - (f) Who was tasked to visit RBHSC to do the Children's Hospital survey
- (8) In particular, please state if Dr Heather Steen was involved with any part of the "Kings Fund Survey" on Tuesday 22nd October 1996, and if so:
- (a) State when you first met Dr Heather Steen, and where you met her
 - (b) Describe her involvement and state for what purpose she was involved
 - (c) State what times she began and finished her involvement
 - (d) State for what period of time she was involved in assisting the Survey
 - (e) Where she would have been during her involvement, and how far away this location was from Allen Ward in the RBHSC.
- (9) Provide any further points and comments that you wish to make, together with any documents

1 (a) In 1996 I was a State Registered Nurse (SRN) with the United Kingdom Central Council for Nursing, Midwifery and Health Visiting (UKCC) now the Nursing and Midwifery Council (NMC)

(b) I qualified as a nurse in October 1974

(c) After qualifying as a SRN my career pathway was as follows: -

October 1974 - July 1975 I worked as a staff nurse in Wards 15/16 at the Royal Victoria Hospital (RVH)

September 1975 - August 1976 I trained as a midwife at the North Lothian School of Midwifery in Edinburgh

August 1976 - December 1976 Staff midwife at the Western General Hospital Edinburgh

January 1977 - June 1978 Staff nurse in wards 15/16 RVH

July 1978 - October 1979 junior sister Recovery ward RVH

October 1979 - May 1983 junior sister wards 15/16 RVH

May 1983 - April 1984 Night sister RVH

May 1984 - January 1995 - Sister Genito - urinary Medicine Clinic RVH

January 1995 - August 2004 Royal Hospitals Trust Quality Co-ordinator/ Senior Nurse. Title changed in 1999 to Quality Manager

(d) As my position in 1996 was a corporate one I had no specific work commitments in RBHSC at this time.

2(a) My role in the application for the Kings Fund Organisation Audit process in October 1996 was a corporate one. I was coordinating a Trust wide process ensuring each directorate was aware of the standards they needed to work on and that these were delivered in a timely way to meet the time scale of the audit process as set down by the Kings Fund. A steering committee was set up. Miss E Duffin, Director of Nursing, chaired this committee as she had a remit for quality and related issues at Trust level. This committee was made up of senior staff within the Trust.

Each directorate nominated a quality co-ordinator to work with me and their role was to ensure the work progressed at a local level.

(b) The application process began in the summer of 1994, as this was the first Trust wide application.

(c) The survey took place in, November 1995; documentation had to be submitted to the Kings Fund by August 1995 and in September 1995 a "mock survey" took place over a week. The steering committee visited all the directorates and using the same process as the Kings Fund surveyors checked progress on meeting the standards and fed back where further work was needed. Miss Duffin and 2 of the other members of this team were themselves surveyors with the Kings Fund so knew the process well.

The Kings Fund surveyors then spent a week in November 1995 interviewing key staff and visiting wards and departments both during the day and at night to check that the standards were being

met. A survey manager accompanied the surveyors from the Kings Fund who ensured that the process was carried properly.

Following this week the surveyors wrote up their findings and these would have been passed to the survey manager to ensure fairness and accuracy. Then a draft copy of the overall report would have been sent to Miss Duffin, who was my line manager. She would have passed this to me to check for accuracy and I would have asked the various directorates for any comments as well. We would then have written back with any comments or queries.

The Kings Fund would then have finalised their report and this would have gone to an accreditation committee who would decide if full accreditation had been achieved or not and a letter informing the Trust of the decision would have been sent to the Chief Executive. This would possibly have been April 1996.

The Trust achieved partial accreditation as some of the key standards had not been achieved in some of the directorates. It also set a time scale for these to be achieved by and then a further survey would be carried to check these standards had been met.

I had then to meet with the relevant quality coordinators and develop an action plan to try and met these standards. We would have spent the next few months carrying out this work, which would be around October 1996.

(d) I was appointed through an interview process having applied for the post. Miss E Duffin chaired the interview panel, as the post holder would report to her.

(e) Miss E Duffin Director of Nursing had overall responsibility for the process and the day-to-day work was my responsibility.

The steering committee was made up of a number of senior staff: -

Dr J Gaston

Ms R Fox

Ms C Burns

Dr T Stevens

Dr S O'Hare

Dr M Shields

There may have been others but I can't remember who they would have been.

The quality co-ordinators group -RBHSC [REDACTED] now [REDACTED]

3 (a) As explained above a "Mock Survey" was an internal survey to check progress/ compliance against the Kings Fund Standards and the steering committee would have taken responsibility for this. A timetable similar to the one drawn up by the survey manager and myself for the actual survey would have been developed and the members of the steering group would have taken responsibility for certain elements. The staff would have been made aware of the mock survey and it would have been timetabled into the diaries of those who would have been interviewed or if a ward or department was to be visited.

(b) If a clinician held a particular position that a standard related to he or she might have been interviewed. Examples of this could be the chair of an infection control committee, or a clinical

audit group as there were standards relating to these topics. Other hospital staff would be spoken with as a surveyor visited a ward or department and this would often be to cross check information a manager might have given earlier such as staff training.

4 (a) I cannot remember this meeting but my understanding is that this would have been a meeting of the steering committee before setting out to their various interviews or visits on that day. It was usual to do this each day as one surveyor might have picked up something that they wanted another surveyor going to a ward or department on another occasion to cross check.

(b) 'CR 2' means Committee Room 2 which was in the King Edward building and often used for meetings

(c) See above

(d) I cannot remember who exactly would have been present at this meeting but if it were a pre mock meeting it would probably have been the members of the steering committee who were surveying that day.

(e) The purpose of the meeting would have been to check the timetable for that day, share any issues from the previous day that might be relevant and check that everyone that should be there surveying that morning was still available. As the surveyors were senior staff with various remits for the Trust they sometimes were called away to deal with work issues and I would try to reorganise the timetable to cope with this.

5(a) I cannot remember anything relating to that day. I do not know what these abbreviations mean.

(b) I do not know the meaning of "Survey children's records (Must be done)".

© I cannot say who from the steering committee would have been involved other than the names I have listed for the steering committee.

(d) See above

(e) I cannot remember the specific areas of the hospital that took part.

(f) I cannot remember who would have been tasked to visit RBHSC to do the Children's Hospital survey.

6 I did not have a meeting with Dr George Murnaghan at 3pm on the 21st October 1996. I would have no reason to meet him about any patient.

7 (a)-(f) I cannot remember what took place on Tuesday 22nd October 1996. I do not remember if there was a Mock survey at this time, who took part, where they went or how long the exercise took. Nor can I remember who would have been tasked with RBHSC to do the Children's Hospital

8 (a)-(e) I cannot remember if Dr Heather Steen was involved, as I cannot remember what happened at this time it is too long ago.

9 I carried out preparation for two Kings Fund surveys over the 9 years I was in this post and while the process is quite clear to me, I cannot remember the specifics of what happened, who would have surveyed particular areas and who would have been interviewed.

I would also wish to point out that on the 26th November 1996 my 6 year old daughter was diagnosed with [REDACTED] and I am sure this has affected what I can remember relating to work at that time due to the stress my and I were suffering.

THIS STATEMENT IS TRUE TO THE BEST OF MY KNOWLEDGE AND BELIEF

Signed: Helen J Chambers

Dated: 6/11/2012.