

OPUS2

Scottish Covid-19 Inquiry

Day 8

November 10, 2023

Opus 2 - Official Court Reporters

Phone: 020 4518 8448

Email: transcripts@opus2.com

Website: <https://www.opus2.com>

Friday, 10 November 2023

(10.00 am)

THE CHAIR: Now, we have a new participant, if that is the correct word. Ms Bahrami.

MS BAHRAMI: Thank you. Good morning, my Lord. Today we have four witnesses. The first witness is Lucy Holly Challoner, and for reference her statement reference is SCI-WT0358-000001.

THE CHAIR: Very good, thank you.

MS LUCY HOLLY CHALLONER (called) Questions from MS BAHRAMI

THE CHAIR: Good morning, Ms Challoner. Please come in, take a seat, make yourself comfortable, and Ms Bahrami will ask you some questions.

Thank you.

When you are ready, Ms Bahrami.

MS BAHRAMI: Thank you.

Good morning, Ms Challoner. Could you confirm your full name, please.

A. Yes, Lucy Holly Challoner.

Q. Thank you. And how old are you?

A. 25.

Q. And the Inquiry has your contact information.

You have recently graduated from university, and you are working within the learning disability team of

1

a local authority; is that correct?

A. Yes.

Q. You are here to give evidence today about your mother and your grandmother, both of whom were in care homes during the pandemic; is that right?

A. Yes.

Q. You have provided a statement to the Inquiry, and we have read through that, and we are grateful to you for providing that.

I just want to remind you at the outset not to mention any names during your evidence. There is a restriction order in place --

A. Yes.

Q. -- to prevent that.

A. That's fine.

Q. Now, we know from your statement that your grandmother sadly died during the pandemic and the cause of death was Alzheimer's disease; is that correct?

A. Yes, that's correct.

Q. Going back, I understand from your statement that your dad sadly died by suicide when you were 10.

A. Yes, that's correct.

Q. And since that time, your mother struggled with her mental health and alcohol use.

A. Yes, that's right.

2

Q. You at that time tried to get help for your mother, but she was reluctant to accept that help.

A. Yes.

Q. And so you and your brothers essentially became unpaid carers for your mother from that time, from that young age.

A. Yes.

Q. In 2016, when you were 18, your mother was admitted into hospital for two months, and there she was diagnosed with alcohol-related brain damage; is that right?

A. Yes, that's correct. She was really unwell at the time.

Q. Thank you.

I understand from your statement that the prognosis was that the damage shouldn't become worse if your mother abstained from alcohol use.

A. Yes, so alcohol-related brain damage isn't progressive if you stop drinking alcohol.

Q. With the right care and treatment, it is even possible for individuals to have some form of recovery; is that correct?

A. Yes, that's correct, if they get the right help and support in place.

Q. After two months, your mum was discharged from hospital and moved to a residential rehab unit; is that right?

A. Yes.

3

Q. And she stayed there for a year and a half, and during that time, you applied for a court guardianship order, as your mother had lost capacity.

A. Yes, that is correct.

Q. And a power of attorney, of course, wasn't in place, and at that time you were studying at college and living with your younger brother in the family home.

A. Yes, that's right.

Q. So you had those additional responsibilities to balance alongside that.

Given your mum's young age -- I don't think I've covered -- could you tell us, sorry, how old your mum was in 2016?

A. I can't remember off the top of my head. She would have been about -- in her 50s, so relatively young, and alcohol-related brain damage is a condition I had never heard of before. There is not much awareness of that condition. So at the time when she was very unwell, we knew she was drinking a lot of alcohol, but we didn't quite know what the cause was. There was a lot of issues with her memory, her mobility and lots of changes took place. So when she was diagnosed with that condition, it was the first time I had ever heard about it.

Q. Given your mum's young age at that point, it was

4

1 difficult to find a care home that could meet her needs;
 2 is that right?
 3 A. Yes, that's correct, because she was quite young and
 4 a lot of the care homes are more catered towards elderly
 5 people, it was really difficult to find a specialist
 6 placement that would give her the right care and support
 7 that she needs.
 8 Q. And were you involved in the process of finding
 9 a suitable care home?
 10 A. Yes, I was supported by social work, and we travelled
 11 around quite a lot of Scotland visiting several
 12 different care homes. I think we probably visited
 13 around ten. So visited a lot of different care homes to
 14 try and find the most suitable place for her,
 15 considering her age and her condition, and the
 16 specialist kind of support that she needed. So that was
 17 extremely challenging due to the lack of specialist
 18 services in Scotland for that condition.
 19 Q. Yes, and I think — were you around 20 years old at that
 20 point?
 21 A. I think I might have been slightly younger, yes.
 22 I think I was 19/20, yes.
 23 Q. So at that point you found a care home for your mother
 24 but, after a couple of years, for certain reasons, she
 25 had to move to another care home, and that was

5

1 in February 2020, just before the pandemic took hold; is
 2 that right?
 3 A. So, yes, we couldn't find an appropriate service in
 4 Edinburgh, where my mum grew up, so we had to look at
 5 different local authorities in different areas. She
 6 moved to a care home there, but it wasn't really like
 7 a long-term placement. She stayed there for around
 8 two years and then moved on to another care home, which
 9 she was in when COVID happened.
 10 Q. With that experience in mind, of having to get a court
 11 order for your mother, when it came to your grandmother,
 12 you put in place a power of attorney to avoid that
 13 issue; is that right?
 14 A. Yes, it was something I never really thought about.
 15 Like I said, I was quite young at the time. You don't
 16 expect to be taking on those responsibilities for family
 17 members at that time. But when we got mum's
 18 guardianship order, and we didn't have a power of
 19 attorney in place for my gran, we thought that is
 20 the best thing to do, because guardianship, it's
 21 a lengthy legal process, and my grandma still had
 22 capacity to appoint somebody at that time. So, yes,
 23 that is when we got that in place.
 24 Q. What were your grandmother's living arrangement at that
 25 point?

6

1 A. She was living in her own home. She was actually still
 2 fairly independent at that time. She was fairly elderly
 3 and frail, but, yes, she was living in her own home.
 4 Q. When the pandemic started?
 5 A. Yes, when the pandemic started.
 6 Q. But did she start finding it more difficult as well?
 7 A. She did, yes, and she had dementia, and that progressed
 8 over time. So she ended up getting home carers in to
 9 give her a little bit of support. So, yes.
 10 Q. Then I understand from your statement that she struggled
 11 with the stairs in her house.
 12 A. Yes, she did. Her mobility declined quite a lot. She
 13 had a few falls as well. So, yes.
 14 Q. And as a result of those falls had to be admitted to
 15 hospital; is that right?
 16 A. Yes.
 17 Q. And she was there for a couple of months.
 18 A. Yes.
 19 Q. And that was in May 2020, during the pandemic.
 20 A. Yes. There was a big deterioration in her there. With
 21 her dementia, things kind of got worse very quickly
 22 during that time. Her mobility, her memory, things just
 23 deteriorated quite quickly.
 24 Q. And you were, with your mother in a care home, the one
 25 to take her clean clothes and visit her in hospital,

7

1 meet any needs that she had; is that right?
 2 A. Yes. So when she was in hospital, I was allowed to
 3 visit and take in clean clothes. We did have to wear,
 4 like, the masks and PPE and stuff, but I was allowed to
 5 visit her in hospital during that time, yes.
 6 Q. And from hospital, she was transferred to a care home;
 7 is that right?
 8 A. Yes.
 9 Q. We will come on to discuss your grandmother's time in
 10 the care home, but we will first focus on the care your
 11 mother received in the care home.
 12 Now, the second care home, the one you selected just
 13 before COVID for your mother, had two buildings; is that
 14 right?
 15 A. Yes, that's right.
 16 Q. And the building that your mother was in was for people
 17 with alcohol-related memory issues.
 18 A. Yes, that's correct, yes.
 19 Q. Now, you mentioned in your statement, and we spoke about
 20 it just briefly, that, with the right care and
 21 treatment, there could be some form of recovery for
 22 individuals. Was this care and treatment to be provided
 23 by the care home for your mother?
 24 A. Yes, and a lot of that kind of recovery-based work
 25 involved her going out in the community, for example

8

1 going swimming, out to the shops, really just regaining
 2 independence. Back when my mum first got unwell, her
 3 mobility was extremely poor, she was very underweight,
 4 she was in a wheelchair. But as her recovery
 5 progressed, she was able to become a bit more
 6 independent with mobility and stuff. So going out for
 7 walks and stuff, that really was a big part of her care
 8 plan.
 9 Q. So there was a care plan in place?
 10 A. Yes.
 11 Q. Do you recall how many hours a week that care plan
 12 provided for?
 13 A. I can't remember off the top of my head, but social work
 14 had put in hours for some one-to-one to take place for
 15 that support.
 16 Q. Did you apply for further hours?
 17 A. So those further hours were added when she first went
 18 there, yes, to get some one-to-one and to go out and
 19 about in the community.
 20 Q. Did you initially have concerns about the level of care
 21 given to your mother?
 22 A. At that care home? No, I didn't.
 23 Q. Did that change as the pandemic went on?
 24 A. Yes, due to the restrictions that were in place, not
 25 being able to go out and access the community. When the

9

1 restrictions came into place, she wasn't allowed to
 2 leave the care home, so that changed a massive part of
 3 her routine. I wasn't able to visit. Before, I would
 4 visit, we would go out to the shops, go out for a walk.
 5 She really loved nature and trees and all that kind of
 6 stuff. So that was a massive change to her routine and
 7 the care she was receiving, because she wasn't allowed
 8 to do that because she lived in the care home.
 9 Q. I think you mention in your statement that initially she
 10 also went swimming.
 11 A. Yes, she loved swimming, so ...
 12 Q. Did you believe at the time that these activities
 13 together could make a real difference to your mother?
 14 A. Oh, 100%, definitely, particularly with the mental
 15 health difficulties my mum has had over the years and
 16 with her alcohol use, exercise and going out and about,
 17 that really does help her mental health. So, yes, that
 18 was a big part of it.
 19 Q. Did you have any particular fears about a decline in her
 20 mental health?
 21 A. Yes, definitely. I mean, particularly when it is
 22 someone with alcohol-related brain damage, there is
 23 always that risk of relapse if their mental health takes
 24 a dip, and if she was to go back to drinking alcohol,
 25 that has significant impacts on her memory, her

10

1 mobility. So not getting that right care and support
 2 and structure and routine in her life, that could cause
 3 serious consequences.
 4 Q. Thank you.
 5 Now, when the restrictions took place, did your
 6 mother understand what was going on and why?
 7 A. She did understand about the virus, and she watched the
 8 news and the care home spoke to her about it, so, yes,
 9 she did understand.
 10 Q. Before the pandemic, how often did you visit your
 11 mother?
 12 A. Weekly, yes, just whenever I wanted. It was none of the
 13 booking a visit; you could just come, you could go,
 14 I would have tea with her, have a meal with her. It was
 15 very relaxed. So, yes, weekly.
 16 Q. Okay.
 17 A. But we would mainly go out of the care home, because she
 18 liked being out and about. So we wouldn't just be sat
 19 in her room the whole time; we would go out and do
 20 things. She got really excited for that and really
 21 enjoyed it, so you could see the benefits from that.
 22 Q. So you were providing quite a lot of stimulation and
 23 variety for her.
 24 A. Yes, which is really important for people with that
 25 condition, to have stimulation, to keep their brain

11

1 growing and, you know, maintain more independence and
 2 stuff like that. So, yes.
 3 Q. Then, with the restrictions, the amount of times you
 4 were able to visit your mother reduced quite a bit.
 5 A. Yes, significantly, and she wasn't allowed to do the
 6 things that she was able to do. Other people in society
 7 were able to go out for their daily walks; people in
 8 care homes weren't able to do that.
 9 Q. So both the quantity and quality of the visits changed
 10 significantly.
 11 A. Yes. So it was garden visits that I was eventually
 12 given, and that was for half an hour. At first it was
 13 only allowed to be one person that went, which caused
 14 tension between me and my brother because, as you can
 15 imagine, you both want to see your mum. You have not
 16 seen her in that many months and then you've got to
 17 decide who is the nominated person going to be. So,
 18 yes, it was — when I eventually got to see her, it was
 19 garden visits.
 20 Q. So you were living at home with your brother. It was
 21 just the two of you.
 22 A. Yes.
 23 Q. So how did the tension manifest? Were you having
 24 disagreements with your brother? Did it make your
 25 living situation awkward?

12

1 A. Yes, definitely . I mean, he wanted to see his mum. We
 2 hadn't seen our mum in so long and we both love and care
 3 about our mum so much, and we were seeing her -- and
 4 obviously with my mum's health, when she was very
 5 unwell, we have both always worried a lot about my mum.
 6 So, yes, it was a difficult situation . But I think,
 7 because I was the guardian, we sort of decided it would
 8 be me that would be doing the visits, which probably
 9 made him feel quite left out.

10 Q. But that is the choice that you had to make at that
 11 time.

12 A. Yes.

13 Q. You were travelling from Edinburgh to Glasgow to see
 14 your mother; is that right?

15 A. Yes, that's right .

16 Q. How long did it take you to get from your home to the
 17 care home?

18 A. Probably about an hour and a half. Quite a long time.
 19 And then when you got there, you had a garden visit for
 20 half an hour. So quite a bit of travelling to see your
 21 mum for half an hour and then you are all the way back
 22 again.

23 Q. Am I right in assuming that the care home wasn't able to
 24 make any exceptions and allow you longer time with your
 25 mother at that point?

13

1 A. No. I mean, I think there might have been a few times
 2 when I got slightly longer than half an hour, but
 3 I suppose that was the rule in place. I don't know if
 4 that was the Scottish Government guidance or
 5 Public Health guidance. I am not too sure what the
 6 guidance was at that time. But, yes, it was -- we were
 7 allowed half an hour garden visit .

8 Q. Was your mother's stay in that care home to be permanent
 9 or was there an intention for her to gradually
 10 transition to the family home?

11 A. So I think with alcohol-related brain damage, because it
 12 is not progressive, there is the ability to make some
 13 form of recovery. So we were kind of just going to see
 14 how things went and monitor and review the situation.
 15 So, yes.

16 Q. I think you mention in your statement that you had
 17 sleepovers at one point before the pandemic.

18 A. So we had one sleepover before the pandemic, just to
 19 trial how things would be, being back home. So we had
 20 one sleepover that took place, but then COVID happened
 21 very soon after, and that wasn't allowed to happen
 22 again. But in an ideal situation, we could have had
 23 more of that, because that was -- yes, that was really
 24 good family time.

25 Q. When you were visiting your mother, who provided you

14

1 with information about visiting? Did it come from the
 2 care home? Did you have to find out things yourself?

3 A. It would come from the care home, but then I would kind
 4 of -- you would hear lots of things in the media or
 5 within groups and stuff. The guidance was changing that
 6 much back then it was hard to stay on top of what the
 7 rules were and who was saying what. So, yes, that was
 8 very confusing for families .

9 Q. So when you say it was hard to keep track of who was
 10 saying what, are you saying that there was, at times at
 11 least, a difference between what the care home was
 12 telling you the guidance was and what you were perhaps
 13 reading online --

14 A. Yes.

15 Q. -- or hearing directly from the government?

16 A. Yes, definitely . It seems like different areas of
 17 Scotland and different care homes, some people were
 18 getting garden visits that were lasting a certain amount
 19 of time, other people were getting different visits .
 20 So, yes, it was confusing.

21 Q. With the distance between your home and your mother's
 22 home, did you attempt video calls?

23 A. Yes. We bought my mum an iPad and we did FaceTime.

24 Q. How was your mum with the iPad?

25 A. She was actually -- she was okay, but it's not the same

15

1 as being in person. But, yes, we did use that quite
 2 often.

3 Q. You mentioned the care plan that was put in place for
 4 your mother, and with the restrictions starting, a lot
 5 of the plans in the care plan couldn't be adhered to.
 6 What alternatives, if any, were put in place? How did
 7 her care plan evolve?

8 A. I think the care homes were extremely limited at that
 9 time because they weren't allowed to take the residents
 10 out. I believe there was activities put on, but I did
 11 notice a difference in my mum's mental health and
 12 I think she was isolating herself a bit more, because
 13 she was just down about the whole situation, not knowing
 14 when she was going to see her family again, feeling sort
 15 of trapped and locked in. So, yes, I think that made
 16 her feel pretty low and frustrated.

17 Q. Did she feel that she didn't need to be in the
 18 care home?

19 A. Yes. So that was another difficult thing. The
 20 situation is quite complex. My mum did not want to be
 21 in a care home. So she didn't want to be in a care home
 22 anyway, but being in a care home during COVID, when you
 23 are locked in and you're not allowed to see your family,
 24 you can imagine that just makes things ten times more
 25 challenging because your routine has been changed.

16

1 Q. Did she ever speak to you about what there was for her
2 to do in the care home?
3 A. Yes, we spoke pretty much every day. I think she did
4 quite a lot of colouring—in in her room and there was
5 bingo. There were some activities. But, like I say,
6 her mental health took a dip and I think she was staying
7 in her room quite a bit, feeling quite down about the
8 situation. But the care home did have some form of
9 activities on, but because I wasn't there, I couldn't
10 say for sure what was going on.
11 Q. Now, you mentioned that you were allowed to have garden
12 visits with your mum. What form did they take?
13 A. So it was a half an hour garden visit where you would go
14 out to the garden and you had to be sat away from each
15 other in your chairs. You had to have the PPE on. You
16 weren't allowed to, like, touch or hug or anything. So,
17 as you can imagine, you have not seen your mum for
18 a very long time, and then the first time you do see
19 her, you are out in a cold garden, quite a distance
20 away, you are not allowed to do that natural thing of
21 giving somebody a hug. So it felt very — kind of quite
22 awkward at times.
23 Q. Was a member of staff with you throughout that or were
24 you given privacy?
25 A. Luckily, we were given privacy, but the staff member

17

1 would take us in, take us to the seat, explain, "You've
2 got half an hour, here's your visit". So, yes, we
3 luckily did have some form of privacy, but I suppose you
4 are still out in a public garden and maybe people are
5 walking past, so I wouldn't say that is full privacy.
6 But there wasn't a carer standing next to us.
7 Q. Were you able to continue those visits right the way
8 through during your mum's time there, or ...?
9 A. I believe they stopped for a while because there was
10 a COVID outbreak. So I can't remember the period of
11 time or the dates, but they did stop at some point
12 because there was COVID in the care home.
13 Q. You mention in your statement that, for a while at
14 least, you had essential visitor status. How did that
15 come about? Did you have to ask for that? Was it
16 offered to you?
17 A. Do you mean for my mum?
18 Q. Yes, to visit your mum.
19 A. I think — no, it wasn't offered to me, no. The
20 essential visiting status, it was like this kind of —
21 it felt to me like this hidden kind of secret. So
22 I found that out through online groups. That wasn't
23 information that was provided to me.
24 Q. When you approached the care home with that information,
25 were they quite forthcoming with that or ...?

18

1 A. I am trying to think back the way I asked about
2 essential status for my mum. I don't know if I emailed
3 them about it. I am just trying to have a wee look at
4 my statement just now ...
5 Q. I think it's at paragraph 68 and 69 of your statement
6 you talk about that — it's paragraph 70 and 71.
7 (Pause)
8 A. I don't know if that part I was maybe speaking about my
9 grandma when the essential visiting was given to me and
10 then taken away.
11 Q. Right, okay. It's in the section of your statement
12 under your mother's heading, but if that doesn't accord
13 with your recollection, it could be that there is
14 an error, which we can clarify with you later.
15 A. Oh, yes, no, I see now, yes. So I had essential visits
16 and then I had them removed, yes. No, that's correct.
17 Yes.
18 Q. You say there that, as the restrictions changed and your
19 status was taken away, you were worried about
20 challenging the care home. Can you tell us some more
21 about why you were worried?
22 A. Yes. Well, I think my mum had just moved into the
23 care home, so that was a big factor. You are trying to
24 build a positive relationship with the staff, and, you
25 know, it was a difficult situation for the care homes to

19

1 be in, I think they were under a lot of stress and
2 pressure, so — also, when you've got somebody in a care
3 home, and particularly during COVID, you were hearing
4 about the possibility of people being moved out of the
5 care homes if you pushed too far or rocked the boat too
6 much. So it's an awkward situation to be in because you
7 are trying to keep a good, positive relationship with
8 the care home, so you don't want to push things too far.
9 Q. Did you hear about people being pushed out through the
10 online groups?
11 A. Yes, through the media, yes.
12 Q. Right, okay.
13 Did you ever challenge them about the visits? You
14 had asked for essential visiting status, for example.
15 Were they difficult to deal with at that point or did
16 you find that they were quite flexible then?
17 A. I think it would just go back to: this is what the
18 guidance says or this is what Public Health have said.
19 So, yes, when I did challenge or ask questions, it was
20 just: these are the rules and we have to comply, so our
21 hands are tied, sort of thing.
22 Q. Before visiting, were you expected to take a COVID test?
23 A. Yes.
24 Q. What was the procedure around that? Did you take it
25 before you left? Did you take it at the care home?

20

1 A. Yes, I would take it before and then you had to, like,
 2 register it on your phone and then you would show the
 3 proof, and then you had to fill a form out and stuff
 4 when you got there.
 5 Q. Okay. So each time before you left Edinburgh to get to
 6 Glasgow, you would have to go through that?
 7 A. Yes.
 8 Q. Every week?
 9 A. Yes.
 10 Q. You mention in your statement that you became aware that
 11 the Scottish Government guidance for under-65-year-olds
 12 in care home settings allowed walks, and you mentioned
 13 before how important going for walks had been for your
 14 mother's recovery. Did you try to arrange walks for
 15 your mother while she was in the care home?
 16 A. Yes, I did, and that was never allowed. I believe
 17 I wrote an email to the care home citing the government
 18 guidance and my mum's age and that I thought she would
 19 qualify for these visits. I can't remember what the
 20 response is or if I have submitted that with my evidence
 21 but, for whatever reason, that never happened, that
 22 wasn't allowed, so we never were able to go out for
 23 a walk.
 24 Q. And you are not sure why they weren't allowed?
 25 A. I have a feeling it might be because Public Health said

21

1 something or the Scottish Government said something.
 2 I think we need to remember at that time there was lots
 3 of information coming from different people. So I don't
 4 know if it was maybe something about Public Health
 5 hadn't said it was allowed, but I definitely did request
 6 it and cited the guidance but, for whatever reason, that
 7 never happened.
 8 Q. Thank you.
 9 Was there ever COVID in your mother's care home?
 10 A. Yes, there was.
 11 Q. Was it in her building?
 12 A. No, it wasn't.
 13 Q. Did visits to her building stop though?
 14 A. Yes, and I believe that was following Public Health
 15 rules.
 16 Q. Okay. How long were the visits stopped for, do you
 17 recall?
 18 A. I don't know if it was a policy in place for 28 days.
 19 I have maybe wrote about it somewhere in my statement.
 20 I can't remember off the top of my head. But I think it
 21 was a policy if COVID was in the care home, they would
 22 have to shut for 28 days.
 23 Q. That is the number that you mention in your statement as
 24 well.
 25 Given that you were travelling between two cities,

22

1 and for a while there was a tiered system with different
 2 local authorities potentially being in different tiers
 3 at the same time, did you ever face problems getting
 4 from Edinburgh to Glasgow?
 5 A. Yes, I think I had to speak to the care home about it,
 6 and I think I had to dig deep into some guidance or
 7 something where it said that you were allowed to travel
 8 between the two tiers because that was considered
 9 essential travel. So I think I had to find that
 10 guidance and then say: look, this guidance allows me to
 11 do it. So, yes.
 12 Q. Had they challenged you on that point?
 13 A. Yes, I think it was by email or -- yes.
 14 Q. Reading through your statement, it seems that you felt
 15 often that it was up to you to determine or work out
 16 what the guidance was and explain it to the care home
 17 and others in positions of authority. Is that
 18 a reasonable understanding?
 19 A. Yes, I think it was very confusing because you were
 20 seeing the guidance implemented in different ways across
 21 Scotland, and because I was a part of that group, a lot
 22 of us were speaking to each other, supporting each
 23 other, so you thought: how come that person has got this
 24 type of visit but I am not getting this visit? So, yes,
 25 it was very frustrating and confusing to keep up with

23

1 the guidance. And I think the guidance was changing
 2 that much as well. It wasn't always clear what the
 3 rules were, and because it was just guidance, it seemed
 4 to me anyway that they put the guidance out and it was
 5 up to the discretion of the care home to make their own
 6 rules from that guidance.
 7 Q. In your statement you mention that it felt to you like
 8 a postcode lottery; is that correct?
 9 A. Yes, 100%, definitely. It was very confusing because,
 10 like I said, people were getting different visits. Some
 11 people were getting this time, other people were getting
 12 that time. So I think it just depended on the care home
 13 and how they chose to implement it. I am not sure what
 14 they were getting from Public Health or the
 15 Scottish Government at the time, but that is how it felt
 16 to me, yes.
 17 Q. Then the time came in December 2020 that you decided to
 18 take your mother out of the care home and move her back
 19 into the family home; is that right? Can you tell us
 20 what led you to that decision?
 21 A. So the reason behind that was I had my grandma in
 22 a care home in Edinburgh and my mum in a care home in
 23 Glasgow. They were not allowed to see each other at
 24 all. There was no guidance or no consideration or
 25 thought given for people who had somebody in one

24

1 care home and in another. My grandma had a progressive
2 illness , dementia. She was about 98 at the time, in
3 a care home in Edinburgh; my mum is in a care home in
4 Glasgow. With dementia, every minute counts, and
5 I think once you go into a care home with dementia, the
6 statistic is you live for around two years -- I can't
7 remember it off the top of my head, but it is
8 a progressive illness . Every moment counts.

