

**Example Report (Edited for viewing by Client)**

**Information Received**

Ref No:

The reporter is appalled a member of care staff, Jane Doe, actually pushed an elderly lady to her back causing her to fall over. This took place in the lower corridor of (.....) Care Home last Wednesday morning around 930am

Jane was escorting the lady Mrs Hilda Ogden from her bedroom to the communal room when there was clearly an argument between the two as raised voices were heard.

A member of staff went to see what was happening and saw Jane push Hilda from behind and the old lady fell over. What made it even worse was that Jane just walked off and left her. Jane turned around and saw the other member of staff walking towards Mrs Ogden and grabbed some towels to make it look like she was busy doing something else.

The other member of staff helped Mrs Ogden back to her room and spoke to Jane who said 'she must have tripped because I didn't touch her'.

A supervisor (Jack Lord) has been told what was seen to happen but the reporter is unhappy that nothing is being done and Hilda Ogden doesn't want to come out of her room now. Staff think that Jane doesn't understand that she mustn't allow herself to be wound up by what some of our old people say or do. The reporter is worried that she won't change. The reporter wants someone senior to know what is happening.

**Reporters details:**

The reporter wishes their details to be confidentially held by Say So. There may be opportunities for Say So to communicate with the reporter. The reporter may be prepared to meet a senior manager but does not want colleagues to know of this report and asks that this is respected.