

Transcript

Andrew (continued):

Andrew was very cold and given a blanket. However, when he was washed and changed by staff they left him uncovered so that he became very cold again.

Susan wanted to complain about this but Andrew, who remained conscious until he died, wouldn't let her.

Susan spent three days at Andrew's bedside. Her son brought her something to eat, but she reports receiving no support or assistance from the ward staff throughout this time.

"I was hoping the nurses... would say to me, 'Do you want a cup of water or something?' I had to ask the domestic... I asked her for a cup of hot water and she did give me the hot water."

When Andrew looked at Susan with what she described as 'really starey eyes', she suspected that he was very close to dying. Susan drew the curtains around Andrew's bed and sat holding his hand until he had drawn his last breath.

After Andrew died, Susan tried to find a nurse to help, but no one was there.

"The problem is, what irritates me, because I couldn't find anybody. Because... at that time, I just needed somebody to be there."