9 If I didn't have my mum move home at that time, she
10 would have never seen her mother alive again. So my
11 grandma was in her late 90s, deteriorating quickly, they
12 were unable to see each other. The only way that my mum
13 would be able to see her mother again before she passed
14 was if mum moved home. There was no flexibility, there
15 was no -- that was the only option that we had at that
16 time, so that is why the decision was made.

17 Q. Thank you.

18 What did that move home mean for you and your
19 brother?

20 A. A massive change. It wasn't planned. That wasn't what
21 I had planned to do. I was still studying full time at
22 the time. We knew as well with COVID the community
23 services were limited, so we knew and we were told by
24 social work: if you make this decision, we can't get you
25 a care package instantly. And they did have a chat with

25

1 me and said: I don't know if this is the right thing to
2 do, I understand your thinking by it, but the pressure
3 that is going to put on you and your brother, the fact
4 it is COVID, we can't get a care package in place,
5 there's a lot of risks to her moving home, relapsing
6 from alcohol, mental health dips, so on. But at that
7 time I felt there was no alternative and there was no --
8 I felt it had to be done due to the restrictions that
9 were in place.

10 Q. If the restrictions hadn't been in place and your mother
11 was going to come home, I think you mentioned that that
12 would have been done on a more phased basis through
13 sleepovers and --

14 A. It certainly wouldn't have happened at that time anyway.
15 Yes. It's something we did not plan to happen at that
16 time. The timing really wasn't great, but there was no
17 alternative . But if COVID wasn't in place, we could
18 have done a phased return home with sleepovers,
19 trialling it, rather than just: you've been in
20 a care home -- and I think what we need to remember as
21 well is: when somebody goes into a care home, it is
22 usually a last resort. The community options have been
23 tried. If somebody has been assessed as needing
24 a care home, their needs are quite high, and that has
25 been a decision made for a reason.

26

1 So, yes, if it wasn't for the restrictions , that
2 wouldn't have happened in that way, and we could have
3 done a phased return home, and I think that would have
4 been better for my mum and better for the family because
5 it wouldn't have been as much pressure, and the fact we
6 had to wait so long for a care package, yes, that added
7 extra pressures. But I was made aware of that and
8 I knew that was a consequence I had to face.

9 Q. Do you recall when a care package was eventually put
10 in place?

11 A. About a year later.

12 Q. A year. And what effect did that have on your studies?

13 A. Well, because of COVID, my studies went online, so I was
14 able to be in the house with my mum at all times. So,
15 in a way -- it wasn't good that I was doing the online
16 learning because of COVID, but I needed to be there with
17 my mum, and I was sort of -- yes, so it was online
18 learning , so I was with my mum at home, so I was able to
19 be with her. And she needed somebody with her at that
20 time, because if you imagine, you have been in
21 a care home -- in two separate care homes for years, and
22 then all of a sudden you are back home again and you've
23 not got that support level that you had before, and
24 you've got your two children, but that is all you've
25 got. So it was a massive transition.

27

1 Q. Thank you.

2 If we turn to look at the care your late grandmother
3 received.

4 Your grandmother, we mentioned, was admitted to
5 hospital in April 2020 and then to a care home in
6 Edinburgh in June 2020.

7 I think you told us that you had to choose
8 a care home for your grandmother as well. With your
9 mother's care homes, you mentioned that you visited lots
10 of different care homes across Scotland. What was the
11 process in finding your grandmother's care home during
12 the pandemic?

13 A. It was very different . I wasn't able to go out and
14 visit any care home. So the first care home that my
15 grandma went to, that was a Safe Haven placement. So
16 she had been assessed as being medically fit for
17 discharge, but we knew at that time going back home
18 wasn't an option because her needs had increased so much
19 and her dementia had really deteriorated. So we knew
20 she needed a care home, but we weren't allowed to go and
21 visit , go inside the care home. So it was a very
22 different process, and you didn't have much choice or --
23 I mean, you did have choice, because I was the power of
24 attorney, I had to agree to it, but I wasn't able to go
25 in, meet the staff and have a walk around like I did

28

1 when I was visiting care homes for my mum.
 2 Q. You mentioned a Safe Haven; what does that mean?
 3 A. So I think it might have been a policy that came into
 4 place because of COVID, I am not 100% sure, but it was
 5 to get people out of hospital if they were medically fit
 6 for discharge. If they knew they couldn't return home,
 7 it was to go to hospital, and then you would go there,
 8 but it wasn't permanent. It was just sort of like
 9 an interim thing.
 10 Q. Okay. Thank you.
 11 Since you weren't able to visit the care homes, how
 12 you did have to make your decision about where your
 13 grandmother would go?
 14 A. Looking online at Care Inspectorate reports, looking at
 15 the websites. Yes, that was kind of the only --
 16 Q. Was that simple and straightforward for you, to look
 17 through these reports?
 18 A. Yes, but I think sometimes you need to visit the place
 19 to get a feel for the staff and see the building. It's
 20 a massive decision that you are making. That is
 21 somebody's life and they are going to be living there
 22 for a long period of time. That is your loved one that
 23 is going to be living there, so you want to make sure
 24 it's the right fit. But, due to COVID, you weren't
 25 allowed to go and visit, so ...

29

1 Q. When your gran moved into the care home, were you
 2 allowed to start visiting straight away?
 3 A. No.
 4 Q. What was the issue and when were you allowed to start
 5 visiting?
 6 A. I believe at that time when they first moved there, they
 7 had to isolate. I don't know if you maybe go to my
 8 statement, if I go into depth about that. But, yes,
 9 I wasn't allowed to visit straight away, and when I was
 10 allowed to visit, it was a garden visit.
 11 Q. 104.
 12 You mention -- yes -- that there was a two-week
 13 isolation period and you weren't allowed to see your
 14 gran even for garden visits outside.
 15 A. Yes.
 16 Q. But after the two weeks, those visits were allowed. So
 17 during the first two weeks, there was a risk that you
 18 might pass on an infection, even with all the
 19 precautions, but after the two weeks, that concern
 20 disappeared.
 21 A. Yes, I think it must have just been another bit of
 22 guidance that was in place, but that must have been
 23 extremely confusing for my grandma, because she has been
 24 in hospital, then she is moved to a new environment with
 25 different people, people she has not met before, in

30

1 a new place, and you are not allowed to see your family
 2 for two weeks, and you've got dementia. That must have
 3 been extremely confusing and frustrating and distressing
 4 for my grandma.
 5 Q. Did the garden visits remain? Did they continue?
 6 A. So at first it was garden visits, which were absolutely
 7 horrendous. They were extremely distressing for me and
 8 my grandma. My grandma was in her late 90s at the time.
 9 She has difficulties with communication. So wearing
 10 a mask and being out in a cold garden -- when I visited,
 11 there was, like, a gate in place, which sort of reminded
 12 me a bit of like a prison. So my gran was on one side
 13 and I was on the other side, and the communication was
 14 so difficult I was having to shout. She couldn't
 15 understand, she would say, "Come closer". The whole
 16 thing was just really distressing and I left so many of
 17 those visits crying, in tears, thinking: what have
 18 I done to my grandma? So ...
 19 Q. Thank you.
 20 Could I ask you, please, to read paragraphs 106 and
 21 107 of your statement.
 22 A. 106, did you say?
 23 Q. Yes.
 24 A. Am I allowed to say the name ...
 25 Q. You are allowed to say the name of the care home but not

31

1 any people.
 2 A. Okay.
 3 The visiting at North Care Home was in the middle of
 4 a reception area with people coming in and out. This
 5 was when the visiting moved from garden to inside, by
 6 the way. At first it was garden, and then eventually it
 7 went to you were allowed indoors. I would be seated
 8 across the table from gran. As it was in the reception
 9 area, delivery drivers would be coming in and out.
 10 People were just walking here, there and everywhere.
 11 I felt this was not an appropriate place for visits.
 12 I would be trying to speak with my gran and she would
 13 get so distracted with all the people going about. My
 14 gran also thought that the people visiting were about to
 15 tell us that our visiting time was up and ruin our
 16 visit. We never had privacy. If my gran wished to
 17 communicate something with me in private, she couldn't.
 18 Having visits in a reception area like that was very
 19 degrading.
 20 Q. Thank you, and could you read the next paragraph as
 21 well, please?
 22 A. I also had garden visits where both me and my gran would
 23 be behind gates. The staff would bring my gran out in
 24 a wheelchair. At the end of visits, gran would cry. It
 25 was traumatic. She would scream. It was bad.

32

1 Q. I think that is what you were touching on before.
 2 Are you able to expand on why your gran would cry
 3 and scream?
 4 A. Because she was so confused. She didn't understand
 5 where her family had gone, why she couldn't go and see
 6 them, why these members of staff were wearing masks.
 7 She was extremely distressed. She didn't want to be in
 8 a care home and she didn't think she needed to be in
 9 a care home. So, as you can imagine, it must have been
 10 very distressing. And we were all very close to my
 11 gran, and usually when you would go and visit, you would
 12 hear about her life stories, take your time. You were
 13 out in a freezing cold garden with a gate there. You
 14 could barely communicate or hear each other. It just
 15 wasn't effective for either of us.
 16 It was nice — well, it wasn't — it was nice to be
 17 able to see her, but the way the visits were set up
 18 I think caused a lot of distress for the both of us,
 19 because you weren't even allowed to give that hug and
 20 that reassurance. Every time I would see my gran, you
 21 would give her a big hug, hold her hand, give that love
 22 and affection. But you were outside in a freezing cold
 23 garden, behind a gate, shouting. So it didn't feel very
 24 dignified.
 25 Q. Thank you.

33

1 Could you read the next paragraph as well, please,
 2 108?
 3 A. Yes. If the pandemic never happened, I would have been
 4 visiting gran in her room in private. I would also have
 5 photographs to look at with gran. If gran was to get
 6 distressed, I would then have the photographs to help
 7 calm her down. These were my props. I had strategies
 8 for her dementia. I was not allowed to use these.
 9 Instead, I was sitting in a busy reception. I couldn't
 10 take things in. If you did wish to take things, like
 11 a gift, then it had to be disinfected and left for
 12 72 hours.
 13 Q. Thank you.
 14 A. So, yes, that was a massive part of my gran's dementia.
 15 We made lots of like memory photo books, and she had
 16 lots of stories she would like to tell, and you could
 17 sit and talk to her for hours, and she really benefited
 18 from that. And if she did get distressed with her
 19 dementia, that would be a distraction technique and you
 20 could calm her down and reassure her. When I was sat at
 21 that reception, I didn't have any of that.
 22 And she didn't understand why she was in
 23 a care home. She was asking me, "When am I going to get
 24 home? What is going on? What is happening? When
 25 am I going home?" So you didn't have these photos to

34

1 re—direct and calm her down and speak about something
 2 more positive. You were in a reception, had people
 3 coming in and out. You didn't know when your time was
 4 going to be up.
 5 So, yes, I think it was extremely difficult for my
 6 grandma.
 7 Q. Thank you.
 8 You mentioned that she found the use of masks
 9 difficult, and you say in your statement that she was
 10 paranoid about people laughing at her behind the masks.
 11 A. Yes. She didn't understand the use of the masks, and
 12 I don't know if that was a part of her dementia and her
 13 decline, but she felt that people were laughing at her
 14 behind the mask, which must have been a very awful
 15 feeling and a very scary feeling as well.
 16 Q. You mention that, even at a distance, you weren't
 17 allowed to lower your mask to smile at your gran.
 18 A. Yes, so she couldn't see people's facial expressions,
 19 and I think that is a big thing for people's
 20 communication. You can't see if someone is smiling or
 21 whatever. You could barely hear people, either with the
 22 masks — my gran was deaf and she didn't like wearing
 23 a hearing aid, so communication was difficult without
 24 the mask. Adding the mask onto that made it even more.
 25 Q. Was there any discussion about the use of clear face

35

1 masks?
 2 A. No, that was something that never happened. I don't
 3 know why that didn't happen. I think that would have
 4 been really beneficial to happen, but maybe the guidance
 5 didn't allow it or — I am not too sure why that didn't
 6 happen, but it was always the blue masks that we had to
 7 wear.
 8 Q. Your grandmother's care home was in Edinburgh. How far
 9 away from you was it and how did you get there?
 10 A. Probably about a 40-minute walk, and I would just walk
 11 there.
 12 Q. Okay. You didn't ever take public transport?
 13 A. No, I don't think so.
 14 Q. I think you say in your statement that is because you
 15 were concerned about picking up —
 16 A. Yes, yes, because I think you were just so scared at the
 17 time about if you brought a virus in or whatever, so you
 18 wanted to stay away from people. And my gran was in her
 19 90s. I was terrified: if she catches COVID, what is
 20 going to happen? She was very vulnerable. So, yes,
 21 that was something you were always —
 22 Q. So you took every precaution.
 23 A. — scared of as a family member: what if they catch
 24 COVID?
 25 THE CHAIR: Ms Bahrami, in ten minutes exactly, I am going

36

1 to have two minutes. I am going to ask everyone to
 2 stand up for Armistice Day. So just to warn you that
 3 that is coming, so you're not taken aback.
 4 MS BAHRAMI: Thank you, my Lord.
 5 Now, at paragraph 115 of your statement, you mention
 6 that you felt the restrictions were far too restrictive
 7 for a woman of 98 with dementia who was deaf. Which
 8 restrictions did you think were too restrictive, and
 9 what do you think would have been appropriate?
 10 A. The place that the visits took place, the garden visits,
 11 I didn't think that that was appropriate, to have
 12 somebody out in the cold behind a bit of gate.
 13 So, yes, the places of the visits, the fact they
 14 were at an open reception. You are meant to be having
 15 private family time, and you are in a busy reception
 16 where people can listen into your conversations.
 17 And the times, the time just goes so quickly.
 18 Before you know it, that is your half an hour up. When
 19 I would first go there, my gran would be happy to see
 20 me, but also asking me lots of questions about: what is
 21 going on? What's happening? When am I getting home?
 22 So, yes, the place that the visits took place and
 23 the timings, I thought that wasn't right.
 24 Q. Thank you.
 25 You say in paragraph 117 that you were concerned

37

1 about whether your gran was getting enough stimulation,
 2 and the length of time she was spending in her room.
 3 What caused those concerns?
 4 A. Well, I had never been in the care home, really,
 5 I didn't really know the staff. I wasn't really getting
 6 much feedback, actually, about what was going on in the
 7 care home, really. So that was my worry: that she
 8 was sat in a chair in her room on her own confused: why
 9 am I here, where are my family, and what's going on?
 10 Q. Did you raise those concerns with the care home? And
 11 please don't mention any names.
 12 A. I can't remember at the time. I think what you need to
 13 remember as well is we understood there was a lot of
 14 pressure on the care homes and you didn't want to rock
 15 the boat or push things too far. But I would phone up
 16 and ask how she was, but it would usually just be,
 17 "She's fine, she's settled". That was kind of the
 18 feedback you would get at that time. So it wasn't much.
 19 Q. You mentioned in respect of your mother you were
 20 concerned that the care home might ask your mother to
 21 leave. Did that also apply in the case of your
 22 grandmother?
 23 A. Yes, definitely, because they've got power to -- you
 24 know, they could move your loved one out of that
 25 care home, you know, they could -- anything could

38

1 happen. So, like I said, you didn't want to push the
 2 boat too far or offend anybody, but then also you want
 3 to make sure your loved one is getting all that they
 4 need. So it was a difficult situation to be in.
 5 Q. I understand that eventually your grandmother moved on
 6 from that care home. In September 2020, she moved to
 7 a different care home in Edinburgh; is that right?
 8 A. Yes.
 9 Q. Could you tell us about the reason for her moving.
 10 A. So because the first care home she was in, that was
 11 a Safe Haven placement, that was never a permanent
 12 place. That was just in place to get her out of
 13 hospital into somewhere else. So the second care home,
 14 that was the one that we chose where we were like:
 15 right, that is going to be the permanent one that she
 16 will move to.
 17 Q. Okay.
 18 You mentioned that a local authority care plan was
 19 again put in place, but you that also typed up your own
 20 care plan for your grandma; is that correct?
 21 A. Yes, so I made, like, a wee book and a document about,
 22 like, my gran's life, how she grew up, what she did for
 23 a career, family photos, what music she liked. She was
 24 a concert pianist, so she loved her music, so I wrote
 25 all of that kind of stuff. How she liked to drink her

39

1 tea and stuff like that, just so the carers had that to
 2 refer to and to get to know my gran, really, because we
 3 couldn't be there to do that, so ...
 4 Q. Was the care home grateful for that? Did they use your
 5 plan?
 6 A. Yes, yes, I think that helped.
 7 Q. How did the communication compare to the previous
 8 care home?
 9 A. It was better. The communication was much better. They
 10 updated me how she was settling in and stuff. So, yes,
 11 that helped me and I think my gran.
 12 Q. You mentioned that in the first care home you didn't see
 13 much of the home at all. In the second care home,
 14 I understand that you were able to go and help your
 15 grandmother unpack and get settled in.
 16 A. So we were allowed to go into her care home eventually.
 17 At first it was a window visit that was allowed, and
 18 that was a closed window visit. So you weren't allowed
 19 to go inside and the window was actually shut. She was
 20 on the ground floor in her bedroom, and that was another
 21 reason why we chose that care home, because we had been
 22 told if something happens, you will still be able to see
 23 her at the window because she was on the ground floor,
 24 but yes, I was then allowed to go inside and see her
 25 room at a later date.

40

1 Q. You mention that you were able to set up her room. Did
2 that make a big difference to your gran?
3 A. A massive difference, yes. We got lots of photos on the
4 wall, personalised blankets with photos, her music, all
5 that kind of stuff, so we tried to make it as homely as
6 possible for her, and I think that brought some comfort
7 to her.
8 Q. When you had the closed window visits, did your gran
9 have trouble hearing you, given her hearing
10 difficulties?
11 A. Yes, it was extremely difficult. And at that time I had
12 actually bought a device for my gran, it's called like
13 an Amazon Alexa, and it was in her room. So when
14 I attended the window visit, I assumed a bit of the
15 window would be open so you could communicate, but
16 I believe it was guidance from Public Health at the time
17 that the window that to be closed. So I was kind of
18 a bit shocked by that. I assumed there would be a bit
19 of the window open so you could hear each other. I was
20 trying to shout at the window and it wasn't working, so
21 I tried to connect my phone up to the Amazon device,
22 because I thought maybe this is a form of communication,
23 but then she was confused because I was at the window,
24 but then I am trying to speak to her through a device.
25 So it was just so distressing and we weren't able to

41

1 communicate at all, and I left that window visit and
2 pretty much cried the whole way home because it was just
3 so distressing and ineffective.
4 Q. So you were trying different options but none of them
5 were really doing the job?
6 A. I think because my gran was in her late 90s,
7 technology — she didn't understand phones. She would
8 call it, like, a device. She had hearing difficulties,
9 so although I tried to make it work with that device,
10 for her dementia, her age and her needs, it just wasn't
11 effective, but I was that desperate at the time, I was
12 just trying anything.
13 Q. Online visits, then, were not really an option for you?
14 A. Yes. Just the communication. We did try and the staff
15 would try as well and set it up and encourage her.
16 Sometimes it worked better than others, but I think it
17 was certainly confusing for her, because she wasn't used
18 to using technology like that.
19 Q. And after the window visits, it then changed to garden
20 visits; is that right?
21 A. Yes.
22 Q. Were the garden visits better in the second care home?
23 A. Yes, they were, because there was a wee kind of — you
24 weren't — there wasn't a gate between, there wasn't
25 bars between you as if you were in a jail, so that was

42

1 certainly better. But the communication, you still had
2 to be distanced away from each other, you had to wear
3 a mask. It was cold. So it certainly — it was
4 an improvement, but it wasn't very good.
5 Q. Sure.
6 From there, you moved to indoor visits in a visiting
7 pod; is that right?
8 A. Yes. Well, they tried that. It didn't really work. So
9 it was like a room that the care home had added because
10 of COVID and it was, like, a bit of glass. I think they
11 were trying to do their best at the time with the
12 guidance and probably thought: right, this is a way to
13 get them indoors somewhere warm. But for my gran, it
14 just caused so much — she was so confused by the glass,
15 she was trying to knock the glass down. It just — it
16 didn't work. It wasn't effective for my grandma or her
17 needs.
18 Q. Thank you.
19 Did the care home manager do anything about that,
20 following your gran's reaction?
21 A. Yes, it was after that that she got essential visits —
22 we got essential visits for a period of time. The
23 care home recognised that it wasn't working.
24 Q. What did those essential visits mean? Where did you
25 visit your gran?

43

1 A. It meant I could go into her bedroom and sit next to her
2 and have her photos and stuff.
3 Q. Put in place the strategies that you mentioned you had
4 developed.
5 A. Yes.
6 Q. How did you arrange those visits?
7 A. The care home had a booking system, where you had to
8 email and it was different slots.
9 Q. How did that compare to the previous care home and also
10 to your mother's care home? Did they use a similar
11 system?
12 A. Yes, they had a booking system where you had to email
13 and confirm in advance. It wasn't just like you could
14 say, "I want to come and see my mum at 2 o'clock at this
15 time", you had to look at what slots were available, and
16 when those slots came out it was like: right, quickly,
17 quickly, get in and get what you can.
18 MS BAHRAMI: Thank you.
19 My Lord, it might be an appropriate point, or —
20 THE CHAIR: A few seconds left.
21 MS BAHRAMI: Thank you.
22 How many times a week were you able to visit your
23 grandmother in the second care home?
24 A. Oh, it changed that often. Have I wrote about that in
25 my statement?

44

1 Q. I think you say it eventually changed to two visits
2 a week; is that right?
3 A. So I believe there was, like, something in place where
4 you were allowed one garden visit but then one indoor
5 visit, so I think eventually, yes, I was allowed to see
6 her, like, once a week in her room and then I was
7 allowed to have a garden visit as well as that.
8 MS BHRAMI: Okay, thank you. I think ...
9 THE CHAIR: Please all rise now and observe two minutes'
10 silence.
11 (Two minutes' silence)
12 THE CHAIR: Thank you all very much.
13 MS BHRAMI: Thank you, my Lord.
14 Now, you mentioned in the second care home you were
15 given essential visitor status again. What was that
16 process like? Was that offered to you or did you --
17 A. I had to request that from -- through an email. And
18 I think something that is important to mention is once
19 you got, like, one essential visit, that didn't mean
20 that that was a long-term, like, you had the essential
21 visiting in place forever. It was kind of like you
22 could sometimes get a one-off essential visit if you fit
23 the criteria or whatever it was. So it wasn't just when
24 you got essential visits, that was you able to visit
25 whenever you want; like, things could change.

45

1 Q. Thank you.
2 You mention that, that initially you had a one-off
3 essential visit, then you were given essential visitor
4 status, but that that was then removed, I believe, by
5 an agency nurse; is that correct?
6 A. Yes.
7 Q. What happened then, and did you challenge the care home
8 about that removal?
9 A. I was just told that my gran was doing better and that
10 she didn't need essential visiting anymore, which I was
11 really confused about because she was in her late 90s,
12 had dementia, a progressive illness, so I was a wee bit
13 confused as to why I wouldn't get that. But I think at
14 that time I was under a lot of pressure mentally. I had
15 my mum in a care home and I had my gran in a care home,
16 and there was lots of different guidance and confusion
17 going on. So you want to challenge things, but then
18 also you didn't want to push things too far.
19 Q. You mentioned that your gran's health then declined and
20 you were once again given essential visitor status.
21 In your opinion, would there have been the same
22 decline if your visits had continued?
23 A. That is a good point to make. I don't know, yes, that
24 could have been something to do with it, yes. I don't
25 think it was right that the essential visits were

46

1 stopped then, because my gran was really quite unwell at
2 the time but she seemed to have, like, perked up a bit
3 and they thought she was doing better. But she was
4 still kind of towards the end of her life. She was 99,
5 so ...
6 Q. Thank you.
7 You mentioned your mum being in a care home at that
8 point, but there came the point where you took your
9 mother out of the care home, and was she then able to
10 visit your gran?
11 A. Yes. So my mum was actually out of the care home a wee
12 bit before then, but at first it was only allowed to be
13 one person visiting, so it took a while until my mum was
14 allowed to be visited -- to visit my gran. That was
15 another thing I had to look into the guidance about,
16 because my mum wouldn't have been able to visit my gran
17 without me being there, a carer to facilitate that. She
18 wouldn't have managed to independently travel there. So
19 my mum was able to see her eventually, yes, with myself.
20 Q. With you as well. Where did the visits take place at
21 that point?
22 A. In my gran's bedroom.
23 Q. Once your gran was nearer the end of her life, were you
24 all able to visit her: you, your mother, your brothers?
25 A. Yes, we were. Things became more flexible towards the

47

1 end of her life. She was in her bed a lot, so a garden
2 visit just wouldn't have been able to happen. So, yes,
3 we were all allowed to see her together at the same
4 time.
5 Q. You mention that you were able to also, by presumably
6 doing further research about the guidance, get a visit
7 for your gran with her Jack Russell terrier before she
8 passed away.
9 A. Yes, she was able to see her wee dog that meant an awful
10 lot to her. So I think that had to be risk assessed and
11 stuff, but I had a discussion with the care home and she
12 was allowed to see her dog, so that was nice.
13 Q. What was the impact of that on your gran, seeing all the
14 family and her dog?
15 A. I think it was probably quite overwhelming for her, but
16 I think -- and I hope -- it brought some comfort to her
17 during a really difficult time.
18 Q. Thank you.
19 Towards the end of your gran's life, did you still
20 have to use the booking system or was there more
21 flexibility?
22 A. I think towards the very end there was more flexibility.
23 I didn't have to book. It was more just speaking over
24 the phone and getting updates, how was she doing, that
25 sort of thing.

48

1 Q. Thank you.
 2 In the second care home, there came a point where
 3 your gran caught COVID; is that correct?
 4 A. Yes.
 5 Q. And that was either in January or early February of
 6 2021.
 7 A. Yes.
 8 Q. And you asked for essential visits in February, but you
 9 were refused. Were you given a reason as to why?
 10 A. I had asked for essential visits multiple times.
 11 I can't remember the reason I would have -- the response
 12 I would have got at that time. Yes, I don't know if
 13 I have wrote in the statement why I was refused.
 14 Q. I don't think you have mentioned it here.
 15 A. Yes.
 16 Q. So you weren't clear on --
 17 A. What the reason would be, no.
 18 Q. Thank you.
 19 You say that, following that refusal, you contacted
 20 Alzheimer Scotland and they were a big help you to.
 21 A. Yes. So they had a helpline in place where you could
 22 contact them and speak about the situation, and they
 23 short of helped you understand the guidance a bit.
 24 I think the guidance was very confusing and people
 25 weren't sure what they were entitled to, what was

49

1 allowed to happen, what wasn't allowed to happen, what
 2 the Scottish Government were saying, what Public Health
 3 were saying, what the care home were saying, it was very
 4 confusing. So, yes, I had support from them, and then
 5 I asked for essential visiting again.
 6 Q. And that was in May 2021 --
 7 A. Yes.
 8 Q. -- where you say you provided evidence about why you
 9 should receive the visiting rights.
 10 A. Yes, it was a very long email about me justifying and
 11 evidencing my gran's needs, her situation, why she
 12 needed the visits due to her health, mental well-being
 13 and stuff like that.
 14 Q. Does that mean, then, that you hadn't visited your gran
 15 between January and May of 2021?
 16 A. I can't remember the dates and stuff off the top of my
 17 head.
 18 Q. Because in your statement at paragraph 175 you mention
 19 that you had sent an email asking the home for an update
 20 on COVID cases -- this was after your grandmother had
 21 contracted COVID -- and in February you had asked for
 22 essential visitor status. That had been rejected. Then
 23 in May you emailed them again explaining why you should
 24 have visiting rights. So does that mean in that
 25 intervening period, you didn't visit your gran?

50

1 A. I think I was asking for the essential visits on top of
 2 the original visit --
 3 Q. Ah, okay.
 4 A. -- where I think at that time you were allowed one visit
 5 a week, half an hour.
 6 Q. So you were able to have indoor or garden visits, but
 7 not the additional visits?
 8 A. Yes.
 9 Q. Okay, thank you.
 10 A. Because with the essential visits, I think they weren't
 11 to be as timed and restrictive as the other ones.
 12 Q. Thank you.
 13 You say in your statement that, while you weren't
 14 able to see your gran, you asked that she be provided
 15 with physio, other exercise and access to a doctor.
 16 What was the response to that?
 17 If you want to refer to your statement, it's at
 18 paragraph 179.
 19 A. Yes, so I have said that I have asked by email for her
 20 to receive physiotherapy and access to a doctor and
 21 exercise, which I received a reply informing me that the
 22 home was encouraging gentle daily exercises, and that
 23 a lot of professionals were not visiting the care home
 24 at that time. All dental and optician appointments were
 25 stopped.

51

1 Q. Did that cause any concern for you?
 2 A. Yes, it did, because to provide some context, when my
 3 grandma was at home, she was like -- her mobility was
 4 poor, but she was able to walk around, and when she
 5 first went into the care home, she was able to walk
 6 around, and there was a massive decline in her mobility.
 7 She went from being able to walk around -- she did use
 8 a stick, and her mobility still wasn't perfect, but to
 9 being more in her chair a lot of the time and struggling
 10 to move. So I was really concerned about her mobility
 11 at that time and how much it had declined, yes.
 12 Q. Thank you.
 13 Then you go on to say that just a few weeks before
 14 your grandmother passed away, you were able to take her
 15 out for the day. Are you able to tell us where you went
 16 and the difference that that made to your gran, to you,
 17 to the rest of your family?
 18 A. Yes. So eventually I think the guidance must have
 19 changed again and this was a new thing that was now
 20 allowed, so I had asked the care home if I could take my
 21 gran out for the day, which they had to do risk
 22 assessments and we had to do tests and all those
 23 precautions were in place, and then we went out to the
 24 botanic gardens and had a really nice day together with
 25 family there.

52

1 I think it must have been quite overwhelming for my
 2 gran to actually finally get out of the care home,
 3 considering she had been locked in a place for so long,
 4 but, yes, it was a brilliant day, she enjoyed it, we
 5 were able to be together as a family, and, yes, it was
 6 a really special memory.

7 Q. Thank you.

8 You then go on to mention that your gran had
 9 a do not attempt cardiopulmonary resuscitation order
 10 in place.

11 A. Yes.

12 Q. You say that you weren't aware of this, so you weren't
 13 involved in that being put in place, despite having
 14 power of attorney for your gran; is that right?

15 A. Yes. I don't know when that was put in place. No
 16 discussion took place with myself. The only reason
 17 I actually found out about that was because I found it
 18 ripped up in her house. So, yes, I am not sure when
 19 that was put in place.

20 Q. Okay. So you are not sure why it was ripped up and you
 21 didn't speak to your gran about that afterwards?

22 A. No.

23 MS BAHRAMI: Okay.

24 THE CHAIR: We should really take a break for the
 25 stenographer's sake. I sense you are very close to the

53

1 end.

2 MS BAHRAMI: Yes, I think maybe another five minutes.

3 THE CHAIR: I think, in fairness to Ms Challoner, we will
 4 just sit for the extra five minutes until you finish.

5 MS BAHRAMI: Thank you.

6 I want to move on to the impact on you, and I think
 7 it is captured here quite well, so I wonder if you could
 8 read from paragraph 182 of your statement, please.

9 A. Yes.

10 The stress and pressure of having two different
 11 relatives in two different care homes had an impact on
 12 my mental health. The added stress of being a power of
 13 attorney and a welfare guardian would be stressful just
 14 in normal times. However, you add in the pandemic and
 15 different people telling you different things, this also
 16 had an impact on me.

17 Q. I think you told us that the different things you were
 18 being told were by care homes, by the government, by
 19 people in online groups, and that was all adding to the
 20 confusion.

21 A. Yes, it was extremely stressful and confusing, and
 22 because you had two different people in different
 23 care homes, you would hear one thing from this side and
 24 then kind of assume it would be the same, but that
 25 wasn't always the case.

54

1 Q. Thank you.

2 Could you continue reading from there, please.

3 A. Yes.

4 There was a lot of pressure on me. I would cry all
 5 the time. I used to snap over small things because of
 6 the pressure of what was going on in the background.
 7 I also had to deal with the tensions within the
 8 family and the arguments. There was conflict going on
 9 within family relationships.

10 There was an impact on my education. I was meant to
 11 be studying for my degree at university. How was
 12 I meant to focus on my studies with that much pressure?
 13 I managed to gain my degree as a lot of the work was
 14 online. My attitude was that I had started the degree
 15 so I must finish it.

16 Q. If you continue, please.

17 A. I graduated with everyone else on my course. I received
 18 support from the university. I could speak to the
 19 carers person they have there. The university put
 20 a carers plan in place for me. This meant I could have
 21 extensions if I needed them and extra help. To be fair,
 22 I got good support from the university.

23 Q. Thank you, and the next one, please.

24 A. I had no time for friendship groups as I felt I was
 25 chasing up care homes and speaking to all the different

55

1 people I had to speak with. I also had to visit homes
 2 in Edinburgh and Glasgow. I had no time. I couldn't be
 3 bothered socialising, to be honest. A lot of people my
 4 age do not have the unique family situation that I have.
 5 None of my friends are power of attorney for a parent or
 6 grandparent. It means you can't really relate to your
 7 friends.

8 I did have the Care Home Relatives Scotland group
 9 and they were a good support. I would speak with
 10 members online. That was good as I could speak to
 11 people who were going through a similar situation. We
 12 could compare notes and give each other advice.

13 Q. Thank you.

14 When you say that you had no time for friendship
 15 groups because you were chasing up care homes, do you
 16 mean by that what you have said: that you had to find
 17 guidance and contact the care homes about this, or do
 18 you mean the initial finding the care homes?

19 A. Around the guidance and stuff, I was really worried
 20 about my mum and my gran and when I was going to next
 21 see them and what was going to happen. So the last
 22 thing on my mind was going out and socialising with
 23 friends and acting like things are normal and happy,
 24 because they certainly didn't feel normal and happy to
 25 me at the time.

56

1 Q. Thank you.
 2 Then you make a few points in your statement where
 3 you — and I think you have touched on this already,
 4 that in future you believe there should be rules for
 5 people who have loved ones in more than one care home
 6 and to facilitate visits between care homes.
 7 You also mention in your statement that you believe
 8 there should be more accountability with organisations;
 9 is that correct? They should take more responsibility.
 10 A. Yes. It felt like it always just came back to: this is
 11 the guidance, but we can interpret into it our own
 12 different way. So I felt there wasn't accountability.
 13 When things were challenged, it would say: oh, it's
 14 Public Health that says this, it is the Scottish
 15 Government that says this, it's the care home that says
 16 this. So it was very confusing to know who was making
 17 the decisions that was having a really negative impact
 18 on your family members.
 19 Q. You say that there should be better guidance for family
 20 members so that they are regarded as carers, rather than
 21 just visitors.
 22 Finally, could you please read paragraph 197 for us.
 23 A. My hopes for the Inquiry would be to do some things
 24 better the next time, to ensure that the country is
 25 better prepared. Also to think about family members not

57

1 as visitors but carers. I looked after my mum for
 2 years, since I was 12 years of age — probably a bit
 3 earlier than that, actually. I also looked after my
 4 gran for a long time. So from being a carer to
 5 a visitor did not feel right. I felt there was no
 6 empathy towards carers. I felt like the care homes were
 7 acting as if it was us against them. It should not have
 8 felt like I was fighting against care homes,
 9 Public Health and the Scottish Government. I think
 10 care homes and families should have been working
 11 together. I also don't think it should be a blame game.
 12 There are lessons to be learned on all sides.
 13 MS BAHRAMI: Thank you.
 14 Those are all the questions that I have for you.
 15 THE CHAIR: Thank you very much indeed, Ms Challoner. That
 16 was very helpful. I am very grateful for your
 17 attendance.
 18 Very good. We'll take — let's try and make it just
 19 shy of 15 minutes, so 11.30.
 20 (11.19 am)
 21 (A short break)
 22 (11.30 am)
 23 THE CHAIR: Mr Gale.
 24 MR GALE: Thank you, my Lord.
 25 The next witness is Alina Elizabeth Duncan. Her

58

1 statement reference SCI—WT0378—000002.
 2 MRS ALINA ELIZABETH DUNCAN (called)
 3 Questions from MR GALE
 4 THE CHAIR: Ms Duncan, good morning still. Make yourself
 5 comfortable and then Mr Gale has some questions for you.
 6 Mr Gale, when you are ready.
 7 MR GALE: Thank you, my Lord.
 8 Good morning, Mrs Duncan. Your full name is
 9 Alina Elizabeth Duncan; is that right?
 10 A. Yes.
 11 Q. And you are 56; is that right?
 12 A. Yes.
 13 Q. The Inquiry has your contact details.
 14 You are employed, I think, at the moment; is that
 15 right?
 16 A. Yes, on a part-time basis.
 17 Q. I don't want to ask the identity of your employer.
 18 Obviously the Inquiry knows that. But for the purposes
 19 of your evidence, it is I think useful that we know that
 20 you are a carer working in the provision of care at home
 21 services.
 22 A. Yes.
 23 Q. How long have you been doing that?
 24 A. Since the start of COVID, so about three years.
 25 Q. Thank you.

59

1 You provided the Inquiry with a written statement,
 2 I think, which you confirm is your evidence, and that
 3 it's the truth and that you are agreeable to having your
 4 evidence recorded and published.
 5 A. Yes.
 6 Q. Thank you.
 7 You are here to tell us about your husband,
 8 James Duncan.
 9 A. Yes.
 10 Q. Who I think is known as Jim.
 11 A. Yes.
 12 Q. And that is how you refer to him in your statement.
 13 A. Yes.
 14 Q. Is it all right if I call him by "Jim"?
 15 A. Yes.
 16 Q. Now, we know from your statement that he died on
 17 25 August 2022.
 18 A. Yes.
 19 Q. And he would have been 70.
 20 A. Yes.
 21 Q. And that in 2008, when he was only 55, he was diagnosed
 22 with a rare form of dementia called posterior cortical
 23 atrophy; is that right?
 24 A. Yes.
 25 Q. You tell us in paragraphs 5 and 6 how this affected him.

60

1 I know it is probably distressing, and I don't want
 2 to go through the detail of that. We obviously know it
 3 from your statement. But taking it briefly, if I may,
 4 he was left with problems with his eyesight, insofar as
 5 it appeared that messages from his eyes were not getting
 6 to his brain.
 7 A. From the brain to the eyes.
 8 Q. Brain to the eyes, sorry, obviously the other way round,
 9 yes.
 10 Also, he struggled with communication.
 11 A. Yes.
 12 Q. And his communication became somewhat inappropriate.
 13 A. He was non-verbal, yes.
 14 Q. Can you tell us a little bit about Jim before his
 15 diagnosis.
 16 A. Before?
 17 Q. Yes, before it.
 18 A. Before his diagnosis, he was very active in the local
 19 community. He received an MBE from the Queen in the
 20 millennium honours list for raising over £150,000 to set
 21 up a hyperbaric unit for people with multiple sclerosis.
 22 Through his business, he worked with his father and his
 23 brother in a retail environment, and he was very
 24 well known in the local community, very active, and very
 25 well loved.

61

1 Q. He was also a fit and active man, I understand.
 2 A. Very fit and very active, yes.
 3 Q. You also say elsewhere in your statement -- it is
 4 paragraph 23, I don't think you need to look at it
 5 because it is just a very brief reference -- you say he
 6 was someone who was never ill.
 7 A. No, he had never really been to the doctor's for
 8 anything before his diagnosis.
 9 Q. You have three children, two sons and a daughter.
 10 A. Yes.
 11 Q. I think you are agreeable that you can name your
 12 daughter. I don't want to single her out particularly,
 13 but your daughter is Louise, I think is her Christian
 14 name.
 15 A. Yes.
 16 Q. The reason I will just ask you about this is that you
 17 give some information later on in your statement about
 18 Jim's condition, and it relates to something that your
 19 daughter was involved in.
 20 A. Yes.
 21 Q. We will come to that in due course, but I think, just
 22 for present context, your daughter is a very skilled
 23 professional golfer.
 24 A. Yes.
 25 Q. I think she was in contention, whilst still an amateur,

62

1 in the British Open in 2021.
 2 A. Yes, she finished tied 10th.
 3 Q. We will come to that in just a little when we come to
 4 your statement.
 5 Am I right in thinking that when Jim was diagnosed
 6 with dementia, he was still living at home with you and
 7 the family, back in 2008?
 8 A. He was, yes.
 9 Q. And you were working at that time, not as a carer --
 10 A. No.
 11 Q. -- but you were working at that time, but as you say at
 12 paragraph 9, you gave up your job, I presume in 2012, to
 13 look after him.
 14 A. Yes. My mother had passed away. My mother stayed next
 15 door to me, and she was very much my main support, and
 16 she had passed away very suddenly, I had found her one
 17 morning, and I just felt -- I just couldn't do
 18 everything. I couldn't look after Jim, I couldn't look
 19 after the kids, if I was working as well.
 20 Q. The children would have been relatively young --
 21 A. Yes.
 22 Q. -- when your husband was diagnosed.
 23 A. My daughter was 8, my middle son was 11 and the eldest
 24 one was 14.
 25 Q. I take it you became, effectively, his full-time carer?

63

1 A. Yes.
 2 Q. How much care did he need in those early days?
 3 A. In those early days, it was mainly supervision. He was
 4 still -- because it was a family business, he was still
 5 able to go to work. Sometimes he would get the bus up
 6 and the girls that he worked with would make sure he got
 7 the bus home, the correct bus, and latterly, when we
 8 stopped doing that, I would take the kids to school and
 9 I would drop them all at the same time. And he was --
 10 when I say work, it was very loosely speaking, he was
 11 mainly supervised there, so -- by the other staff, who
 12 were fantastic. But then the business was sold in 2015,
 13 I think it was.
 14 Q. And it would have provided him with an environment with
 15 which he was familiar.
 16 A. Yes.
 17 THE CHAIR: Work as therapy.
 18 A. Absolutely.
 19 MR GALE: You made the decision in 2016 to move Jim into
 20 full-time care at the Arran View Care Home in Saltcoats;
 21 is that right?
 22 A. Yes.
 23 Q. And you explain why you made that decision in
 24 paragraphs 11 and 12, and I don't want to go through
 25 them in any detail, but one of the reasons that you

64

1 chose that home was that Jim had had some respite care
 2 there --
 3 A. Yes.
 4 Q. -- and the experience that you had had there was a good
 5 experience.
 6 A. Yes.
 7 Q. You tell us about the layout of the home at
 8 paragraphs 13 and following, and we can read that, and
 9 I don't want to take any of that in detail. But you say
 10 at paragraph 14 that you were not sure if Jim understood
 11 why and where he was getting moved to. Can you just
 12 explain that, what his position was when he was being
 13 moved into care.
 14 A. His speech wasn't great by that point, and it was
 15 difficult to know what he was thinking, what he was
 16 understanding. I think he maybe did understand a little
 17 bit when he went in. It was very difficult to know
 18 what ...
 19 Q. Yes. Obviously the situation had become that you had to
 20 accept the need for him to move into care.
 21 A. Uh--huh.
 22 Q. Yes. You tried to visit him, I think you say, every
 23 day.
 24 A. I did, yes.
 25 Q. Sometimes more than once a day.

65

1 A. Sometimes, if he wasn't very well, I would maybe go down
 2 three or four times a day. It was only four miles from
 3 the house.
 4 Q. Initially you have a lot of praise for the care home,
 5 its staff and the care that Jim was given pre--pandemic.
 6 A. Yes. The staff were fantastic. They just loved him.
 7 They would -- I couldn't have praised them any more at
 8 that time. But things did change throughout the
 9 pandemic.
 10 Q. I think things changed during the pandemic obviously
 11 because of the restrictions --
 12 A. Yes.
 13 Q. -- that were then placed upon visiting and your access
 14 to Jim.
 15 A. Yes.
 16 Q. But also because the care home changed hands.
 17 A. It did change hands, yes, and things started to go
 18 downhill.
 19 I was in regular contact with a number of staff from
 20 the unit Jim was in, and I could tell that there were
 21 staff shortages, things were starting to go downhill.
 22 Although there was other things that improved. You
 23 know, at some point the lounge area was done up. I did
 24 buy a television for them because they didn't have a
 25 remote control for their television. But things like

66

1 that, some things improved. Other things didn't.
 2 Q. I think you set this out at paragraphs 20 and 21 of your
 3 statement, but even in the period after the change of
 4 ownership of the care home, you continued to identify
 5 particularly individual carers who were very close to
 6 Jim and very good with Jim; is that right?
 7 A. I did, and I always made sure, if I was sending any
 8 emails, that that was always my first paragraph, was
 9 that -- the lady who was the manager in Jim's unit had
 10 been there for 25 years. She is near retirement age
 11 now, and still employed by them, although I believe she
 12 is off sick. But, yes, she was fantastic and just loved
 13 Jim to bits.
 14 Q. There was a care plan in place for Jim and, as we have
 15 said, paragraph 24 of your statement, you reiterate what
 16 you have just said: that you never faulted the treatment
 17 at any time before the pandemic.
 18 A. Uh--huh.
 19 Q. May I just ask you about visiting pre--pandemic.
 20 Obviously you visited regularly --
 21 A. I visited.
 22 Q. Other family members? Your children?
 23 A. The children visited, and also his brother and
 24 sister--in-law visited every Wednesday afternoon, and
 25 when he was able to, they were able -- they took him

67

1 out. But we -- I had had an experience where I had
 2 taken him out, I think it was maybe three months before
 3 the pandemic, and he had been very, very sick in the
 4 car, and I think I put it down to his eyesight problems
 5 and the movement in the car. So we made then the
 6 decision that we wouldn't take him out, maybe a walk
 7 around the gardens. But even in that time, his brother
 8 and sister--in-law came to visit him in his room, they
 9 put the music on, just had some fun time. But that all
 10 changed.
 11 Q. Just in relation to your children, how had they adjusted
 12 to the dementia that your husband and their father was
 13 suffering?
 14 A. They have been fantastic. They -- it was very much day
 15 to day. The eldest, he probably knew his dad a wee bit
 16 more because his dad did an awful lot with him.
 17 In fact, when I was at work on a Wednesday and it was
 18 Jim's day off, he would, you know, if it was school
 19 holidays, take them out or do something with them and
 20 make the dinner and -- but obviously then they found
 21 it -- they have found it very hard. But throughout the
 22 whole thing, they have been fantastic, and they have
 23 grown into very well adjusted people.
 24 Q. When you were visiting your husband in the care home
 25 pre--pandemic, did you assist with his care while he was

68

1 there?
 2 A. Occasionally I would maybe feed him or get him a drink
 3 or ... I didn't do any personal care with him.
 4 Q. Yes.
 5 A. But then when I --- yes, I did do some --- there was one
 6 time when he was in there, just near the beginning, he
 7 had stopped eating and we couldn't understand why, and
 8 we thought he maybe doesn't like the food, and that is
 9 understandable. So I would make soup at home and
 10 I would go and say, "This is soup that I have made, you
 11 need to eat it", so he would eat it. And he would eat
 12 anything I took in, but he wouldn't eat what the staff
 13 would give him. And I am not sure quite how we worked
 14 it out, but we think he actually thought he was in
 15 a restaurant and he didn't have any money to pay for it,
 16 so we put some money in his room, explained to him,
 17 "That is the money for your meal", you know, just so
 18 that he knew he had something there, and that seemed to
 19 work out, until he forgot about that.
 20 Q. You tell us about that in your statement.
 21 A. Yes.
 22 Q. Probably a very insightful way of dealing with the
 23 situation.
 24 A. You just have to work it out day by day, try and work
 25 out what is going on.

69

1 Q. Can we go to restrictions, please, paragraph 26 of your
 2 statement and following.
 3 19 March 2020, you were made aware by a member of
 4 the care home staff who told you that they had been at
 5 a managers' meeting and been told they were going into
 6 lockdown, and you would not be allowed to see Jim
 7 anymore.
 8 A. Yes. To this ---
 9 Q. Was it in those simple terms?
 10 A. Yes. Well, I remember saying: "Well, what does that
 11 mean?" "You won't be able to come in here." But
 12 I don't see how --- to this day, I can't understand how
 13 I can't see my husband. Just ... yes, I just couldn't
 14 understand how anybody can then decide whether I can see
 15 my husband or not. It was just beyond thinking.
 16 Q. I think you tell us subsequently in your statement it
 17 was a total of 17 weeks before you were able to see him
 18 again.
 19 A. Yes, I think so. I am not sure exact dates, but ...
 20 Q. You have given that figure of 17 weeks. I am sure you
 21 are right.
 22 A. Yes. We kind of worked it out, I think, from
 23 photographs I had.
 24 Q. Also at this time, you had taken up your job as a carer.
 25 A. I did, yes.

70

1 Q. So you, as a carer, were visiting people in need of
 2 at-home care.
 3 A. Yes.
 4 Q. You would be going into people's houses.
 5 A. I was going into people's houses. I felt I would be
 6 bored throughout lockdown, so I thought: what can I do?
 7 So I got a wee job. Sometimes I was going into 20
 8 people's houses per day, obviously with full PPE on and
 9 taking the necessary precautions, but, yes.
 10 Q. Yes.
 11 You make an interesting observation at paragraph 29
 12 of your statement, towards the end. You say that you
 13 once asked some of the service users --- I assume that
 14 means the people you were caring for.
 15 A. Yes.
 16 Q. That if they only had a year to live, would they want to
 17 see their families, even if it shortened their lives?
 18 A. Yes, every one of them said, "Oh, yes".
 19 Q. Yes, thank you.
 20 Right. As I say, you said that you didn't see Jim
 21 for 17 weeks, but there were facilities offered for you
 22 to contact him: phone calls, iPads. Were they any use?
 23 A. No, absolutely not. Jim had never even seen an iPad,
 24 never mind --- we tried --- first of all we tried the
 25 phone. Well, he is non-verbal, so that is not going to

71

1 work. iPads, no. For people with dementia, not any
 2 good. He couldn't see it anyway, so what was the point
 3 in that? No.
 4 Q. Did that not seem to be appreciated by the care home,
 5 that that would not be a sensible way of communicating?
 6 A. Yes, they did say this is just stupid. But at the start
 7 of the pandemic, there actually wasn't even broadband in
 8 the unit Jim was in, in the care home. So I think they
 9 were tethering it up to their own phones, the staff.
 10 But it just wasn't of any use.
 11 Q. You also, I think, as we can see from paragraph 32,
 12 phoned regularly to find out how Jim was.
 13 A. Yes, every day.
 14 Q. Understandably. You indicate --- I think it's something
 15 we have heard before --- that you got the reply usually
 16 that he was fine.
 17 A. Yes. What does "fine" mean? It would depend very much
 18 what member of staff answered the phone, but you would
 19 usually get, "Oh, he's fine, he's sitting listening to
 20 his music, he's fine". But that really didn't tell
 21 me --- Jim didn't have good skin, whether his skin was
 22 infected, whether he had eaten his dinner. It didn't
 23 tell me anything.
 24 Q. We have heard from a number of witnesses, and I just ask
 25 you in this context: did you feel a bit of a nuisance

72

1 phoning all the time?
 2 A. Very much so, and I was told in on a few occasions,
 3 "We're really busy, we have not got enough staff, we're
 4 really busy, we can't just be answering the phone all
 5 day".
 6 Q. Okay.
 7 You did see your husband, I think, for a couple
 8 of minutes because his father was also in the care home,
 9 and I think his father died.
 10 A. His dad did, yes. His father was admitted to the same
 11 care home but a different unit because of mobility
 12 issues, and I had got a phone call to say -- well, the
 13 care home were in lockdown at that point -- that his
 14 father was very ill. So I immediately said, "Well,
 15 I want to be there for him". So they said, "Do a test,
 16 just come down".
 17 So when I went down and I was sitting with him,
 18 I was told, "Well, you can't just sit here all day".
 19 This man is dying, you know? So I said, well -- his dad
 20 was mentally fine. I said his dad -- he wants to see
 21 Jim. It's one of the things we kind of said when he
 22 went in, "Oh, you will be able to see Jim, it will be
 23 great, you will be able to see your son", and he hadn't
 24 seen his son because that would mean taking one person
 25 from one unit over to the other, and infection control

73

1 and all, whatever.
 2 So I went on and on and on about it: his dad needs
 3 to see his son, he needs to see him. So eventually they
 4 said, "Okay, we will bring him over". Well, it was
 5 8 o'clock at night. It was -- the weather was
 6 horrendous. It was wet. He was in a wheelchair. He
 7 was -- Jim didn't understand what was going on. He
 8 was -- and it wasn't for Jim's benefit, it was for his
 9 dad's benefit, and he wasn't happy when he came in and
 10 he started shouting and whatever, you know, to express
 11 that he wasn't happy, and his dad just couldn't
 12 understand it, "What is wrong with Jim? Why is he like
 13 that?" And basically I just said, "Look, just take him
 14 away". His dad had seen him. But it was awful. And
 15 just the whole -- we weren't allowed -- you know, "Your
 16 time is very limited here, you can't sit with him".
 17 Q. In brutal terms, it was probably of little benefit to
 18 either Jim or his father.
 19 A. Probably, but at least his dad saw him.
 20 Q. He did, yes.
 21 At paragraph 35 you mention that you found out that
 22 care home residents were not allowed to be out of their
 23 rooms and, in particular, weren't allowed to go into the
 24 lounge area.
 25 A. Yes.

74

1 Q. How did you find that out?
 2 A. I had got a phone call one Friday afternoon to say that
 3 the local council had instructed that all residents were
 4 to remain in their rooms, and I went -- I just said,
 5 "Absolutely not, that is not happening to Jim", and
 6 I was very firm. And the reply I got, "Well, that's
 7 fine, we will just put it in his care plan, Jim is to go
 8 through to the lounge".
 9 The lounge area was bigger than this room. He
 10 wasn't anywhere near anybody. It was easy to isolate
 11 people in the room. And he had his music and his comfy
 12 chair, and he wasn't anywhere near anybody, so I said:
 13 absolutely not. If he had been stuck in his room, he
 14 would have been stuck in his bed at that point.
 15 Q. Was that pleading on his behalf --
 16 A. Yes, absolutely.
 17 Q. -- any use?
 18 A. Yes, it was. I just put my foot down and said: that is
 19 not happening.
 20 THE CHAIR: Does that mean that he wasn't -- I appreciate
 21 that he would have been in his bed if he was in his
 22 room, whereas in the lounge he could sit in a comfy
 23 chair.
 24 A. Yes.
 25 THE CHAIR: As I understand what you are saying is the case,

75

1 there would be no other residents in the room, so he
 2 would be sitting in a lounge room all on his own, albeit
 3 in a comfy chair.
 4 A. But at least he was getting a walk from his room to --
 5 you know, he was still using his legs. If you are stuck
 6 in your bed, your mobility goes very quickly.
 7 THE CHAIR: But am I right that, as far as you're aware --
 8 A. As far as I was aware because I wasn't in -- I don't
 9 know --
 10 THE CHAIR: -- the other residents remained in their rooms?
 11 A. Yes. I know certainly, once visiting did resume,
 12 I asked where a few of the residents were, and it was
 13 ones that kind of generally walked about a lot, and
 14 I was told, "Oh, they got put to their bed and they
 15 died". Not of COVID, but of something else.
 16 THE CHAIR: Sorry, Mr Gale.
 17 MR GALE: Thank you, my Lord.
 18 Paragraph 36 you mention your 30th wedding
 19 anniversary on 18 September 2021.
 20 A. Yes.
 21 Q. Obviously that was a date you wanted to share with Jim
 22 in some way.
 23 A. Yes.
 24 Q. I think you were, as you put it, sneaked in --
 25 A. I was, yes.

76

1 Q. -- to the unit by somebody.
 2 A. Yes.
 3 Q. I think you were very grateful for that.
 4 A. I was extremely grateful, yes, that I was able to spend
 5 some time with him. I didn't stay long, but I was still
 6 able to -- not that Jim understood, I don't think, for
 7 a minute, but I did.
 8 Q. You also talk about visits in a corridor.
 9 A. Uh--huh.
 10 Q. And you indicate that during these visits, Jim became
 11 very distressed.
 12 A. He did. The corridor was -- it was an outside
 13 corridor -- well, it was a corridor through to the
 14 offices, and where the care home sits, it sits up very
 15 high. It has fantastic views towards Arran. You know,
 16 you were making an appointment -- you had to make
 17 an appointment, and you don't know what the weather is
 18 going to be like. So he was wrapped up in a wheelchair,
 19 not understanding why he was taken out his comfort zone,
 20 and the wind was howling in around about him. There was
 21 another staff member there, I was outside, and it was
 22 just -- he just kicked off. He just started shouting
 23 and screaming. And what can you do? I just have to
 24 walk away. I'm not watching anybody being distressed.
 25 Q. Just to be clear, that was part of his condition?

77

1 A. Well, it was his way of communicating. It wasn't -- Jim
 2 was the most docile person you could ever meet, but it
 3 was the only way he could communicate and tell people he
 4 wasn't happy was -- somehow he managed to find swear
 5 words, I don't know how he managed that but -- he never
 6 swore in his life, but he did then. And, you know, he
 7 would try to get up and, you know, get very distressed,
 8 and I wasn't going to watch that.
 9 Q. I think also in paragraph 38 you mention that trying to
 10 see him through a window wasn't particularly useful
 11 either.
 12 A. Yes. Well, his room, although it was ground floor,
 13 there was actually metal fencing right round. So you
 14 would have had to go and get in through the gate and it
 15 was all double locked and whatever. So you couldn't
 16 actually have seen in the window unless you had a set of
 17 step ladders anyway. So we tried -- in the lounge area
 18 there was patio windows which opened up, and you could
 19 see the whole view. The unit manager, she actually --
 20 she would open it a wee bit. But, again, it was windy,
 21 it was cold, he didn't like that either. But if the
 22 overall manager was anywhere near, that would get shut.
 23 So how can you communicate with anybody? He
 24 couldn't hear my voice through a double-glazed window
 25 and the wind and -- so I had to give that up as well,

78

1 because it really just didn't work.
 2 Q. I think you make the comment at paragraph 37 in the last
 3 sentence, you say:
 4 "I didn't understand why they weren't more prepared
 5 for these visits when it had been announced that they
 6 could happen."
 7 A. Yes. When visiting did open up -- and the guidance
 8 always came out on a Friday at lunchtime. The office
 9 staff are not there. They disappear early on a Friday.
 10 And any time -- it was usually me telling the care home
 11 that there was new guidance out, and the answer would
 12 always be, "Oh, we've not got it yet", or, "We need to
 13 read it thoroughly and then get agreement for anything
 14 with Public Health". And that -- I just couldn't
 15 understand why we had been closed for all these weeks,
 16 and they knew visiting was going to open up at some
 17 point, so why was that not all prepared? Why did it
 18 then take two weeks for Public Health, who had every
 19 care home, to agree their visiting and all that? Why
 20 did it take that two weeks when, again, we couldn't see
 21 our loved ones?
 22 Q. There was a degree of recognition -- well, perhaps
 23 a degree of recognition -- and you mention it in
 24 paragraph 39, that if he was told you were coming to
 25 visit, he would smile.

79

1 A. He would, yes. Or, you know, it used to be -- it was --
 2 when I walked along the corridor, and I would usually be
 3 chatting to staff or some of the other residents, and if
 4 you turned the corner and you could see his face, you
 5 could see that he heard my voice and he had a wee smile
 6 on his face.
 7 Q. You became a designated visitor, I think.
 8 A. Yes.
 9 Q. And that was introduced, and after you had -- well, you
 10 had access to COVID tests.
 11 A. Yes.
 12 Q. And that enabled you to see him inside.
 13 A. Yes. I had spent my time phoning Public Health, phoning
 14 the care commission, phoning anybody that would even
 15 listen to me, and both Public Health and the care
 16 commission, when I described Jim's condition, they all
 17 said, "Absolutely, you should be the designated visitor,
 18 you should be getting in, his condition allows it". But
 19 the care home very much were: "Well, no", you know. It
 20 was only after a lot of pleading, a lot of shouting,
 21 that they actually listened to me and they did let me
 22 in.
 23 But through my work, I had COVID tests. We were
 24 testing at least twice weekly for my work, and I also
 25 ordered some online. So I would be testing every day.

80

1 We had to test as well before we went into the care
 2 home, so -- or when we were there, depending on what
 3 member of -- staff member was on, whether she trusted
 4 you or not to do it before you went in. Some insisted
 5 you did one and then waited half an hour out in the car,
 6 and others let me do it before I came down.
 7 Q. How did you find out about designated visitors? Did you
 8 find that out from the care home?
 9 A. No. They weren't letting anything like that away to
 10 anybody, because if I found out about that, then -- you
 11 know, I was frequently told, "Well, everybody will want
 12 that, and we can't cope with that". I think -- I am
 13 pretty sure I found out about it through the Care Home
 14 Relatives Scotland Facebook page.
 15 Q. There seems to have been not a consistency in the
 16 meetings that you had with Jim within the care home.
 17 Sometimes it would work, sometimes it wouldn't.
 18 A. Yes. You just never knew which -- that is his condition
 19 that caused that.
 20 Q. You do mention at paragraph 42 -- and I would just like
 21 to ask you about this -- Jim was frequently in
 22 a wheelchair, as I understand it.
 23 A. At that point, yes.
 24 Q. And you say that you were aware that his posture wasn't
 25 good.

1 A. Yes.
 2 Q. Could you explain how you became aware of that and what
 3 the problem was.
 4 A. Yes. By that time, I had been allowed -- we had,
 5 I think, about five different managers throughout the
 6 pandemic at the care home, and every time there was
 7 a change of manager, I had to explain Jim's condition.
 8 So one of the managers had agreed with me that I could
 9 go into the lounge area and sit with Jim, and that
 10 worked really well because he wasn't needing to be
 11 moved, he wasn't distressed, he still had his music, and
 12 then an area manager was down, and when I got there,
 13 they were like, "Alina, you can't come through to the
 14 lounge today", and I am like "Why?", and, "You need to
 15 go into the visitors' room because this area manager is
 16 saying".
 17 So Jim was put in a wheelchair, taken through to the
 18 visitors' room. He was -- I tried speaking to this area
 19 manager, but she just wasn't for listening. He was
 20 leaning out the wheelchair, he was screaming and bawling
 21 and shouting. She actually phoned me while we were in
 22 the midst of this, and I actually was really annoyed.
 23 I was like, "My husband is about to fall out of this
 24 wheelchair because of what you have done to him", and
 25 her reply was, "Oh, I'd better get off the phone then",

1 and I never spoke to her again.
 2 Q. Do you attribute the change in his posture to anything
 3 in particular?
 4 A. Yes. I think it was probably -- a decline in his
 5 illness, a decline in -- when people are walking, if
 6 they are getting plenty of exercise, they are standing
 7 up straight, your muscles in your back are getting used.
 8 If you are just sitting in a chair, you are slouching.
 9 I think it was probably fatigue within his muscles and
 10 a lack --
 11 Q. Was he mobile at that time at all?
 12 A. With assistance. The corridors in the care home were
 13 quite long, it was quite a -- I mean, not a massive walk
 14 to you and I, but to him it was quite a walk, and we
 15 kind of felt that his legs would maybe give way, so that
 16 is why he was then put in a wheelchair.
 17 Q. I think we can see from paragraph 42 that it was not
 18 long after this that it was agreed that Jim should
 19 remain in bed for his own safety, as his mobility had
 20 become very poor.
 21 A. Yes. If he was getting distressed, he was trying to get
 22 up, and we felt that if he did do that, he was at risk
 23 of a fall, and the last place I wanted him was in
 24 hospital with a broken hip or whatever.
 25 So I had always said from the very, very beginning

1 that I do not want Jim in a hoist. I use hoists for my
 2 work; I know they are not nice to be in. So I always
 3 said Jim with his eyesight, his dementia, he wouldn't
 4 understand about the whole hoisting thing. So if it got
 5 to that stage, he would be in his bed, and actually he
 6 was happier in his bed, and when we look back, we think
 7 that was the right decision to do.
 8 Q. You make an interesting comment in paragraph 43 of your
 9 statement, and perhaps you can explain what you mean by
 10 that. You say:
 11 "The care home made me feel like a criminal for
 12 wanting to see Jim. Every time I tried to visit, it
 13 failed as Jim got distressed, swearing and shouting and
 14 he tried to walk. He was in severe danger of having
 15 a bad fall."
 16 Why did you feel like a criminal?
 17 A. Some of the comments that were made to me. Especially
 18 if you had to make an appointment, sometimes -- I think
 19 I was just constantly on their backs, and I think
 20 because I was a wee bit younger, I was more able to do
 21 that, whereas some of the other residents, maybe their
 22 wives, husbands, whatever, were elderly and kind of
 23 accepted it. Particularly the office staff and the
 24 overall manager, it was, "Alina, we can't let you do
 25 that because everybody will want to do that, everybody

1 will want to feed their family member, you just can't be
 2 doing that", and it was just -- some of the comments
 3 were really not nice.
 4 Q. Did you feel they were personally directed at you?
 5 A. Yes. Yes. I think because I was asking probably for
 6 more, just to get inside, to be able to give him his
 7 dinner, to be able to -- "No, you just can't be doing
 8 that".
 9 Q. Were you a bit bolshie?
 10 A. Yes, I was. But hey--ho, you know, it's your husband.
 11 Q. I understand.
 12 Now, you do mention a visit from Jim's doctor -- and
 13 I'd be grateful if you don't name the doctor --
 14 A. Yes.
 15 Q. -- but you arranged for a visit from his doctor, and
 16 I think his doctor lived quite close to you.
 17 A. His GP -- he had moved medical practice when he went
 18 into the care home, but his GP stays three doors down
 19 from me. So he has a dog, I have a dog, so if we were
 20 out walking the dogs, he would often say, "Have you seen
 21 Jim yet?", and I would say no, and he would shake his
 22 head and say, "That is ridiculous". So when there was
 23 a period I hadn't seen him for quite a while, and he
 24 knew Jim's condition, he said, "Look, I will go in", and
 25 he said, "I think Jim must be needing a review of his

85

1 medication anyway". He said, "I will go in".
 2 So I got a phone call from the care home manager,
 3 absolutely not happy at all, "You've asked someone to go
 4 in here and that is someone who doesn't need to be in
 5 this care home". I said, "I am very sorry, but
 6 I haven't seen my husband for weeks, I want someone
 7 checking up on him". But they were so unhappy that
 8 I had done that. But I had informed them that he was
 9 going in, and by email.
 10 Q. Yes, and Jim's doctor did go in.
 11 A. He did, yes.
 12 Q. He was able to see him, although not particularly
 13 close --
 14 A. Yes.
 15 Q. -- contact, wasn't it?
 16 A. No, he was able to see him, and he said he did look
 17 a bit thinner, but it's difficult to know when you are
 18 only seeing somebody just for a very brief period.
 19 Q. How did you feel about the difficulty that you
 20 experienced in getting a GP visit to Jim?
 21 A. It was terrible. Because his GP was my neighbour
 22 then -- I have got two GPs that are neighbours and, you
 23 know, so I was fortunate that I could -- if I was
 24 worried about anything, I could speak to them. But
 25 I really don't think there was GPs going into the

86

1 care home much at all.
 2 Q. Can we just look at -- I don't want you to read through
 3 them, but paragraphs 47 and 48, you mention guidance,
 4 and I think it's picking up something -- and I think you
 5 have already referred to this -- that where changes in
 6 guidance came about, and in particular where those
 7 changes in guidance led to lifting of restrictions, how
 8 did you find out about that?
 9 A. Usually through the Care Home Relatives Scotland
 10 Facebook page. I would immediately phone up the
 11 care home and I would be told, "But we haven't received
 12 them yet", or if they had received them, "We haven't had
 13 time to read them and process what is in them".
 14 One minute they were saying to me, "But it's only
 15 guidance, we don't need to go by them", and then the
 16 next minute they were saying, "Oh, but we need to follow
 17 that". So it kind of depended which -- you know, what
 18 it was you were wanting.
 19 Sometimes -- I just felt as if I was always telling
 20 them what they should be doing, instead of -- I had to
 21 ask them, "Do you think you could send an email out to
 22 the families?", and I remember in particular having
 23 a really strong argument with one of the managers, who
 24 said to me, "We have sent an email out", and I said,
 25 "Well, I haven't received it, and if I haven't received

87

1 it, then probably nobody else has received it."
 2 "I can assure you it has been sent out."
 3 I said, "Well, I definitely haven't received it."
 4 And she did come back later that day and apologise
 5 and say, "No, I believe it hasn't been sent out", and
 6 they then sent it out.
 7 But there was not really any communication, very,
 8 very little, from the care home regarding visiting or
 9 anything that was happening.
 10 Q. Did you feel sympathy for the care home and the position
 11 that they were placed in, in trying to accommodate
 12 constant changes in guidance and get that guidance out
 13 to people?
 14 A. No, because -- well, I felt sorry for the actual staff
 15 that did the caring, but not for the management and not
 16 for the office staff. I never felt any sympathy at all
 17 because I felt it could have been all -- there could
 18 have been far better communication and it could have
 19 been handled so much better.
 20 Q. You mention, and you have mentioned, the habit, as it
 21 appears -- and we have heard more about this from other
 22 witnesses -- of issuing guidance on a Friday afternoon.
 23 A. Yes. Nobody is there on a Friday afternoon. The carers
 24 can't do anything, so it has to be the office -- the
 25 manager, and often they would finish early on a Friday,

88

1 or wouldn't be in on a Friday sometimes, or working from
 2 home.
 3 Q. Could you just go to paragraph 52, please, and just read
 4 that out so that we have it in your voice.
 5 A. I don't feel that the isolation that came about because
 6 of the restrictions was appropriate or proportionate.
 7 I wouldn't have allowed it.
 8 Q. In making that observation, are you bringing to bear
 9 your experience as a carer?
 10 A. Yes. I mean, if I was able to go into people's houses
 11 with the correct infection control mechanisms, then why
 12 couldn't I go and visit my husband? His room was near
 13 the door. I was going straight there. I had my full
 14 PPE on. I had tested.
 15 The staff were going out. Once things had opened up
 16 a bit, the staff were going out and meeting their
 17 families. Why couldn't I do that? Why couldn't I visit
 18 my husband?
 19 Q. I suppose the contrary argument might be that they were
 20 taking a precautionary approach to matters, and
 21 attempting to protect other residents from the
 22 possibility of somebody coming in and carrying the
 23 virus.
 24 A. Yes.
 25 Q. Do you have any sympathy or appreciation of that?

89

1 A. Yes. I was — there was lots of times when I — as
 2 I drove into the car park, the office manager's office
 3 and window looked right onto the car park, so she would
 4 see me coming in, and sometimes I would walk around to
 5 the unit and they would be like, "Alina, we've got
 6 an outbreak, you can't come in". So — well, who is
 7 telling me this? Nobody is telling me this. I have
 8 turned up. So I would go round to the office and say,
 9 "Look, you know, my husband has got a right to a family
 10 life, he has got a right to see me", and always the
 11 reply would be, "Yes, but the other residents have got
 12 a right to be safe". Can't argue with that. But, yes,
 13 it was very, very difficult.
 14 Q. Do you think it was possible that your own job might
 15 have had some influence on this?
 16 A. Yes.
 17 Q. I think you perhaps allude to this at paragraph 67 of
 18 your statement. You say:
 19 "One of reasons they thought I was a risk was
 20 because of my job as I was going in and out of other
 21 people's houses, but my work were very good and if they
 22 knew that somebody on my rota had Covid then they were
 23 happy to tell me not to go as they knew my
 24 circumstances."
 25 Presumably you were also — and I think you have

90

1 told us this — you were also wearing full PPE?
 2 A. I was.
 3 Q. And you were testing regularly?
 4 A. Yes. My work were extremely good. We were told at the
 5 beginning we can't refuse to go into someone with COVID.
 6 However, they were sympathetic — very sympathetic to my
 7 situation and, if I found out anyone — my service users
 8 had COVID, I would just phone up the office and they
 9 would say "Right, it's okay, we'll get that changed for
 10 you", and they would put me into someone else rather
 11 than the person with the COVID.
 12 Q. You became aware I think that Jim was declining in
 13 health. I think you say that at paragraph 54. I think
 14 you were throughout this period, as you put, constantly
 15 complaining, begging and threatening lawyers. Did you
 16 actually ever do anything about engaging lawyers?
 17 A. No, because I didn't know who to phone.
 18 Q. How were you aware that Jim was declining in health?
 19 A. Sometimes the unit manager would send me a photograph of
 20 Jim and I could see he was getting thinner. I could see
 21 his posture was not good. By the time he was in his bed
 22 I was getting in to his room to see him and I could
 23 tell, just his whole look, he's sleeping more, he was
 24 eating less, swallowing became difficult.
 25 Q. I think you tell us at paragraph 56 and following that

91

1 your eldest son was particularly upset during this
 2 period?
 3 A. Yes.
 4 Q. Did he get to see his father during this period?
 5 A. Yes, he did. It was — I think because he was the
 6 eldest and he had done so much with his dad that he knew
 7 his dad the best, better than the other two. He has
 8 certainly taken it worse. When he was able to go and
 9 see him, it took me five attempts for him to get out of
 10 the car in the car park because, as soon as you would
 11 drive in, he would just be in floods of tears.
 12 Eventually his girlfriend persuaded him and she came
 13 with us to see him, but — and certainly prior to Jim's
 14 death he was there every day.
 15 Q. I mentioned earlier your daughter. At paragraph 57 you
 16 mention this incident. Just tell us about it, please;
 17 what you say at 57.
 18 A. Yes. My daughter, when she was at school, she — she
 19 was playing for the Scotland team. She was offered
 20 plenty of scholarships to go to America and do her
 21 studying and play golf there, but she wouldn't go
 22 because she was worried that her dad would forget her.
 23 She actually — she went to Edinburgh University and
 24 then on to Stirling. But she just — she just couldn't
 25 bear being that distance away from her dad and we —

92

1 before COVID we had had an incident where we were in
 2 Wales and she was competing and we had got a phone call
 3 to say that Jim had ten minutes to live, and they had
 4 called — actually we got the phone call to say they had
 5 called the doctor because his observations — his oxygen
 6 levels weren't good and the doctor phoned me and said he
 7 had ten minutes to live. In hindsight, you would think,
 8 well, why would you even think of moving somebody that's
 9 got ten minutes to live out — you know. So I'd had
 10 a glass of wine, which I never did, but that time I did,
 11 so Louise was — she must have been 17, she was driving.
 12 We left, we were bombing it up the road, and I couldn't
 13 argue with the doctor because it was all in his care
 14 plan that he wasn't to go to the hospital, what was to
 15 happen, but she wasn't for listening, and, because
 16 Louise was driving, I didn't want to have any arguments.
 17 So eventually I said "Okay, take him to hospital". His
 18 brother went down and basically took him out the
 19 hospital because he was kicking off, he wouldn't keep
 20 the oxygen on. When I arrived at 3 o'clock in the
 21 morning he was sound asleep in his bed. He lived
 22 three years after that. So ...
 23 Q. A little premature?
 24 A. Yes. But, yes, she wouldn't — she was just absolutely
 25 devastated that ...

93

1 Q. Tell us about the occasion when I suppose some clarity
 2 so far as Jim was concerned reigned and he realised what
 3 was going on on the television.
 4 A. Yes, when Louise was playing in the British amateur, and
 5 it was during COVID, I wasn't allowed to go, it was on
 6 a local course, and I was only allowed there for the
 7 final, along with 25 others. But it was all recorded on
 8 Sky Sports and I had — after it, she had won it, she
 9 had won by the greatest margin that there had ever been,
 10 and when I went back into the care home I put it on my
 11 phone and let Jim listen to the commentary and at one
 12 point they were talking — the commentator had said "Can
 13 she do it?", and Jim went "Oh yeah!"
 14 That was something that — he hadn't managed to
 15 speak but he managed to get that out. So I am kind of
 16 aware. Then when she was playing at the British Open
 17 I did the same. I just always put it on my phone and
 18 let him listen. They mentioned her name a lot and
 19 I think he was kind of aware.
 20 Q. Thank you. I would just like to ask you a little bit
 21 about paragraphs 61 and 62 of your statement. You were
 22 obviously a regular —
 23 A. Nuisance.
 24 Q. That's your word —
 25 A. Yes.

94

1 Q. — Mrs Duncan, but you were obviously a regular
 2 communicator with various organisations. I think you
 3 said you:
 4 "... phoned the Care Commission and Public Health
 5 who both stated that due to Jim's condition,
 6 particularly him being blind and unable to communicate,
 7 I should get access to him but the management of the
 8 care home continually stated that I was not essential to
 9 his well-being ..."
 10 And you say:
 11 "... but the evidence proves otherwise."
 12 A. Yes. At one point I was told "Well, why do you want to
 13 go and see him, because you don't do anything anyway?"
 14 I thought: well, nobody is ever going to say that to me
 15 again. So I started giving him his meals. So I would
 16 finish work — I did split shifts — finish work at
 17 12 o'clock or 12.30, go straight down, give him his
 18 lunch, go back at 4 o'clock, give him his dinner. By
 19 this time they weren't restricting me, much. But I was
 20 under the impression that I was helping out the
 21 care home, because they didn't need to feed him. I was
 22 making sure he was eating and what he was eating, and
 23 I was getting contact.
 24 Q. I think there was an incident you refer to in
 25 paragraph 63 of your statement, where you had to go and

95

1 get a bib for him, and this was observed and there was
 2 some kickback about that?
 3 A. Yes. I had gone in one lunchtime and by that time
 4 I was — often when I was in, I was in Jim's room and
 5 then they would bring his lunch or his dinner through to
 6 me and they would maybe just bring one course and would
 7 I have to say "Is Jim not getting any pudding today?"
 8 "Oh, sorry, we forgot", so they would go and get it and
 9 bring it back. So I started going through to the
 10 trolley in the lounge area, which was all covered by
 11 CCTV by that time, I went back, got his meal. I asked
 12 one of the staff members "Is it okay if I make Jim
 13 a drink?", and they said "Yeah, go ahead". I was always
 14 handed the food, I never went into any — I wouldn't —
 15 and also I would never have eaten the food myself
 16 because I didn't like it, but that was besides the
 17 point. So I went back to his room, put his food in and
 18 I went to get a kind of bib thing that they used and
 19 they were in a locked cupboard and, just at that, in the
 20 front door came an assistant manager, someone else and
 21 a wee old dog that followed the assistant manager about,
 22 and she just laid straight in — I said "Oh, can you get
 23 into that cupboard?", because it was numbered codes "and
 24 get me a bib for Jim?", and she just laid right into me
 25 "Right, we have seen you taking food from that food

96

1 trolley. You can't be doing that. You're an infection
 2 risk?" and I'm thinking "Well, wait a minute, your dog
 3 who's wandering about here's not an infection risk", but
 4 I thought I'd better not say anything. So of course
 5 I got really, really upset and I just left.
 6 The following day somebody had said to me they had
 7 been at a management meeting and I had been -- and this
 8 person had said I had taken food from the food trolley,
 9 and I said "Well, I can assure you I certainly didn't.
 10 Anything I was handed and I asked if I could make
 11 a drink, and it was fine."
 12 So I put an email in asking -- explaining what had
 13 happened, asking for a meeting with the overall manager.
 14 Not once did they ever reply to any of my emails by
 15 email. It was always when I pulled into the car park
 16 somebody would come out the office to come and get you
 17 "Oh, the manager wants to speak to you" or whatever. So
 18 I was -- the secretary came running out "Oh, I've to
 19 make an appointment for you to come in". So I said
 20 "Well, I'm bringing my brother", "That's fine".
 21 So when I went in, fair do's, they had looked at the
 22 CCTV. I had done absolutely nothing wrong and I got
 23 an apology and told -- I had actually phoned up the
 24 Care Commission thinking I was wrong and the
 25 Care Commission said "You're joking? You're helping

97

1 them out and they're saying this to you? Don't be
 2 daft." So we did get an apology.
 3 Q. You provide us with some information on infection
 4 control and prevention and we can obviously read through
 5 that. Just one point to take from that section of your
 6 statement. At paragraph 71 you say you think that
 7 overall the care home lost about 20 residents to COVID?
 8 A. Uh--huh.
 9 Q. Where do you get that information from?
 10 A. I think one of the managers told me, but there was
 11 a garden -- a memorial garden set up, and they had a wee
 12 kind of service, which was ... it was nice and it has
 13 beautiful views and the bench I bought was next to it
 14 but it has disappeared. So, yes, I am sure it was one
 15 of the managers.
 16 Q. I think you say Jim didn't get COVID but you don't
 17 really know how.
 18 A. I don't know how. Unless he was non--symptomatic.
 19 Because he wasn't very happy when he had to get tested
 20 so I eventually said: no, don't put him through that.
 21 He is not anywhere near anyone else. He just didn't
 22 understand why they were putting things down his throat
 23 and up his nose. So eventually I just said no.
 24 Q. Was testing difficult for him?
 25 A. Yes, very much so.

98

1 Q. You have a passage about do not resuscitate notices?
 2 A. Yes.
 3 Q. That was something that Jim had put in place?
 4 A. Yes, he had. When he was diagnosed he actually said
 5 himself that he wished he had had a brain tumour because
 6 it would have been quicker, and he also told his social
 7 worker that he wished he could have just taken a blue
 8 pill and ended it all. But he went to the doctor on his
 9 own when he was still at home and he completed his full
 10 DNACPR, and that was just -- I updated it every
 11 whatever.
 12 Q. So you were aware of that?
 13 A. Yes.
 14 Q. And it was a decision that he had taken --
 15 A. Yes.
 16 Q. -- presumably in consultation with you?
 17 A. Absolutely.
 18 Q. You tell us about the period immediately before Jim's
 19 death, and I realise this will be distressing for you to
 20 read over it and I don't want to take you through it in
 21 any detail. But I think from your own experience as
 22 a carer, you knew that Jim was dying?
 23 A. Yes. I could see he was struggling to swallow. He was
 24 starting to choke. As a carer, I know what foods you
 25 can give to people in that situation. So he lived off

99

1 of puddings and Caramac bars, which are no longer going
 2 to be made so ... I am glad he's not here ... but, yes,
 3 it was just things like that. And I could see it
 4 getting worse and worse.
 5 Q. I think on the last day of his life you had phoned in
 6 the morning and were told that he was washed and fine.
 7 A. Yes.
 8 Q. And you walked in just after 11 am I think, this is
 9 paragraph 82, and here you saw that his mouth was dry
 10 and that he had what you term the "death rattle"?
 11 A. Yes. That week, because he was on no fluids by that
 12 time, every single time I walked in he was distressed.
 13 I care for people in the community that are dying.
 14 I know -- we have fantastic district nurses in our area
 15 who worked right throughout COVID and were basically the
 16 only ones, apart from ourselves, going into people's
 17 house, I know how settled people should be with the
 18 right medication. So I was constantly on their backs
 19 saying "Jim needs more medication, Jim needs something
 20 to settle him." I totally felt every time I asked for
 21 a nurse that I was being a nuisance.
 22 So on the day, myself and my son had been there all
 23 week and Louise was in Sweden competing, I had kind of
 24 wanted her away from the situation because I knew what
 25 was going to happen. Her boyfriend was going with her,

100

1 so I thought, well, at least she's got someone with her.
 2 My son had phoned and I said "Look, don't come down,
 3 this is not nice." I had walked past a management
 4 meeting — I had phoned at 2 o'clock in the morning,
 5 I had phoned at 8 o'clock in the morning, I was told he
 6 was absolutely fine, he had been washed, he was fine.
 7 So I didn't rush down. So I was walked in just after 11
 8 I walked past a management meeting and I walked into his
 9 room and what I saw, I was horrified, absolutely
 10 horrified. He was in a terrible state. He was really
 11 distressed, his mouth was all dry, it was brown and his
 12 chest was rattling, and I knew myself this is not going
 13 to be long. But he needed more medication. So —
 14 Q. I think you say in paragraphs 84 and following that
 15 there was a problem trying to get that medication?
 16 A. It was terrible.
 17 Q. I think you were annoyed about that.
 18 A. I was very annoyed, yes. I was told — I went through
 19 to the lounge and said to one of the young staff
 20 members, "Can you get a nurse here?"
 21 "Oh, I am sorry, they are all at a meeting at the
 22 moment."
 23 I said, "I don't really care, I want a nurse here
 24 now". And to be fair on the girl, she did go over and
 25 get them and a nurse came over and gave him

101

1 an injection. He was already on a syringe driver by
 2 that time, which the district nurses are the ones that
 3 attend to that and increase medication for that, and
 4 they come in every 24 hours and top it up, and it's all
 5 locked away in a wee kind of box.
 6 Anyway, the nurse told me, "Well, Jim's only got one
 7 more of these injections that I can give him today", and
 8 I said, "I don't really care, you will need to get on to
 9 the GP and the district nurse". So, "Okay, that's fine,
 10 we have left a message for the district nurse". And
 11 I said — I know that — I have the phone numbers for
 12 the district nurses in my village where I stay, the
 13 mobile numbers, because I know that they are only in the
 14 GP's surgery before they go out on their rounds and at
 15 lunchtime and after to pick up any messages. So they
 16 said, "We have left a message for the district nurse",
 17 but they are not going to be there until lunchtime.
 18 "Well, we can't do anything more". So I said, "Well,
 19 you need to phone the GP". So they did, and the GP
 20 phoned back and said, "Yes, I have agreed an increase in
 21 the medication". But then the care home said the
 22 district nurse has got to come in, pick up some card
 23 thing, take it down to the doctor's surgery, get it
 24 signed and then come back and administer it. I'm like,
 25 "How long is this going to take?"

102

1 So anyway, by that time my son had texted my brother
 2 and my brother had come in and was sitting with me, and
 3 I knew it wasn't going to be long, but the last half
 4 hour he just settled and passed. But under normal
 5 circumstances, I would have stayed with him until the GP
 6 had come out to certify his death, but I was so angry
 7 that I just had to leave. When I went through to the
 8 office and said, "Jim's passed" and they just looked at
 9 me, and they said "Jim's passed?" I said yes, and they
 10 just: "Oh, we'd better get a nurse then". Could you not
 11 see what was happening here, you know? I just — I am
 12 angry to this day.
 13 Q. You tell us about that in paragraph 87 —
 14 A. Uh—huh.
 15 Q. — of your statement. I suppose one can say you were at
 16 least with him when he died.
 17 A. Yes.
 18 Q. You tell us about the impact at paragraph 88 and
 19 following. I'm particularly, as I was earlier,
 20 interested in the impact on your children.
 21 A. Yes.
 22 Q. You said they struggled to visit after COVID due to the
 23 severe decline in their dad, and you say it took five
 24 visits to the car park before your eldest would see his
 25 dad because he was so upset.

103

1 A. Yes.
 2 Q. The continuing restriction and lockdown and inability to
 3 see their father, how would you say that has had any
 4 long-term effects on your children?
 5 A. Probably, yes. When the care home opened up for
 6 visiting, we — well, myself, my daughter and my middle
 7 child were always staying in the same house, and I kept
 8 asking: can the kids come and see him? And, "No, it's
 9 only one person allowed". But I can't — Jim had
 10 deteriorated so much through that period. I said the
 11 kids are really, really upset. I can't ask them to go
 12 in on their own and see their dad in that situation.
 13 I didn't know how his behaviour would be. He might be
 14 shouting, screaming, whatever. I have always protected
 15 them against seeing that, because I don't think it is
 16 nice for anybody to see their father as distressed as
 17 that, and I just didn't want that. So basically they
 18 couldn't go until I was allowed to go with them.
 19 And I think when you are seeing somebody day in, day
 20 out, you are not noticing the changes quite so much, but
 21 I think because there had been such a long period, they
 22 did notice it. And, yes, I mean, they talk of their dad
 23 very fondly, but there are lots of times that they just
 24 don't know about their dad, about what he did, what
 25 his — you know. And they will maybe say to me, "What

104

1 happened then?", you know, or "What was dad doing?"
 2 Every day they did ask about their dad, "How's dad
 3 today?" I would say, "Yes, he's fine". I wasn't going
 4 to tell them he was distressed, he wasn't --
 5 Q. Repeating what you were told by the care home: "Yes,
 6 fine".
 7 A. Exactly, I know. But I wasn't going to tell them that
 8 he maybe wasn't eating or he was distressed, you know.
 9 You try and protect your kids as much as you can.
 10 Q. Of course.
 11 Would you go to paragraph 90 in your statement, and
 12 I would like you to read, so we have it in your own
 13 words, from 90 through to 93 of your statement.
 14 A. ""In my opinion, the Scottish Government and the
 15 care home management should have considered quality of
 16 life, not quantity. Management used government
 17 legislation and public health rules to hide behind and
 18 keep relatives out. Many times I quoted the Human
 19 Rights Act; however, I was always told that the other
 20 residents had a right to be kept safe.
 21 Through the whole period, the staff in the unit had
 22 had been fantastic. However, management have not taken
 23 individual circumstances into account, and not taken
 24 into account the fact that my husband was in the last
 25 stage of his illness."

105

1 I kept having to say -- I am not reading this now --
 2 that Jim could potentially -- we didn't know when it was
 3 going to happen, but it was going to happen, and nobody
 4 listened.
 5 Do you want me to read on?
 6 Q. If you would.
 7 A. "During his illness, when I couldn't see him, I was
 8 unable to tell him what his children were doing and how
 9 proud of them he should be. After a while, it became
 10 too late.
 11 My husband passed away not of COVID, but of his
 12 illness, and I regret every day not being with him in
 13 the last two years of his life."
 14 Q. Would you just read on 94 and 95, please.
 15 A. "I want to be included in the Inquiry as care home
 16 residents have been treated, in my opinion, worst of all
 17 by the Scottish Government and the managers of the
 18 homes.
 19 Nobody should have to do without their families by
 20 their side to be their voices and just be there for them
 21 when they are suffering enough with horrendous illnesses
 22 and possibly at the last stages of their life."
 23 Q. You set out a couple of paragraphs of your hopes for the
 24 Inquiry, and principal of those hopes are that
 25 the Inquiry supports Anne's Law as it was proposed,

106

1 rather than as it is now currently proposed in the bill.
 2 A. Yes.
 3 Q. I think you also say, Mrs Duncan, that you have a number
 4 of emails and other documents that you can provide to
 5 the Inquiry, and can I just say that the Inquiry team
 6 will be in touch with you to get those documents --
 7 A. Yes.
 8 Q. -- if they haven't already been sent.
 9 A. Yes. Some of them I have not been able to get. I put
 10 in a subject access request, but I haven't received any
 11 documents from that.
 12 Q. Yes, you haven't had the response.
 13 A. But I have other ones I will pass on.
 14 Q. Yes. We will be grateful to receive those.
 15 Mrs Duncan, thank you very much. Is there anything
 16 else that we haven't covered in this statement that you
 17 would like to briefly say?
 18 A. No, I don't think so.
 19 MR GALE: Well, thank you very much for your time.
 20 THE CHAIR: Thank you, Mrs Duncan.
 21 THE WITNESS: Thank you.
 22 THE CHAIR: Right. 2 o'clock.
 23 MR GALE: 2 o'clock, my Lord, yes.
 24 THE CHAIR: Thank you.
 25 (12.41 pm)

107

1 (The short adjournment)
 2 (2.00 pm)
 3 THE CHAIR: Another new face. Mr Caskie.
 4 MR CASKIE: Good afternoon, my Lord. I appear this
 5 afternoon and will be leading two witnesses.
 6 My Lord has already granted a restriction order in
 7 relation to the identity of the first witness and her
 8 father, who will be the subject of much of the evidence.
 9 But at this stage I would simply ask the first
 10 witness to be brought in.
 11 THE CHAIR: Very good. Thank you.
 12 WITNESS HSC0049 (called)
 13 Questions from MR CASKIE
 14 THE CHAIR: Good afternoon. Please come in and take a seat.
 15 Mr Caskie, when you are ready.
 16 MR CASKIE: Thank you.
 17 I have already identified to Lord Brailsford that
 18 you have obtained a restriction order in relation to
 19 your own name and that of your father, but it is
 20 predominantly your father we will be talking about.
 21 What I would like to do to begin is to ask you to
 22 identify or to give us some information about your dad
 23 before he became ill.
 24 A. Okay. My dad was a strong, energetic and dynamic
 25 person. He didn't get a great education, but he was

108

1 a clever man who was ambitious and wasn't afraid of hard
 2 work. He had his own business for most of his working
 3 life. He was creative. He could turn his hand to any
 4 kind of DIY task. He loved nature, being outdoors, and
 5 he loved his garden. He was a charming, sociable man
 6 who loved outings, tea dances, choirs, and he was
 7 respected and very much loved by his family.

8 Q. Thank you very much.
 9 Your father was born on 28 September 1933 —
 10 A. That's right.
 11 Q. — and sadly passed away on 6 September 2021.
 12 A. Yes.
 13 Q. And his cause of death was recorded as COVID.
 14 A. Yes.
 15 Q. I understand that 12 years before his death, he was
 16 diagnosed with dementia.
 17 A. Yes.
 18 Q. But that was initially managed at home.
 19 A. His dementia progressed very slowly and, with the
 20 medication that he was prescribed and support at home,
 21 we managed perfectly fine.
 22 Q. In the initial stages, who provided the support at home?
 23 A. His family.
 24 Q. And was your mother in a position to do that then?
 25 A. She was, yes, although my mum had physical problems, but

109

1 mentally she was fine, so they both worked well
 2 together.
 3 Q. And I think it's correct that sadly your mother passed
 4 away in March 2018.
 5 A. Yes.
 6 Q. At that point, did you take a power of attorney in
 7 relation to your father?
 8 A. Yes, I did.
 9 Q. Did he continue to live in what had been the family
 10 home?
 11 A. Yes. We were able to, with the help of a band of
 12 carers, look after my dad after my mum passed away,
 13 myself and my siblings and the carers. Someone always
 14 slept over and was with him all the time. So we managed
 15 to do that for 15 months or so, until we were kind of
 16 forced to change.
 17 Q. Did that happen around June 2019?
 18 A. (Witness nods).
 19 Q. What was the change?
 20 A. There was an incident where my dad had shown some
 21 aggression towards one of the lady carers who was on her
 22 own with my dad in the house, and that — we were
 23 concerned that we had a duty of care to the carers for
 24 their well-being, and it was at that point we felt it
 25 was time to look at a care home for my dad.

110

1 Q. Okay.
 2 Now, I understand that between then and your
 3 father's death, he had been in three care homes or
 4 institutions; is that correct?
 5 A. That is right.
 6 Q. I will refer to each of the care homes by the sequence
 7 in which he was in them, so care home 1, care home 2,
 8 care home 3.
 9 A. Okay.
 10 Q. Okay?
 11 I think it's correct that he went into care home 1
 12 in June 2019.
 13 A. Yes.
 14 Q. Tell me about the selection process for the care home.
 15 A. As my mum and dad both started to need more help, a care
 16 manager became involved with the family in 2017, and
 17 a care package was put in place for both my mum and my
 18 dad. Through discussions with the care worker, we
 19 realised that it was more than likely that my mum would
 20 predecease my dad because of her health, and that there
 21 would be a point in the future that my dad would
 22 probably need to go into a care home. So, in advance of
 23 that, the care worker recommended that we start looking
 24 around, go visit a few care homes, which my brother,
 25 sister and I did, and we went to many care homes, and

111

1 the ones that we liked the best were the local authority
 2 care homes, and the one in particular that my dad ended
 3 up in was the one we liked best.
 4 Q. And we are going to refer to that as care home 1.
 5 A. Yes, care home 1.
 6 Q. Now, whilst your father was in care home 1, can you tell
 7 me about visits that you and other family members would
 8 make.
 9 A. Yes. We were allowed pretty much unrestricted access to
 10 the care home, other than trying to avoid mealtimes, but
 11 we could pop in just about any time, and that included
 12 evenings. Often I would finish work and pop up at
 13 8 o'clock, have an hour with him, a cup of tea or go in
 14 his room and watch TV, and that was always welcomed.
 15 I was able to go in and help my dad with personal care,
 16 shower him if he needed it, shave him. So it really was
 17 like his home, inasmuch as our family and friends could
 18 come and go as we wished.
 19 Q. How frequently would you go in?
 20 A. Four or five times a week.
 21 Q. Were there other family members visiting at that time as
 22 well?
 23 A. My brother. My sister. My dad had three sisters.
 24 Friends. He went out to a tea dance a couple of times
 25 a week, and other activities. So he had a very busy

112

1 life .
 2 Q. In terms of his what one might call ordinary medical
 3 needs, the things that everyone needs — access to
 4 a dentist, podiatrist and so on, and I understand he
 5 also had diabetes, so diabetes screening — how was that
 6 dealt with?
 7 A. I took him to all the appointments he needed to go to,
 8 whether it was the dentist or the screenings or
 9 podiatrist .
 10 Q. During the period that he was in care home 1, what
 11 developments were there in his dementia?
 12 A. Again, he settled quickly into the care home, and it
 13 progressed slowly. He started to show a little bit more
 14 aggressive behaviours, a bit more challenging
 15 behaviours, over the period of time he was in there.
 16 But in the main, it wasn't progressing hugely, I didn't
 17 feel .
 18 Q. Was a decision made during the period that he was in
 19 that care home that it would be appropriate to carry out
 20 further work with him, an assessment or —
 21 A. Well, the care home approached us in March 2020 to say
 22 that they felt that they could no longer meet his needs.
 23 This is the phrase that they use when they have — well,
 24 they found his behaviours too challenging for them.
 25 They were a residential care home, not an EMI unit.

113

1 Q. What is EMI?
 2 A. Elderly and mentally infirm. That means that the staff
 3 have additional training to cope with more challenging
 4 dementia behaviours.
 5 So they didn't have the staff trained in that way
 6 and therefore felt they couldn't meet his needs, and so
 7 they asked that we agree to him going to the next
 8 facility to be assessed, with a view to his medications
 9 being tweaked to help better manage his behaviours, and
 10 they assured us that, if that happened and things
 11 settled, they could look at him coming back to
 12 care home 1.
 13 Q. Okay.
 14 Now, we are going to talk about care home 3 in a few
 15 moments, but was there a distinct difference between
 16 care home 1 and care home 3 and care home 2. Was
 17 care home 2 different?
 18 A. Very, very different .
 19 Q. In what way?
 20 A. Not homely. I thought very stark, bleak, unstimulating.
 21 I didn't like it at all .
 22 Q. Who ran care home 2?
 23 A. That was an NHS facility.
 24 Q. Was the function of that facility to take people in in
 25 the long term?

114

1 A. I don't think long term. As I understand it, typically
 2 people like my dad would have gone in there for six to
 3 eight weeks to be assessed, their medication to be
 4 tweaked, amended, with a view to things settling down
 5 and then him moving on.
 6 Q. To either the first care home or a third care home?
 7 A. Yes.
 8 Q. I understand that he moved to a third care home. Why
 9 didn't he move back to care home 1?
 10 A. Care home 1 weren't prepared to take him back. After
 11 the eight or nine weeks that he had spent in
 12 care home 2, once they decided things were more settled
 13 and he could leave there, care home 1 said they didn't
 14 feel they could best meet his needs so weren't prepared
 15 to take him back, so we were left in the position of
 16 having to find somewhere else for my dad.
 17 Q. Okay. I will ask you about finding care home 3 in
 18 a moment, but before I do that, can I ask you how these
 19 events — your dad going into care home 2 — coincided
 20 with COVID lockdowns?
 21 A. I believe it was March 11 that — or was it March 8? It
 22 was three days before the NHS lockdown, and that was
 23 before the general lockdown. So I had taken him up to
 24 care home 2, we had to agree to him being sectioned
 25 under the Mental Health Act, and I left him there that

115

1 day. I saw him the next day, and when I had gone back,
 2 I think, on day four, it was at that point that I was
 3 told I couldn't come in, the ward was locked, and that
 4 the NHS had decided to lock down all their facilities at
 5 that point.
 6 Q. How did you find out that the ward had gone into
 7 lockdown?
 8 A. Just when I arrived. I had come up with some of my
 9 dad's clothes and was told: can't come in.
 10 Q. How long was your dad in care home 2?
 11 A. Eight or nine weeks.
 12 Q. I think you said earlier in general people would be in
 13 for about six or slightly more.
 14 A. That is what we were told at the outset.
 15 Q. But for your dad, it took eight or nine weeks?
 16 A. Yes.
 17 Q. Did you see your dad during the eight or nine weeks that
 18 he was in care home 2?
 19 A. No.
 20 Q. So you had been visiting four or five times a week, you
 21 had had other visitors — did anyone else get into
 22 care home 2 to visit him?
 23 A. No.
 24 Q. No.
 25 At the end of that eight or nine-week period, you

116

1 said that you had to find another place for him to go.
 2 Can you tell me about the selection process.
 3 A. So I contacted one or two care homes that we had
 4 previously seen and that we thought were okay, but they
 5 weren't prepared to take him. After discussing my dad
 6 with the medical people at care home 2, they came back
 7 to me and said they didn't feel they could meet his
 8 needs. So the social carer — the social worker, she
 9 was able to find a place in another care home, one that
 10 we hadn't seen and that we weren't familiar with, but we
 11 didn't have many options at that point.
 12 Q. Okay.
 13 The eight or nine—week period that he was in
 14 care home 2, what impact did that have firstly on him,
 15 so far as you are aware?
 16 A. Well, when I did eventually see him, when the window
 17 visiting began, I was quite shocked at his decline. He
 18 had gone in a fairly — well, a very physically fit man,
 19 who was still quite animated and lively, and when I saw
 20 him, he had changed hugely. Physically much slower, and
 21 mentally much poorer.
 22 Q. But you had managed to find care home 3.
 23 A. With the help of the care manager. She had let us know
 24 about the care homes that did have spaces. We had
 25 a video tour of the care home prior to agreeing that he

117

1 would go and live there, and it looked okay. I looked
 2 at some of the Care Commission reports on the home and
 3 it looked okay, so we had to go with it.
 4 Q. Did you consider the possibility of him coming to live
 5 with you at that time?
 6 A. I did. I did. And that is something that I — over the
 7 years, as I knew my dad's dementia was progressing,
 8 I always felt that that would be where he would end up:
 9 with me. However, my husband was diagnosed with cancer
 10 at the end of 2019, so he was undergoing treatment
 11 in March of 2020, when all this was going on,
 12 and I didn't feel that I could cope with all of that
 13 that was going on. Plus the care managers, everybody
 14 was saying to me: it's too difficult, it's too much, you
 15 don't know what you are taking on.
 16 So it was something I wrestled with and still feel
 17 somewhat guilty about now.
 18 Q. I am sure there is no reason to feel guilt.
 19 When your dad was moving to care home 3, did you
 20 consider that that was likely to be a place that he
 21 would be in the long term?
 22 A. I thought it would be, yes.
 23 Q. As a result of that, did you take the normal personal
 24 items that one retains to the care home?
 25 A. We took, yes, his clothes and, yes, his personal things,

118

1 pictures and so on, we took them up, and had to leave
 2 them at the care home door, obviously.
 3 Q. When he initially arrived in care home 3, how was his
 4 physical health?
 5 A. They told me that he was settled, and that is how he was
 6 able to leave care home 2, but within a few days of him
 7 arriving in care home 3, he seemed — he had a fall, and
 8 there was a query over whether it was COVID that he had
 9 or they suspected possibly a chest infection, so his GP
 10 saw him and recommended that he go to hospital.
 11 Q. Were there any other health issues at that time that
 12 resulted in him being referred to the hospital?
 13 A. Not that I am aware of.
 14 Q. Did he have a chest infection?
 15 A. That was — well, he had fallen and the query was: was
 16 it COVID or was it a chest infection?
 17 Q. In terms of the transfer to the hospital, can you tell
 18 me about the communication you got from care home 3 to
 19 say he was going to hospital?
 20 A. I think they reported to me that the GP had seen him and
 21 that they recommend he go into hospital. I believe
 22 an ambulance took him to hospital. But the hospital
 23 felt that they couldn't treat him and that it was
 24 best — it would be better for him to be returned to the
 25 care home.

119

1 Q. In terms of — how long was he in the hospital?
 2 A. I believe it was two days.
 3 Q. When he went back to the care home, did he require
 4 ongoing high—level medical treatment or not?
 5 A. No. I think he might have had antibiotics, but it was
 6 a requirement that he be isolated. Despite having
 7 a negative COVID test in the hospital, when he came back
 8 to the care home, it was a requirement that he be
 9 isolated in his room for another 14 days.
 10 Q. How was your dad, do you think, in relation to
 11 isolation?
 12 A. Well, the dad that I had known would have found that
 13 very difficult because physically he was very fit and
 14 liked to walk about, so I think they would find that
 15 difficult, to keep him in his room.
 16 Q. Were any attempts made to facilitate communication? Did
 17 he have a telephone in his room?
 18 A. No.
 19 Q. Were you able to phone the care home?
 20 A. I was able to phone the care home and got updates any
 21 time that I wanted them. One — after he arrived in the
 22 care home, one of the carers got her iPad and made
 23 a Zoom call with us, so I was able to see him for the
 24 first time in many weeks on the Zoom call, but he seemed
 25 a bit confused about where my voice was coming from and

120

1 it wasn't really satisfactory .
 2 Q. Did you have any more Zoom calls --
 3 A. No.
 4 Q. -- after that?
 5 A. No.
 6 Q. So one attempt and it didn't work?
 7 A. Yes.
 8 Q. Okay.
 9 You had mentioned that when he was in care home 1,
 10 in terms of his ordinary care -- dentist, podiatrist,
 11 dietician , screening and so on -- that you would be the
 12 one that would take him to have those things carried
 13 out. Did that continue when he was in care home 3?
 14 A. None of that could continue because I wasn't able to see
 15 him, to get in -- to get into him. I was aware at one
 16 point that his toenails had needed some attention. So
 17 I think all that seemed to fall away during the
 18 confusion of lockdown and all that was going on at the
 19 time.
 20 Q. I think in the statement at paragraph 48 you make
 21 reference to your father having dentures.
 22 A. Yes.
 23 Q. Were there problems with that?
 24 A. They appeared to be mislaid. So for a number of
 25 weeks -- it was partial dentures, so he had missing --

1 he was missing his dentures for a few weeks, and it took
 2 a few weeks before the community dental team were able
 3 to come into the care home to fit him for a new denture.
 4 THE CHAIR: For the record, that was paragraph 50, not 48.
 5 MR CASKIE: Thank you. Thank you, my Lord.
 6 THE CHAIR: Sorry, just for the record.
 7 MR CASKIE: You said you were able to phone and get updates
 8 from the staff at the care home. Did you feel they had
 9 time to do that?
 10 A. Yes, I never had any problem in speaking to -- it was
 11 usually the nurse that was on duty that I would talk to,
 12 the nurse on his wing, and she wasn't always available
 13 when I phoned, but she always called me back at some
 14 point.
 15 Q. I think the next significant event that happened in
 16 terms of contact between yourself and your father was
 17 the introduction of window visits.
 18 Can you tell me about your experience of window
 19 visits .
 20 A. Well, it was great to actually see him in the flesh ,
 21 that is the first thing to say, after so many weeks
 22 apart. He was in a lounge behind a closed window, and
 23 I, and I think my brother and sister had gone along,
 24 were outside with masks on, just able to shout through
 25 the window, make some hand gestures. But my dad's

1 hearing wasn't great, so whilst it was great to see him,
 2 there wasn't a lot of communication.
 3 Q. How often would window visits happen?
 4 A. We were restricted because there were so many residents
 5 in the care home. I want to say maybe once a fortnight.
 6 I honestly can't remember.
 7 Q. Did you attempt to get the frequency of contact
 8 increased?
 9 A. Always. Always. Because, as I said, I am one of three
 10 children . We all wanted to see our dad. His sisters
 11 wanted to see him, his friends . So we had to share out
 12 the visits so that everyone got a chance to see him.
 13 Q. But you weren't allowed to see him en masse or --
 14 A. No, no. I think two was the limit.
 15 Q. Were the care home providing you with information about
 16 visits and what limits there were and what the
 17 conditions and criteria were?
 18 A. The management -- the manager of the care home was the
 19 one who was updating us as things changed, but I was
 20 quite proactive and it was usually me that was emailing
 21 her or calling her to ask when the next stage in
 22 visiting would start, as things slowly started to
 23 change. I was pushing for those changes quicker than
 24 they happened.
 25 Q. Was there anyone outside the care home who was providing

1 you with advice or information?
 2 A. Well, I joined the Care Home Relatives Scotland group
 3 and they were a great resource for me of information and
 4 support. I knew of other people who had relatives in
 5 care homes, and so anecdotally I was getting information
 6 from them too about what was happening in their
 7 relatives ' care home.
 8 Q. Were you able to use that information in your discussion
 9 with care home 3?
 10 A. Yes, I was. I was pushing them all the time to go
 11 faster , to implement the changes quicker.
 12 Q. Now, I understand that care home 3 was part of a larger
 13 group of care homes.
 14 A. Yes.
 15 Q. Again, don't mention the name. But did that have
 16 a management structure which extended outside the
 17 care home, went up?
 18 A. Yes. So it seemed that all the changes were cascaded
 19 down from their head office. So the manager would often
 20 say to me she couldn't do anything until she had had
 21 instruction and guidance from her head office.
 22 Q. When instruction or guidance was issued, was that always
 23 followed by the care home?
 24 A. I am not aware of it not being followed. I think it was
 25 followed. Although I became aware that garden visits

1 had started in other care homes in the area, and
 2 care home 3 hadn't yet started it there. So I wanted to
 3 know why and was pushing for it to begin.
 4 Q. What were you being told? Were you being told that was
 5 an internal decision ---
 6 A. Yes.
 7 Q. --- within the care home ---
 8 A. Yes.
 9 Q. --- or within the organisation?
 10 A. Yes, that they hadn't yet had permission from their head
 11 office to go ahead with that.
 12 Q. Right.
 13 Did you think that the communication between
 14 care home 3 and their management outside the care home
 15 was joined up?
 16 A. I can't say if it was or not. I don't know, Mr Caskie.
 17 Q. The next thing which they started, I think, was window
 18 visits at care home 3.
 19 A. Garden visits.
 20 Q. Sorry, garden visits, yes. Tell me about the garden
 21 visits.
 22 A. Yes. So they took place in the extensive gardens at the
 23 care home, with a --- they put up one of these sort of
 24 pergola things. Chairs were put around, maybe 3 metres
 25 apart, and initially a carer would bring my dad down,

125

1 sit beside him, and we would see him and shout across to
 2 him, and it was good to see him in the flesh.
 3 Q. Was there any privacy?
 4 A. No, no privacy, and I became aware that there had been
 5 a complaint about: why was it necessary for a carer to
 6 sit beside our loved one, and that subsequently changed.
 7 Q. How long did the visits last?
 8 A. They lasted half an hour.
 9 Q. In a garden?
 10 A. Yes.
 11 Q. Was he always appropriately dressed to sit in the garden
 12 for half an hour?
 13 A. No. There was one occasion when I arrived for my 4 pm
 14 visit, was waiting in the garden, and dad wasn't brought
 15 down until 4.10, which I was unhappy about because that
 16 was taking away ten valuable minutes of my time with
 17 him. But when he was brought down, he didn't have
 18 a coat on, and so within a very few minutes of him
 19 sitting outside, it was clear he wasn't comfortable, it
 20 was chilly, he was cold. So I raised that with the
 21 management, about (a) why was he brought down late and
 22 (b) it wasn't acceptable that there was no consideration
 23 given to his clothing and making sure that he was
 24 comfortable.
 25 Q. When you were giving your earlier answer, I think you

126

1 said, "He was brought down ten minutes late and I was
 2 happy about that".
 3 A. Unhappy.
 4 Q. Unhappy, sorry, my fault.
 5 How important were those visits for you?
 6 A. Very, very important.
 7 Q. Was there anyone else in the family visiting at the same
 8 time?
 9 A. My brother, my sister, as I say, my dad's sisters, who
 10 would usually bring along someone.
 11 Q. How important to them were the visits?
 12 A. Very. Very important.
 13 Q. How important do you think they were to your dad?
 14 A. Well, I think --- they must have been very important to
 15 him because, having not seen us for so many weeks,
 16 I can't --- I can only contemplate what he must have felt
 17 when all contact with his family, his activities, his
 18 social life, all abruptly stopped. He ended up in
 19 an unfamiliar, unstimulating place, care home 2. He
 20 wouldn't have understood what was going on. All he
 21 would know is: where was his family? Why had he
 22 apparently been abandoned? So to see us again must have
 23 been great for him too. Because he still knew us. He
 24 still knew us all.
 25 Q. After a period of garden visits, there were indoor

127

1 visits. How frequently did they happen, once they
 2 started?
 3 A. I think, again, they were maybe once a fortnight.
 4 Again, for half an hour. They made a lounge available
 5 on the ground floor that could be accessed from the
 6 outside. It had an external door. And again, dad was
 7 brought down and left in the room, with me appropriately
 8 dressed in PPE.
 9 Q. You?
 10 A. Yes.
 11 Q. Not your dad?
 12 A. No, me.
 13 Q. Right.
 14 At those visits, were you able to give him gifts or
 15 things that he enjoyed?
 16 A. I would bring him some fruit, which he always likes, but
 17 nothing else because it was --- they made clear that
 18 anything, for example a birthday present, would have to
 19 be given a few days early so they could quarantine it
 20 for I think 48 hours to make sure it wasn't infectious.
 21 Q. You mentioned fruit. Was there a particular fruit that
 22 was your dad's favourite?
 23 A. He liked bananas a lot.
 24 Q. Did anyone think of peeling the banana in front of him
 25 and giving him the banana?

128

1 A. Well, we tried to give him a banana on one occasion on
 2 a garden visit and the carer took it from us and said we
 3 couldn't give it to him. They were worried about
 4 passing COVID on to him, so ...
 5 Q. That was at the time of garden visits?
 6 A. That was when they were supervised, yes.
 7 Q. Right.
 8 Were some of the rules just petty, in your view?
 9 A. They seemed to be, to me.
 10 Q. In terms of your interaction with the care home, did you
 11 contact anyone outside the care home about what the
 12 situation was there?
 13 A. I was speaking to the care manager to try to get
 14 guidance and help from her. At times, I think I was
 15 referred to the Public Health team at one point, when
 16 there was word of — that I would be able to take my dad
 17 out in the car, and I was advised that there had to be
 18 a risk assessment done and the care home said I needed
 19 to speak to Public Health about that, about this risk
 20 assessment, and when I spoke to them, they said, no, it
 21 was nothing to do with them and I should go back to the
 22 care home because it was their responsibility to do
 23 a risk assessment. So it was all rather confused.
 24 No one seemed to know.
 25 Q. Was that your impression generally?

129

1 A. Yes.
 2 Q. Not just about that aspect, but just in general?
 3 A. Conflicting messages, confusion, yes.
 4 Q. Why do you think that the care homes were reticent to
 5 let you do the things that you believed, from reading
 6 the guidance, that you were entitled to do?
 7 A. Everyone — there was this great drive to protect people
 8 in care homes. We, families, I think were seen as the
 9 route by which the virus would be brought into the
 10 care home, so we were to be kept out at all costs
 11 because we were the risk. I don't agree with that, but
 12 that was the overriding feeling at the time.
 13 Q. You say you don't agree with the family being the risk.
 14 Tell me why you have reached that conclusion.
 15 A. Well, I was living a very, very sheltered, quiet life
 16 during all of lockdown because my husband was undergoing
 17 treatment for cancer, so he was compromised. I am sure
 18 that there were — many of the care home staff were
 19 living more "risky" lives, if you want to call it that,
 20 in terms of picking up the virus than I was. So I felt
 21 strongly that I wasn't a risk and that I should be
 22 allowed to come in and continue to care for my dad in
 23 the way I had been.
 24 Q. And the restrictions that were imposed upon you by the
 25 care home and by the government, do you regard those as

130

1 proportionate?
 2 A. No.
 3 Q. Tell me why.
 4 A. Just as I said, because I felt it was unfair, I felt it
 5 was cruel, that the value that people like me and other
 6 families brought to our loved ones and to the care homes
 7 wasn't appreciated. As I said, we were seen as the
 8 enemy. We had a lot of — we could have helped in
 9 a huge way to look after our loved ones and to help
 10 protect their health, both physically and mentally, and
 11 I just felt it was cruel to take away the contacts, the
 12 family members, from our loved ones, who are in the last
 13 years of their lives. And I feel bitter that the last
 14 18 months of my dad's life was impacted because
 15 we weren't able to spend time with him in the way that
 16 we should have.
 17 Q. Take a breath.
 18 I understand that your father's health then started
 19 to decline.
 20 A. Yes. As I say, there was a big change in him after he
 21 moved to care home 3, I think in part due to the fact
 22 that all of his stimulation had ceased, all of the
 23 activities that he was taking part in, the outings that
 24 would have helped his physical health, the stimulation
 25 to help his mental health. When that all stopped, I am

131

1 sure that contributed to the dementia progressing more
 2 quickly, and he had changed markedly.
 3 Q. Now, I just want to clear one thing up.
 4 Towards the very end of your father's life, what
 5 happened to the visits then?
 6 A. When the care home told me — I think we became aware
 7 that COVID was circulating again in his care home and
 8 they were doing tests, and they told me that my father
 9 had tested positive for COVID, and within a day or two
 10 it was clear that it was serious, and he was confined to
 11 his bed and he was poorly. And at that point my sister
 12 and brother and I were told we could come and see him at
 13 any time, for as long as we wanted. We were able to get
 14 into his room via a fire escape because his room was at
 15 the end of a corridor, so there was no need for us to go
 16 through the care home. So we were able to come up
 17 a back stair and go directly into his room.
 18 Q. You mentioned earlier that you had received information
 19 and support from Care Home Relatives Scotland, and you
 20 will know that one of the things that that they have
 21 spoken about is Anne's Law.
 22 A. Yes.
 23 Q. Tell me what difference you think Anne's Law would make.
 24 A. I think it would make a huge difference. I know if
 25 I had been that designated individual that could

132

1 continue to support my dad in the care home, I believe
 2 it would have made a huge difference. He wouldn't have
 3 felt abandoned. We could have continued our contact.
 4 I would have been able to carry on the oversight that
 5 I had had with my dad to make sure that he was well and
 6 being looked after, that everything was being done for
 7 him. And for me too. The pain of that separation,
 8 I wouldn't have had that.
 9 Q. Okay.
 10 I understand from the witness statement that the
 11 family, including your dad, had put in place
 12 an anticipatory care plan.
 13 A. Yes.
 14 Q. And that came to its conclusion on 6 September 2021,
 15 when your father passed away.
 16 A. Yes.
 17 Q. Were there any restrictions on the funeral?
 18 A. No.
 19 Q. I think those are all the questions I have for you,
 20 apart from one: do you feel as though you have had the
 21 opportunity to say the things you need to?
 22 A. I do, other than to say that if my dad had been able
 23 to — had he been asked the question and been able to
 24 answer it about what he would have wanted, would he have
 25 wanted to be sequestered away, protected at all costs

133

1 if that meant no family contact, I know he would have
 2 said no. He would have wanted to continue to see his
 3 family, even if that meant there was a risk to him of
 4 picking up the virus. I know that for sure.
 5 MR CASKIE: Okay. Thank you very much.
 6 THE WITNESS: Thank you.
 7 THE CHAIR: Thank you. I am very grateful for your
 8 attendance.
 9 THE WITNESS: Thank you, my Lord.
 10 THE CHAIR: Good.
 11 Now, Mr Caskie it's 2.40. Is it possible to have
 12 your next witness earlier than anticipated? Is she
 13 here?
 14 MR CASKIE: Yes, she is here and I think ready to go, if we
 15 just have ten minutes.
 16 THE CHAIR: I was going to say, shall we give the
 17 stenographer ten minutes now and that would mean coming
 18 back at 2.50.
 19 MR CASKIE: Yes.
 20 THE CHAIR: Very good. Thank you.
 21 (2.41 pm)
 22 (A short break)
 23 (2.50 pm)
 24 THE CHAIR: Now, good afternoon, Mr Caskie.
 25 MR CASKIE: Good afternoon again, sir.

134

1 THE CHAIR: On you go.
 2 MR CASKIE: The next witness is Tracey Anne McMillan.
 3 MS TRACEY ANNE MCMILLAN (called)
 4 Questions from MR CASKIE
 5 THE CHAIR: Ms McMillan, good afternoon. In you come and
 6 sit down, make yourself comfortable.
 7 When you are ready, Mr Caskie.
 8 MR CASKIE: Ms McMillan, you have provided a witness
 9 statement for the assistance of the Inquiry. Is the
 10 content of that true?
 11 A. Yes.
 12 Q. And you want Lord Brailsford to take that into account
 13 when you are giving evidence?
 14 A. Yes, please.
 15 Q. There is a restriction order in place in relation to
 16 mentioning other members of your family, including your
 17 mother, so you shouldn't mention their names in relation
 18 to any of this, and I also see from the witness
 19 statement that you have a professional role in health
 20 and social care.
 21 A. That's right.
 22 Q. I understand you want to say something about the
 23 evidence that you are about to give.
 24 A. Yes. I think the evidence that I will be giving today
 25 will be from the perspective of a daughter, of having

135

1 a loved one in a care home at that time, not referring
 2 to my — not as a professional. I want to be very clear
 3 about that.
 4 THE CHAIR: That's very fair.
 5 MR CASKIE: From the statement, I see that your mother was
 6 born on 3 March 1948, and sadly passed away on
 7 25 April 2021; is that correct?
 8 A. That's correct.
 9 Q. Where did she live her life?
 10 A. In East Ayrshire, in a small village, Ochiltree. My mum
 11 was very much part of the community there. She was
 12 a very community person, a real people person. She
 13 would welcome any new people to the village, make sure
 14 they knew what was happening. My mum was connected with
 15 the Girls' Brigade and the Old Folks Committee. So
 16 I suppose she really was preferring to be part of the
 17 village, and she really just moved from the village into
 18 a smaller town in East Ayrshire really after my dad died
 19 and her diabetes worsened and her eyesight worsened.
 20 Q. Before she moved into the other village —
 21 A. Yes.
 22 Q. — would you describe her as a stalwart of the
 23 community?
 24 A. Yes, and I think really when she died, the community
 25 were keen to recognise that, and there is now a bench in

136

1 the village with her name on it so people can — are
 2 aware of, I suppose, the impact that she had within the
 3 village .
 4 Q. Okay.
 5 You said that when her husband died, she decided to
 6 downsize; is that correct?
 7 A. That's right.
 8 Q. That would be in 2012 —
 9 A. Yes.
 10 Q. — is that right?
 11 A. My dad died in 1997, and I suppose she had kind of
 12 struggled on in the house, and at the point when my dad
 13 died, I suppose that is when her diabetes began to
 14 worsen and her eyesight worsened and her mobility. So
 15 I suppose that combination, that is when she then moved
 16 on to Cumnock.
 17 Q. Tell me about her eyesight worsening.
 18 A. So my mum had — was diagnosed with diabetes, I think,
 19 in about 1976, and that was managed by diet. But then
 20 really when my dad died, my mum was widowed, she really
 21 struggled with that, and she really quite low in mood
 22 and I think her eating was impacted, and then from there
 23 her diabetes management was really quite poor and she
 24 had to move on to that being managed by medication and,
 25 latterly , insulin . I suppose her eyesight worsening was

137

1 really a part of her diabetes. So my mum latterly, when
 2 she lived in Cumnock, was registered blind.
 3 But in spite of her blindness, my mum — she was
 4 quite feisty, quite resourceful, but still very much
 5 a member of the community. So when she was in Cumnock,
 6 she was a member of the Cumnock Blind Club, and she
 7 actually used to go and road test their activities —
 8 Q. What do you mean road test, for the Blind Club?
 9 A. So in terms of — I suppose almost using her disability
 10 to an advantage. So when they were planning ahead for
 11 activities , her and her friend would go in advance,
 12 months in advance, and go out and find out how
 13 disability and blind-friendly a café or a local
 14 community place was. Was it somewhere in terms of
 15 adequate space, was there a distinction in terms of —
 16 so would it be a safe place for other people who are
 17 blind to go and visit , so ...
 18 Q. She was road testing it.
 19 A. Yes.
 20 Q. Okay. I understand that better now.
 21 I understand that the diabetes also had another
 22 major impact on her in around 2017.
 23 A. Yes. So that is when my mum initially had a sore on her
 24 toe which led to hospital admission, but the sore just
 25 really spread and then that led to a below-knee

138

1 amputation. With that, from hospital she moved to
 2 receive rehab, and then a local community hospital.
 3 With the combination with the difficulty with her
 4 eyesight and then with that below-knee amputation which
 5 impacted on her mobility, that is when we, as a family,
 6 and my mum and my brother, we felt that: how safe would
 7 she really be at home, and I suppose the really
 8 difficult decision about her moving into a care home
 9 setting .
 10 So it was with great reluctance she moved in, in
 11 the December of 2017. She moved into a local care home
 12 in Cumnock then. That initially was really difficult
 13 for my mum because prior to then she had her own house,
 14 her own independence, she could come and go as she
 15 pleased. But I think over time, and over the initial
 16 months she was there, they got to know my mum and got to
 17 know what was important to her, and that community was
 18 really important to her, being part of a community,
 19 being known in that community and maintaining
 20 friendships and relationships in that community. Also,
 21 I suppose, fresh air was really important to her, and
 22 getting out and about, actually socialising .
 23 So I think when they realised in terms of for
 24 maintaining my mum's mood, it was really important that
 25 she can maintain those things, so with a wheelchair taxi

139

1 she could get out and about have a cup of tea with
 2 friends , she could get out and about and go to the local
 3 shopping centre, and then come back with that
 4 wrap-around care of an evening, because she would
 5 require two carers to transfer her and to kind of meet
 6 her needs and keep her safe.
 7 So really the initial part of being in a care home
 8 was about that wrap-around care, whilst allowing her to
 9 be part of a community.
 10 Q. You spoke about her having a below-knee amputation. Did
 11 she get a prosthetic?
 12 A. Not initially . She was not initially deemed to be
 13 worthy of it. So once she was in the care home —
 14 I think when she tried the rehab initially , I think her
 15 mood had been really low, and I think losing her leg,
 16 for somebody that had been really quite independent and
 17 used to being on the go, was really difficult for her,
 18 and I think she found it really painful and hadn't
 19 engaged well with rehab. But once she was within the
 20 care home, the care home had embraced something called
 21 CAPA, which was a Care Inspectorate initiative about
 22 being active. So they had a bit of a campaign in her
 23 name —
 24 Q. What was it called?
 25 A. Her name's leg.

140

1 Q. Well done.
 2 A. So with that, it almost became a bit of a campaign
 3 within the care home to get her back to physio, to get
 4 her mood — and realising being part of the community
 5 was actually enhancing her mood. So with that, she got
 6 back to physio, was engaging with that, and she then was
 7 given a false leg, which really helped her mood and her
 8 sense of self, because it gave her a complete two set of
 9 legs again, so that kind of filled a gap in her
 10 trousers. So when she was going out socialising, she
 11 was part of that.
 12 But just to note, I suppose, with my mum dying, that
 13 leg has a new life in Africa, and I am sure my mum would
 14 approve of that in terms of — yes.
 15 Q. You said that the prosthetic helped not just in terms of
 16 mobility, but when she was going out with friends and so
 17 on. Tell me about that.
 18 A. Yes, just to give her that sense of self. Because
 19 I think in terms of like — just gave her that kind of
 20 complete look in terms of having her two legs. And
 21 I think it was still really important for her to be part
 22 of that community, and still going out for her cups of
 23 tea and on the quest for the perfect strawberry tart.
 24 THE CHAIR: Did she find it?
 25 A. Well, I could give you some recommendations of bakers.

141

1 MR CASKIE: Tell me about visiting her in the care home
 2 prior to the pandemic.
 3 A. Prior to the pandemic, it was very open and relaxed.
 4 There wasn't really any set timescales or restrictions
 5 set on that. How that would generally work — because
 6 I suppose I had my social work career in Aberdeen and
 7 have a life in Aberdeen, which is like a 400-mile round
 8 trip to go. So the way it would work best is I would go
 9 down on a Saturday once a month and then Easter
 10 holidays, summer holidays, Christmas holidays and have
 11 longer then. But generally on a Saturday, that is when
 12 we would go shopping, out for lunch and have a whole day
 13 of it. Alongside that, her friends would visit as they
 14 wanted to. My uncle would visit generally twice a week,
 15 go in with the local paper, read the local paper with
 16 her, so that they could keep up to date with what was
 17 happening community-wise. So there was no restrictions
 18 that impacted.
 19 Q. Lockdown happened in March 2020.
 20 A. That's right.
 21 Q. Can I ask you, when did you last see your mum before
 22 lockdown?
 23 A. So literally about the week before, because she had
 24 a hospital admission — that had been quite unusual for
 25 her, but her diabetes had been impacted, she had low

142

1 blood sugar and she had been in hospital overnight. So
 2 I had gone down to visit, just to make sure things were
 3 back on an even keel. So I spent the day with her in
 4 the care home, had food with her, but I suppose then —
 5 obviously, I didn't know what was going to happen next
 6 and was just planning to be back down for my next
 7 monthly visit, not knowing I wasn't going to see her
 8 again for months.
 9 Q. You explained about the distance between where she lived
 10 and where you lived. Was there a close relative who
 11 lived close by?
 12 A. Yes, I had an uncle who lived about a mile away from the
 13 care home, and he is the one who would go in with the
 14 Cumnock Chronicle and read the highlights of that to
 15 her.
 16 Q. That wouldn't take long.
 17 A. That wouldn't take long, but the births, deaths and
 18 marriages are very important for keeping up to date.
 19 And also he would then go in generally on a Sunday as
 20 well. So he would be a regular visitor, and he would
 21 just kind of go in quite informally, and if there was
 22 anything responsible needing to be done, he would have
 23 been able to go in to rectify that.
 24 Q. You also spoke in the statement about that relative, if
 25 she became diabetic — diabetically challenged, if I can

143

1 put it that way — he had a particular mechanism for
 2 dealing with that.
 3 A. Oh, yes, we had — so that was her fish supper. Yes, so
 4 what we found out — sorry, it's a bit food-related,
 5 this. So what we found — obviously, a fish supper,
 6 because they are quite all-consuming in terms of not
 7 just the taste, the whole smell and everything. So
 8 sometimes, if my mum wasn't eating well or needed
 9 prompting to eat, we actually found a fish supper
 10 delivery, and prompting with that was often a thing that
 11 would actually almost get her eating again and restore
 12 that balance and help maintain her diabetes.
 13 Q. You spoke about that as the emergency fish supper.
 14 A. Yes.
 15 Q. I am going to jump ahead now towards the end of your
 16 mum's life, although I will come back to the emergency
 17 fish supper in a second.
 18 Did the emergency fish supper play a role towards
 19 the end of her life?
 20 A. It did. I hoped that would have rekindled something.
 21 So in the — I think it was January 2021, when I had
 22 been afforded the essential visits, my mum by that time
 23 hadn't really been eating. Her diabetes wasn't
 24 really — they were really struggling to manage it, in
 25 spite of the diabetic nursing support, and they had

144

1 requested an essential visit. I had started that —
 2 initially I had started with one essential visit in
 3 the January, and that is — I felt, given her new
 4 location in the care home and where it was, we would try
 5 out the fish suppers and see if that rekindled her
 6 appetite again or her engagement with food, and it did
 7 initially work, it did initially give that engagement,
 8 but what was observed, because I was only afforded
 9 initially the one essential visit for that to be
 10 face-to-face, they would see the difference on that
 11 night and when that was happening, they would see the
 12 engagement, they would see her actually eating on that
 13 occasion. But it was only afforded on that one night.
 14 And then by the February, it then went to two nights.
 15 Q. From your perspective, was it the low fat diet of that
 16 night or the fact that her daughter was there that made
 17 a difference?
 18 A. I think it was a — certainly because I was having the
 19 time alongside her, because there had been encouragement
 20 along with — because my mum by that point had really
 21 kind of given up. So it required lots of prompting, to
 22 be efficient judges of the best fish and chips in
 23 Aberdeen, to say, "You need another bit of that batter,
 24 you need another bit of that fish. Oh, you need to try
 25 a combination with a chip to work out so we can score

145

1 this properly". So staff wouldn't have had the time.
 2 But I think actually just having that whole conversation
 3 and engagement is actually what made the difference, and
 4 staff could see that because they would see a lift in
 5 her spirits when I had been, and they would see
 6 a different engagement. They would almost see
 7 a different side to my mum from that.
 8 Q. I am now going to go back to the first experience of
 9 emergency fish suppers, the point at which she is in the
 10 care home in the south-east of Scotland, and at that
 11 point, you went to see her just before lockdown
 12 happened.
 13 How did you find out lockdown was happening, apart
 14 from your professional experience?
 15 A. I think because I was living it every day, and then the
 16 care home phoned to say what was happening. Yes, they
 17 just advised that the care home was closed. And then
 18 thereafter trying to gain communication with the
 19 care home was really quite difficult, because the lines
 20 were just frequently busy or engaged.
 21 Initially, the care home set up a Facebook page,
 22 which was new for them, and it would show, I suppose at
 23 that time, some resident activity. But what you would
 24 do is each day you almost log in just hoping you would
 25 see your relative's face on Facebook, hoping I would see

146

1 my mum, and trying to work out if that meant — does she
 2 look happy? What does she look like? Or, you know,
 3 trying to take a lot from that picture, because that was
 4 really the only interaction I was then gaining.
 5 Q. Was there ever anything set up by way of iPads or
 6 anything like that?
 7 A. Yes, that came a bit later on, but that wasn't the best
 8 in terms of — because it wasn't — you didn't know when
 9 they were going to call. So it wasn't as if you would
 10 go: oh, every Sunday at 2 o'clock, this is happening.
 11 So it was quite sporadic, and often relying on — we had
 12 a very good key worker, and I think a lot of the good
 13 communication relied on her availability. But
 14 I appreciate they were really busy, so it would be quite
 15 sporadic.
 16 When I gained that contact, it was amazing, in
 17 terms — like it was so important just to have caught
 18 that glimpse of mum. Because on the iPad, I could see
 19 her, but perhaps she couldn't see me, I'd be pretty much
 20 that voice, but she knew who I was and my daughter could
 21 engage with that conversation as well when it was by an
 22 iPad, my four-year-old daughter at that time.
 23 Q. Four-year-old at that time?
 24 A. Yes.
 25 Q. So was that the only contact at that time that she had

147

1 with her gran?
 2 A. Yes. Latterly, in July, she was afforded the — being
 3 on her dad's shoulders to look over a fence to see her
 4 gran. That was all that was allowed.
 5 Q. Was that to do with garden visits?
 6 A. Yes, that is when it went on to garden visits, but she
 7 wasn't allowed to be in the garden at that time.
 8 Q. At paragraph 37 of your witness statement, you make
 9 reference to a call that you received in May 2020. What
 10 was that call about?
 11 A. That was advising on the Sunday night that a member of
 12 staff had COVID, and then that followed on the Tuesday
 13 to say that my mum had now tested positive. But I was
 14 aware from other relatives that other residents too had
 15 tested positive. And that is really, I suppose, when my
 16 mum really, I suppose, was placed in her room, and then
 17 didn't really come out of her room until we were
 18 afforded the 20-minute visits in July, and then until we
 19 moved up the road to Aberdeen, she was in her room and
 20 in a shielding position, which I think — my
 21 interpretation of that is really almost like a solitary
 22 confinement, the way it was actually exercised by the
 23 care home's interpretation.
 24 Q. You said care homes; was that your general experience,
 25 although you are not speaking in a professional

148

1 capacity?
 2 A. Yes, I think in terms of that was that particular
 3 care home's interpretation of it. There is -- across
 4 guidance, from speaking to colleagues and from friends,
 5 there has been many interpretations of the whole range
 6 of guidance that was issued throughout the whole
 7 pandemic.
 8 Q. In terms of the isolation caused by lockdown, how did
 9 you cope?
 10 A. How I did cope? So in terms of when mum was isolated,
 11 I really struggled just wondering how she actually was,
 12 because having my mum with COVID in a care home, but my
 13 daily living experience of contact in care homes and
 14 finding out people were dying, I was thinking: how is my
 15 mum really? And just having -- struggling to get
 16 through to the care home and being told that she is
 17 okay, but you are thinking: what does that "okay" really
 18 mean? Is she dying, not quite dying, or -- it was very
 19 difficult.
 20 And then I think in terms of knowing that my mum was
 21 isolated and just having sporadic contact, and
 22 when I was seeing her, I just felt that she was getting
 23 lost within herself.
 24 Q. You said when you were seeing her. Was that because the
 25 good key worker --

149

1 A. Yes.
 2 Q. What was she doing, Facebooking?
 3 A. She was -- yes, she was either -- well, Facebooking or
 4 she would send a photograph, because at that time they
 5 were still accepting parcels, so sometimes I would send
 6 down a parcel of, like, flowers or biscuits for the
 7 staff or whatever, and they would -- or a picture of my
 8 daughter's arms outstretched giving her granny a cuddle,
 9 because that was the only way she could do that, we
 10 would take a photograph of that and mum received it, and
 11 they would -- I would have a picture of my mum to know
 12 that she had got the gift, and having that image of my
 13 mum. But I could see the deterioration in her.
 14 Q. Okay.
 15 The next thing which was introduced were window
 16 visits, and I want to ask you some detailed questions
 17 about window visits.
 18 Before I do that, can I just ask, how many window
 19 visits did you have with your mum?
 20 A. In Cumnock? Zero. And for any relative, zero, within
 21 that particular care home. They weren't allowed. They
 22 said it was company policy. Even though my uncle was
 23 a mile away and would pass regularly, he wouldn't be
 24 allowed to visit -- a window visit. They didn't
 25 approve. They said it would be distressing for people,

150

1 even though I felt that my mum would have benefited from
 2 the comfort of knowing that my uncle was there.
 3 Q. So you were getting occasional -- or sometimes
 4 getting --
 5 A. Sporadic.
 6 Q. -- sporadic Facebook communication with her. What
 7 communication did she have with her brother?
 8 A. None.
 9 Q. None?
 10 A. No. The only time he saw her was in July 2020,
 11 when I was eventually afforded the 20-minute visits, and
 12 he could see over the fence, because he was behind the
 13 same fence when my daughter was on her dad's shoulders.
 14 And then, when I moved my mum, he then saw her that day.
 15 Q. Now, I said I would ask you some questions about those
 16 visits. What I want to know is whether there was any
 17 flexibility in terms of who was doing the garden visits
 18 or --
 19 A. Oh, no, no. So I think when we move on from the window
 20 visits to the garden visits, which I think come in in
 21 the July, initially the care home announced them, but
 22 then stated that I wouldn't be allowed to have a garden
 23 visit because my mum was shielding and she would be
 24 remaining in her room. And I was like: no, I will be
 25 seeing my mum.

151

1 So that kind of prompted me to write to
 2 Jeane Freeman -- who was my mum's MSP, and also the
 3 Health Secretary at that time -- to my own MSP, to the
 4 Care Inspectorate, and literally anybody I felt that
 5 would listen, because I really felt that my mum couldn't
 6 be further discriminated and further isolated from her
 7 family.
 8 I wrote to Jeane Freeman in July, just saying: is
 9 this not a human rights issue in terms of my mum's
 10 ability to have that contact? Because I felt the way
 11 that the shielding was being utilised by the care home,
 12 where she literally was in her room, she wasn't out in
 13 the communal areas, her social contact was really
 14 limited, it felt very much like a solitary confinement,
 15 and I could see her mental health being really damaged
 16 by that, and I felt there had to be kind of a balance
 17 and a risk assessed approach to this. It didn't make
 18 any sense to me. It just seemed absurd.
 19 So after my series of complaints, to where I spoke,
 20 I suppose, with Public Health that covered East Ayrshire
 21 as well, because I couldn't understand the
 22 interpretation of that compared to my Aberdeen
 23 experience, the care home manager relented. She was
 24 very clear to say she wasn't doing that -- she felt as
 25 if I had made trouble by doing that, whereas I was

152

1 saying: I really just want to see my mum. This is not
 2 about — it's important that mum has this connection.
 3 It 's important to maintain my mum's health that she has
 4 this connection.
 5 Q. When you started to have contact, how did that happen?
 6 What was it?
 7 A. So in the July — because the agreement at that time, it
 8 was interpreted it was a 20—minute garden visit, and
 9 I identified to the care home how impractical it was for
 10 me to travel a 400—mile round trip for 20 minutes, and
 11 they were like: well, that is the guidance. So with
 12 that, I did ask if I could alternate it with my uncle,
 13 who was nearby. I was told that I wasn't allowed to
 14 alternate it.
 15 So after the complaint, they then allowed me to have
 16 three consecutive 20—minute visits when I was down
 17 visiting Ayrshire. So it allowed me not to go back and
 18 forward.
 19 Q. 20 minutes back—to—back or 20 minutes —
 20 A. 20 minutes one day, 20 minutes the next, but in the
 21 garden.
 22 So it was a bit of an absurd situation in terms of
 23 my mum was inside, there was a table between us, about
 24 a six—foot table, patio doors, and my mum was wheeled to
 25 the end of it. I had on a mask and an apron, and I just

153

1 had to shout across the table at her. My family weren't
 2 allowed in the garden. They were behind the garden
 3 fence and having to peak over. And that is how I had
 4 the first contact since March, in the July.
 5 When I saw my mum, I couldn't believe the
 6 deterioration in her. She just looked as if her spark
 7 had gone. She looked like a shell of a person, in terms
 8 of there wasn't that interaction, there wasn't that ...
 9 Q. Do you associate that with a physical deterioration in
 10 your mum or something else?
 11 A. Very much a mental deterioration, as if she had kind of
 12 given up and not really understanding what was
 13 happening. Because for my mum, being a very social
 14 being and that need for socialising, that need for
 15 conversation, that need for actually knowing what is
 16 going on in her community, her world had really been
 17 lost and disconnected.
 18 Q. So you have described particular features of your mum,
 19 and you have also described particular features of
 20 yourself, particularly in relation to the distance that
 21 you were away from your mum. Ultimately, that resulted
 22 in a change, where they gave you the three visits
 23 back—to—back, as it were. But how difficult was that to
 24 negotiate?
 25 A. Very difficult. It was after the series of complaints

154

1 to the two MSPs, the Care Inspectorate, Public Health,
 2 to actually say this — to say why can't you — I know
 3 there is guidance; can't you apply some human rights to
 4 this? Can't you apply some — not looking for special
 5 treatment, but just some common sense as well in terms
 6 of the importance and balance of my mum's health and
 7 well—being to how you are trying to apply the guidance.
 8 Q. In terms of that humans right approach, which we are
 9 doing, one of the things about human rights is that
 10 equal treatment doesn't mean the same treatment; if
 11 different people are in different situations, then there
 12 might be a different response. Did you see any of that?
 13 A. Not within the care home in Ayrshire, no.
 14 Q. What was the reaction of the care home when you started
 15 to push back?
 16 A. They weren't happy. So I think after the three days of
 17 having seen my mum, and each time having seen how
 18 visibly changed she was, how withdrawn she was, I felt
 19 I just couldn't allow this to continue. I just couldn't
 20 allow my mum to be subject to these conditions. So,
 21 through discussion with my uncle, my mum's brother,
 22 I was like: I feel that I really do need to move her to
 23 Aberdeen.
 24 When I mentioned this to the care home, in spite of
 25 me having power of attorney and my mum agreeing to this

155

1 plan, they were like, "You can't move her".
 2 Q. Okay. We will come back to that. Let's try to unpack
 3 what you said a little bit.
 4 You said you had a power of attorney.
 5 A. That's right.
 6 Q. When did you get that?
 7 A. So when mum moved into the care home, we — she signed
 8 her power of attorney then, and she also arranged her
 9 funeral plan then.
 10 Q. In terms of the power of attorney, who was the attorney?
 11 A. Myself, with my uncle as well.
 12 Q. And I'm not talking about right at the end of your mum's
 13 residence there, but during the period she was there,
 14 what impact did the fact that you had a power of
 15 attorney in relation to your mum have on the care at the
 16 care home?
 17 A. Generally, they were aware the power of attorney
 18 existed, it was within their file, they had a copy of
 19 it, so it wasn't like news sprung on them when I was
 20 mentioning it in July. But generally that would have
 21 meant they would have consulted with me. I felt like
 22 a bit of a partner in her care, and decisions would be
 23 made together. So that is generally how it had
 24 previously operated.
 25 Q. How did it operate now?

156

1 A. So in the July, it was very much trying to state that
 2 I wasn't allowed to do those things. It felt as if
 3 there had been a power shift, as if I wasn't allowed to
 4 move my mum, and I was like: but I can. That was —
 5 Q. Once you met pushback against the idea of you moving
 6 your mum to Aberdeen, what was their reaction?
 7 A. They were saying that I couldn't. So I then felt that
 8 I needed to speak with the local social work department
 9 to say, "Can you please help me engage with the
 10 care home to explain my rights and the rights of a power
 11 of attorney".
 12 Q. So that is the social work department in the area that
 13 you live in, not —
 14 A. No, the area that my mum was in, sorry.
 15 Q. So that was down in the south—east?
 16 A. Yes — west.
 17 Q. Sorry. Sorry. My geography is upside down.
 18 What reaction did you get from them?
 19 A. They were helpful and they explained to the care home
 20 I had power of attorney, and if that was my mum's wish
 21 and my wish as power of attorney, they should support
 22 that.
 23 However, the care home manager, when I was on my
 24 third and final of the 20—minute visits, told me not to
 25 mention it in front of staff, which is pretty difficult

157

1 because the garden visit was being supervised, staff
 2 were there, so of course — I wasn't going to silence
 3 it. It was important for mum's preparation that the
 4 staff were aware of it. But I was being advised not to
 5 mention that.
 6 Q. Have you any idea why they advised you not to mention
 7 that?
 8 A. I have no idea.
 9 Q. No?
 10 A. No.
 11 Q. That's fine.
 12 So you had spoken to the social work department, the
 13 social work department spoke to the care home. Was
 14 there then agreement reached that you could move your
 15 mum to Aberdeen?
 16 A. Sorry, could you repeat that?
 17 Q. So stage 1 is — well, it's not stage 1, but the first
 18 of the three stages is you speak to the social work
 19 department. The social work department then speak to
 20 the care home, and the care home then understand that
 21 you have the power to take your mum to Aberdeen.
 22 A. Uh—huh.
 23 Q. Physically, how did you do it?
 24 A. By a wheelchair taxi, and then with my husband in the
 25 car alongside with my mum's luggage.

158

1 Q. Overall, what do you think the reaction of the care home
 2 was to you doing that?
 3 A. They weren't happy. They didn't really feel as if it
 4 was something I could do. They felt that my mum
 5 belonged to them, and the carers were like, "You can't
 6 do that to her". But it's my mum. Do you know? It did
 7 really feel as if, like, whilst they were being
 8 protective of her, it was almost as if, like, their
 9 sense of — that had shifted and they weren't really
 10 understanding or respecting, I suppose, I was her
 11 family, and the importance and value of that in terms of
 12 how that was important to my mum and how that was
 13 important to her mental health.
 14 Q. I think you described that a moment ago as being a shift
 15 in power.
 16 A. Uh—huh.
 17 Q. Was that "We have the power" attitude something that was
 18 typical of your experience of the care home down there?
 19 A. I suppose that is the only experience I had, was of that
 20 one particular care home, yes. But that hadn't been my
 21 experience until, I suppose, the pandemic. Up until
 22 then we had worked together. But that was really how
 23 they were operating at that time and how they were
 24 really using the guidance as a kind of tool for that.
 25 Q. A tool. What kind of tool?

159

1 A. A tool that kind of felt as if — to exclude and their
 2 interpretation of how to use it — how to use the
 3 guidance.
 4 Q. Would it be fair to say they didn't like another
 5 interpretation?
 6 A. Yes.
 7 Q. We know that you decided and in fact did take your mum
 8 to Aberdeen. What contact did your mum have while she
 9 was in the care home with medical staff, doctors, CPNs?
 10 Start with doctors.
 11 A. So when she was in the care home in Cumnock?
 12 Q. Uh—huh.
 13 A. So it would have been just quite regular contact as and
 14 when she required it. Like, she would get her
 15 prescription. There wasn't anything particular. At
 16 times we had tried to involve the CPN when my mum had
 17 periods of confusion, but that had never really
 18 proceeded. She didn't really have an open relationship
 19 with the CPN, so it was just standard GP support she
 20 had.
 21 Q. So what was the problem with engaging with the CPN?
 22 A. They would often say that her infection was much more
 23 physical health—based rather than mental health—based.
 24 But she was on anti—depressants when she moved to
 25 Aberdeen.

160

1 Q. You have your statement there; yes? You have your
2 witness statement there?
3 A. Yes.
4 Q. Can I take you to paragraph 74. You express an opinion
5 in paragraph 74. Can you just read that.
6 A. Mum had gone into her room mid-May because that is when
7 they started enforcing the shielding thing. It was
8 really bizarre in a care home, where most people would
9 be shielders. You'd think they would safe together,
10 given that nobody else was allowed in.
11 Q. Then carry on, next paragraph.
12 A. I was physically shocked when I saw my mum at the July
13 visits, her physical appearance and her mental health
14 appearance. She was just so inside herself. She had
15 checked out. I couldn't believe how frail and
16 disengaged my mum was. She was a shell. Her face had
17 caved in. Her clothes were hanging off her. She was
18 like a shell with sunken cheeks.
19 Q. How long had it been since you had previously seen her?
20 A. Face-to-face, since the March, and then at other times
21 it had just really been through the occasional iPad, but
22 I suppose I hadn't really —
23 Q. How long since iPads?
24 A. Probably about a month or so. But I think when you
25 actually see it much more face-to-face and gather it and

161

1 get, I suppose, the whole picture in terms of her
2 clothes, and just seeing her mental health engagement
3 back — because I think sometimes when you are perhaps
4 engaging somebody in conversation and not getting
5 a bit — she was so just wheeled to the end of the
6 table, and just — and she was so enclosed within
7 herself.
8 Q. Then at 84 you describe something else. Can you go to
9 84.
10 A. I wrote a letter to Jeane Freeman on 6 July 2020 to
11 express my fear and frustration about recent guidance in
12 regard to care home visits lacking compassion and having
13 little regard for the quality of life of residents. She
14 did respond, but it was so bland. I think it must have
15 been a standard letter. It didn't address my letter at
16 all. It didn't take it point by point. It just said to
17 refer to most of the policies at the time. It just
18 directed me back to the guidance.
19 Q. Then paragraph 86.
20 A. My local MSP, Alex Burnett, gave a much more
21 personalised response. He did identify the Care Home
22 Relatives Scotland group and directed me to them. The
23 group has been useful. It helped me feel that you are
24 not isolated, that other people have had equally poor
25 experiences, and you realise that you are not alone.

162

1 Q. Have you found Care Home Relatives Scotland something
2 positive?
3 A. Yes. I think it was a safe place for expressing,
4 I suppose, your sense of despair.
5 Q. Were they also able to provide you with practical
6 advice?
7 A. I think together we would share: who could we write to,
8 who could we lobby, who could we make aware of what is
9 going on, because surely if people know, they would want
10 to do something different.
11 Q. Paragraph 91 through to 97. Can you just read those.
12 A. Yes.
13 I think, because my profession, I knew the
14 connections to go to the local social work department.
15 If I hadn't known, I would probably just have accepted
16 what the care home were saying. I would have thought:
17 well, they must know better, they must be right. But
18 they weren't. It wasn't true. I could use my power of
19 attorney — sorry, that is not the statement, but it is
20 the context of it.
21 When I spoke to social work about the power of
22 attorney and being able to make decisions regarding
23 moving mum's care homes, I did think mum had capacity,
24 but alongside it, it was meeting her previous wishes.
25 Q. You took your mum to Aberdeen.

163

1 A. Yes.
2 Q. And she went into a care home up there.
3 A. That's right.
4 Q. Tell me about the selection process.
5 A. Of how I chose it?
6 Q. Yes.
7 A. Well, at that time I was employed within the social work
8 department, and one of my responsibilities was due to
9 oversight, and Scottish Government had asked for
10 an overview of all the care homes functioning within
11 Aberdeen city. So between a colleague and I, we had to
12 go and visit all 30-plus care homes within a two-week
13 period. So that gave a bit of an overview of — as much
14 as I knew the care homes, it was a bit of a whistlestop
15 tour of what was happening, how they were functioning.
16 And then, from there, I suppose I selected a care home
17 in Torry, which is an area of the city, because for me,
18 when I had visited, it was the banter between the staff
19 and the residents was really key. I actually felt in
20 some ways it was a friendly environment where I felt my
21 mum would be safe.
22 Q. And you had the opportunity, fortunately, because of
23 your professional experience, to make that judgement.
24 A. Yes.
25 Q. That comparison.

164

1 A. Yes.
 2 Q. Okay.
 3 I understand that when your mum moved to Aberdeen
 4 into a care home, she continued to have window visits.
 5 A. That's right. The window visits, bizarrely, seemed like
 6 a bonus in terms of moving to Aberdeen. So when she
 7 moved to Aberdeen, she had to isolate for a two-week
 8 period, but there wasn't any limits to the window
 9 visits. They were -- in terms -- and staff would
 10 actually enable them. So they would open the window and
 11 allow that -- so it wasn't as if you could only appear
 12 whenever -- fortunately, my mum had a ground-floor room,
 13 so when you'd appear, they'd open the window. And
 14 visually I could see that my mum appeared more content.
 15 She would recognise me at the window, and my daughter
 16 could come along and shout in the window too.
 17 Q. Was that in contrast to what had happened in the
 18 south-east?
 19 A. Yes, yes. It was a different experience.
 20 Q. West, sorry.
 21 Did you get the impression that the care staff in
 22 Aberdeen had a greater interest in your mum's
 23 well-being?
 24 A. I don't know if I could really -- they were -- they had
 25 a care plan in place and we planned for a visit, and

165

1 I suppose I had hoped that the opportunity of moving to
 2 Aberdeen, that my mum could become much more re-engaged
 3 and could perhaps get more of my mum back, because
 4 I really felt I had lost a lot of her.
 5 Q. Did you still require to attend at a fixed time?
 6 A. Yes, the window visits were unlimited, but there were
 7 garden visits which took place in an area of the garden
 8 that was covered, but they were at a fixed time.
 9 I would be in PPE, and if my daughter was attending,
 10 she -- you had to stand a certain distance apart and
 11 they were supervised.
 12 Q. Can I ask you to read paragraph 118.
 13 A. My mum really liked the outdoor visits. They were
 14 short-lived, given she would be brought out during your
 15 allotted time, but they were under a canopy, and you sat
 16 so many feet away. But my mum could see, and we could
 17 have a conversation, and it worked really well.
 18 Q. At paragraph 120 you talk about phone calls being
 19 answered in Aberdeen and being able to get through.
 20 That is a contrast with what had been the situation
 21 previously; is that correct?
 22 A. It was. It felt much more effective in terms of I could
 23 find out what was happening with my mum, and I really
 24 hoped with the move as well there would be that greater
 25 connection with her, if there were any health needs that

166

1 needed to be addressed as well.
 2 Q. At one stage in Aberdeen -- and I am now looking at
 3 paragraph 121 -- you talk about your mum developing
 4 pressure sores --
 5 A. That's right.
 6 Q. -- and that being very upsetting for her.
 7 A. So I think when we were outside on a visit, she would
 8 start crying and she would start trying to tell me how
 9 sore her bottom was, and she would start crying, but
 10 I wasn't allowed to touch her, I wasn't allowed to
 11 comfort her, and I found that really distressing,
 12 because I think the most natural thing to do when
 13 somebody is crying is to go in, to touch and to
 14 reassure, but that wasn't allowed. I can remember
 15 a member of staff saying, "You are not allowed to go
 16 near", and I was like, "Okay, can you speak to my mum
 17 and can you reassure her, because you are beside her,
 18 you are allowed to do that".
 19 I did actually write a complaint to the care home
 20 manager because there were two instances where my mum
 21 was in tears. I wasn't allowed to comfort her, but
 22 equally, the members of staff that were with her, they
 23 didn't comfort her either, and I found that really
 24 distressing.
 25 Q. At any point did you see, in Aberdeen, any of the

167

1 care home staff comforting your mother in the way that
 2 you describe?
 3 A. Yes, it was in those two occasions they didn't do it,
 4 and I felt that needed to be addressed, in terms of it
 5 was really important that if somebody is upset, you deal
 6 with it.
 7 Q. So --
 8 A. So sometimes I would be observing when I was on a window
 9 visit, I would see some really compassionate care, and
 10 them begin to understand a bit more who my mum was and
 11 what her needs were.
 12 Q. In your private life, as it were, you weren't able to
 13 give your mum a cuddle, but in your professional life,
 14 you were able to visit 30 care homes.
 15 A. Which is really difficult, because I could see so many
 16 other people's mums and chat to them, see them, sit
 17 alongside them, but I wasn't allowed to do that with my
 18 own mum, which really kind of plays a lot in your head.
 19 It doesn't seem right or just.
 20 Q. Paragraph 125, you talk about breaking the rules. Tell
 21 me about that.
 22 A. That was having an illegal cuddle, because I think --
 23 which sounds really absurd. But I think maybe at that
 24 time you were maybe allowed to touch a hand but not to
 25 have a cuddle, which is just ... but I was aware that in

168

1 terms of the member of staff, if she probably had
 2 reported it, she would have got into trouble as well.
 3 Q. You then, in the next section of your witness statement,
 4 describe in some detail the difficulties of not being
 5 able to have physical contact. I am looking down
 6 towards 130. So from where we were to 130.
 7 Is there anything you want to add or expand on in
 8 that section?
 9 A. So it was really difficult, so — because my mum had
 10 been sore — was in pain with the bed sores, I was
 11 allowed two room visits in December, and that was
 12 amazing. I wasn't allowed to touch anything and they
 13 were supervised, and I could just sit in the chair and
 14 only allowed to hold hands, and that is when I had
 15 a cuddle then. So I felt as if I had like — oh my
 16 goodness, I have been allowed to see her. But then
 17 because she improved, that then stopped and I was back
 18 to having it more restricted.
 19 But then it was December, and with Christmastime,
 20 they said they couldn't allow face-to-face visits at
 21 Christmastime. And my mum's an early January birthday,
 22 that wasn't allowed to be a face-to-face, because
 23 I think, trying to give staff a break and manage the
 24 rotas, they felt it would be unfair because they felt
 25 that all families would want Christmas Day. So then

1 again it went back to a window visit and taking my
 2 daughter along with a stepladder to open presents and be
 3 at a window with her.
 4 Q. A stepladder? Tell me about that.
 5 A. Yes. She is only small. So because she was four, in
 6 terms of trying to — so she could have eye contact with
 7 my mum, we would take a stepladder in the car, so she
 8 could actually see my mum and shout in and speak to her.
 9 So Christmas Day that year was really my daughter on
 10 a stepladder, and inside the staff helping my mum
 11 opening her presents so we could have some sort of
 12 family Christmas. But it makes for the most bizarre,
 13 strange pictures which you can't cuddle and touch the
 14 person that you really care about.
 15 Q. You spoke about Christmas. There had been an earlier
 16 party — looking at paragraph 138 — in the care home.
 17 Tell me about that.
 18 A. Yes. That was — so in this care home as well, they
 19 equally had a Facebook page where you would look out for
 20 your loved one or find out what was happening. But
 21 I suppose at Halloween and October, I noticed there had
 22 been a Halloween party, but it seemed to be the staff
 23 were there, but they weren't wearing masks. And I was
 24 like: this is wild, given I am not allowed to see my
 25 mum, I am only allowed 20 minutes, and it's — so

1 supervised, but yet there are staff going around without
 2 masks dressed for Halloween. I again raised that with
 3 the manager and the pictures were removed from the
 4 Facebook page.
 5 Q. I am jumping ahead now to paragraph 157, and at this
 6 point your mum's health is deteriorating. Again, tell
 7 me a bit about that.
 8 A. So that is when I get the essential visits, but
 9 I suppose the build-up to that was my mum had — her
 10 diabetes was getting more and more difficult to manage,
 11 and I suppose I was increasingly going on window visits.
 12 I had been called by staff to have telephone calls with
 13 my mum to prompt her to eat, because they would see the
 14 difference that actually made because I could prompt and
 15 encourage her through having the relationship with her
 16 and get her to eat, which would actually help manage her
 17 blood sugar, help manage her health.
 18 So I suppose there was a whole kind of lead up in
 19 terms of — I suppose in the November, there was the
 20 whole obscure — where the staff wanted me there. My
 21 mum had — I went and purchased food for her. She then
 22 had a plate of — I would be standing on one side of the
 23 window, just begging and encouraging my mum to eat and
 24 thinking: how can this be right? How can this be okay?
 25 So as my mum's health deteriorated — and I suppose

1 I identified in some ways, like, feeling the Christmas
 2 that had passed, that would be my mum's last Christmas.
 3 That was potentially her last birthday. But not being
 4 allowed that contact, not being allowed to touch her,
 5 just to see her through glass, see her through a window.
 6 So I asked if I could be afforded an essential visit,
 7 because I think, by definition, at that time there was
 8 essential visits in place which would afford you to go
 9 into the care home.
 10 So initially I was allowed in on a Sunday night to
 11 help, really, with the teatime routine for helping my
 12 mum to eat and to be prompting her medication, and that
 13 seemed to have real benefits.
 14 Q. You spoke earlier about the emergency fish supper, but
 15 that was part of the care that you were providing.
 16 Other people were involved in that. She was diabetic,
 17 so presumably her GP was involved. Was there
 18 a dietician?
 19 A. Yes. That is a bit of another story. So there should
 20 have been a dietician because my mum was really reduced
 21 in weight, and I think what really came out at her care
 22 review was from the time of admission until her death,
 23 she had lost over 3 stone, so gone from 9 stone to just
 24 over 6 stone, and you could really see that visually and
 25 the impact on her. So, yes, a referral had been made to

1 the dietician , but it got lost , and then the second one
2 took some time to proceed, once they had worked out the
3 first one was lost.

4 But what I really felt was happening was the
5 dietician was giving advice, but equally the diabetes
6 nurse was giving advice, and sometimes that would be
7 counter—advice. I didn't really feel her healthcare
8 needs were very joined up.

9 Q. What about the GP? Were they involved in that?

10 A. Yes, the GP didn't really have any face—to—face contact
11 until — I suppose until she was admitted to hospital in
12 the April. There was also a CPN involved, but she
13 didn't have any visual contact with mum until months
14 after my mum had been in Aberdeen. I think I had said
15 my mum had moved up to Aberdeen on a prescription of
16 anti—depressants. That continued in Aberdeen and, when
17 her mood — I suppose really dipped really
18 from November, 2020, there were changes to her
19 medication and that was really done with the CPN and the
20 care home staff and them advising what the changes were.
21 So there would be tweaks and changes and additions made
22 but not really with the CPN reviewing the impact or
23 asking my mum "How do you feel?", which is a bit key;
24 that you might ask your patient —

25 Q. I have a couple of questions arising from that. At this

173

1 point you still have a power of attorney?

2 A. Yes.

3 Q. Can I take you to paragraph 166.

4 A. Nobody was looking holistically, nobody was looking at
5 the whole picture. Everybody had a strand and each time
6 they would respond reactively. I felt we needed to sit
7 down as a group and actually make a plan together.

8 Q. Did that ever happen?

9 A. Yes, eventually, by the April. But my mum died
10 late April.

11 Q. Do you think it might have made a difference if it had
12 happened earlier?

13 A. I think if it had happened earlier, I think it could
14 have been much more co—ordinated. It could have —
15 particularly in regard to her mood. I think her mood
16 was so key on her eating and her eating was so key on
17 her well—being, I think it was all interlinked and
18 I think to look at them separately was not beneficial to
19 my mum's health.

20 Q. At paragraph 173 you refer to a medical mishap.

21 A. Yes.

22 Q. Do you want to tell us about that.

23 A. Yes. That was in January. One of the nurses gave my
24 mum a double dose of insulin, which obviously could have
25 been fatal. So with that, that resulted in an adult

174

1 protection investigation. What we learned is the nurse
2 hadn't looked at the MAR chart when she came on shift —

3 Q. MAR?

4 A. The medication ... I don't know what it's ... medication
5 administration record.

6 Q. Yes.

7 A. So when she went on shift she hadn't read that, she
8 just — automatic pilot, knows my mum is at a certain
9 time for insulin and she gave it to her without looking
10 and it had already been given. So then that led to
11 linking in with the NHS out of hours service to monitor
12 my mum's reaction. But the only benefit to come out of
13 it was it allowed me to get into the care home to
14 actually be with my mum and actually to work out what
15 happened around the clock and to just —

16 Q. You tried to remember about your mum's weight loss.
17 Can I take you to the end of paragraph 179.

18 A. Yes.

19 Q. You give numbers there?

20 A. That is right, and that is from her care plan review,
21 which happened on 9 April. So in terms of on admission
22 she was 9.8 stone to then be weighing 6.7 stone
23 in March, so a loss of 3.1 stone.

24 Q. Yes.

25 A. So that was really noticeable visibly in terms of her

175

1 clothes, in terms of her face, in terms of her — I was
2 just watching my mum visually shrink and disappear.

3 Q. Paragraph 184 in the witness statement. Do you want
4 moment? Have some water. It is not up to me to make
5 any decisions, but you've done really well.

6 A. Okay.

7 Q. Paragraph 184. I will read that.

8 A. Okay.

9 Q. "On the Sunday before my mum died (19 April 2021) I was
10 visiting my mum in the home, and she seemed really
11 confused. She had an infection. I think it was
12 a urinary tract infection (UTI). I did advise staff at
13 the time that I thought my mum had a further infection
14 and asked would they keep me informed if they got the GP
15 and what the GP said.

16 "They phoned me the following day to say that they
17 had phoned the GP and they were waiting for feedback.
18 They asked me to come in. It seemed that my mum was
19 getting worse, was more confused, and she wasn't
20 responding, she wasn't speaking anymore."

21 Your mum then died?

22 A. Yes. She then went to the hospital and then died
23 a couple of days after that.

24 Q. Is there anything to say about the transfer to the
25 hospital?

176

1 A. It was a farce.
 2 Q. Tell me about the farce.
 3 A. Sorry. So in terms of giving this as a kind of — my
 4 mum is by this time now unresponsive. The GP phoned for
 5 an ambulance because she was unresponsive. So the GP
 6 then left and said, "If the ambulance isn't here in
 7 an hour, get the care home to follow up and prompt it."
 8 So when an hour had passed, the ambulance wasn't there
 9 and I said to the care home and they were like "Oh, no,
 10 we don't do that." And I was like, "Oh, yes, we do.
 11 The GP said to do that." So whilst we are debating who
 12 is going to phone the ambulance turns up. However, the
 13 care home in their wisdom felt that was a good time to
 14 show a student nurse what to do when somebody goes to
 15 hospital. So, with that, they felt that the student
 16 nurse should then take my mum's stats, her vital
 17 statistics, take blood, but I was really concerned that
 18 was delaying the time of her getting to the hospital,
 19 and that is not something — that is not really when you
 20 should be doing that. It was a crisis. It was a 999
 21 ambulance. It is not really the time for doing that.
 22 I later wrote a letter of complaint to the care home
 23 about the management of that.
 24 Q. But she was taken to hospital.
 25 A. Yes.

177

1 Q. Did the hospital maintain contact with you?
 2 A. Yes. They phoned about 10 o'clock that night, because
 3 I wasn't allowed in. My mum was unresponsive and I was
 4 saying, "Can I be there? Can I speak for my mum? Can
 5 I give you her medical history? Can I explain who she
 6 is?" They were like, "No, we will phone you later."
 7 She had gone in about kind of 4 o'clock, kind of
 8 before teatime, and they phoned at 10 o'clock and they
 9 said they were processing her and they had a few
 10 questions about her diabetes. I explained what she had
 11 been like on the Sunday, because she had been speaking
 12 then, but I felt she was now quite unresponsive and that
 13 wasn't like my mum. The registrar, when they phoned,
 14 they said they weren't sure she would make it through
 15 the night, so I stayed awake just waiting to hear
 16 anything. They didn't phone. I phoned to find out that
 17 they were actually going to be transferring —
 18 Q. Sorry, who phoned who?
 19 A. Sorry, I phoned the hospital.
 20 Q. You phoned the hospital.
 21 A. Because they hadn't phoned me, because I was waiting
 22 thinking I was going to get a call saying my mum had now
 23 passed. That didn't transpire, so I wanted to know how
 24 my mum was and I wanted to know if I could see her. So
 25 there were many calls back and forth. They were going

178

1 to then transfer her to a ward and I asked if I could
 2 get a pass to come in. The nurse said she would ask if
 3 I could but then didn't phone back, so it took several
 4 calls through the day to then establish that I could get
 5 a pass to get into the ward. And with that they put my
 6 mum on an end-of-life management plan.
 7 Q. Did you see her?
 8 A. Yes. I moved into the ward. So I think, using the
 9 opportunity of now having a pass to the ward, I managed
 10 to get a mattress and just slept alongside her.
 11 Q. How long were you in?
 12 A. It was the Wednesday and my mum passed on the Sunday
 13 night, so a good few days in hospital. But I felt that
 14 afforded me the opportunity to give her all those
 15 cuddles that I hadn't been able to give before. Sorry.
 16 Q. Did you make up for it?
 17 A. Sorry?
 18 Q. When you were in the room, did you make up for it?
 19 A. Yes. Completely. I made up for that time, by just
 20 being allowed to cuddle my mum, being allowed to speak
 21 to her freely, play the music she would have enjoyed and
 22 just give that little bit of comfort that she hadn't
 23 been allowed for the last few months of her life.
 24 Q. Did you get comfort from that as well?
 25 A. I did. I did.

179

1 Q. In your statement at paragraph 206 you say you feel
 2 guilty about moving your mum up to Aberdeen.
 3 A. I had really hoped it would be an improved situation.
 4 I really hoped that I would have got improved access and
 5 maybe have got much more of my mum back. I suppose
 6 I am not naive enough to think that my mum was going to
 7 live forever, but I had really hoped that in the time in
 8 Aberdeen we could have maybe repaired some of that
 9 damage from the shielding experience in Ayrshire.
 10 Because I really think that really damaged her mental
 11 health.
 12 Q. So you are saying there you feel guilt about moving her
 13 to Aberdeen. What did she want?
 14 A. She wanted to be with her family, she wanted to be in
 15 her community and I suppose she — yes, she wanted to be
 16 able to cuddle her granddaughter, and that was something
 17 we never, ever got. Whilst I got all the cuddles in the
 18 hospital, it still was very much one visitor in the
 19 hospital.
 20 Q. In the witness statement, I will take you back to the
 21 witness statement just now, you talk about getting her
 22 belongings back and buttons to sew on her clothes and so
 23 on. All of that will be read. We don't need to talk
 24 about that, unless there is anything you particularly
 25 want to say?

180

1 A. No, I think in some ways that was almost like a final
 2 straw for me. What had happened, when I got my mum's
 3 belongings back I found them to be soiled or vandalised
 4 by having her room number written on her clothes. So
 5 I couldn't then pass them on to anybody. They were just
 6 destroyed, in my eyes. When she had moved into the care
 7 home they had asked that I buy buttons with her name on
 8 them, which I had done, and that is something that could
 9 have been done and made it less institutional and would
 10 have allowed me, I suppose, to have those final memories
 11 of my mum and her clothes, but I just felt in some ways
 12 during this time the way people in care homes have been
 13 treated, it was quite institutional and quite regimented
 14 and I just felt that was like a further thing that could
 15 have been avoided, in terms of just putting her down --
 16 depersonalised her further.

17 Q. Unlike her prosthetic leg.

18 A. Yes.

19 Q. What did it say on your mum's death certificate?

20 A. It was about her diabetes.

21 Q. Sorry?

22 A. It was diabetes. She died due to her diabetes, and it
 23 also mentioned her amputation as well. However, I felt
 24 in some ways what had hastened her death was really her
 25 treatment and the impact, I suppose, of not being able

181

1 to manage her diabetes, not being able to manage her
 2 well--being, not being able to manage her mental health,
 3 that loss of contact with her family. Because
 4 a 20 minute visit through glass or a 20 minute visit in
 5 a garden or a 20 minute visit inside is not enough to
 6 sustain a relationship .

7 Q. You move on to suggest lessons to be learned, and they
 8 seem to focus on communication between the professionals
 9 involved and the important role that family play in the
 10 care of people in care homes.

11 A. Yes.

12 Q. Is that correct?

13 A. I think family are key. For many individuals, that is
 14 really a key part of their network and they can't be
 15 shut up, they need -- they need their family around them
 16 to support them, to be their voice, to advocate on their
 17 behalf, to be there to cuddle them.

18 Q. You also say something about your hopes for the Inquiry.

19 A. Yes.

20 Q. How has today been for you?

21 A. Sorry?

22 Q. How has today been for you?

23 A. I feel as if I have had my voice heard. I have been
 24 able to tell my mum's story. I suppose I tried doing
 25 that during the pandemic but I didn't really feel

182

1 listened to. I felt as if I was just kind of forced
 2 back into referring back to guidance, whereas I think
 3 today has allowed me to tell my mum's story.

4 MR CASKIE: We have listened to you. Thank you very much.

5 THE CHAIR: Very good. Thank you very much indeed,
 6 Ms McMillan. I am very grateful. Tuesday morning,
 7 10 o'clock. Thank you.

8 (4.00 pm)
 9 (The Inquiry adjourned until 10.00 am on Tuesday,
 10 14 November 2023)

183

1 INDEX

2 MS LUCY HOLLY CHALLONER1
 3 (called)

4 Questions from MS BHRAMI1

5 MRS ALINA ELIZABETH59
 6 DUNCAN (called)

7 Questions from MR GALE59

8 WITNESS HSC0049 (called)108

9 Questions from MR CASKIE108

10 MS TRACEY ANNE MCMILLAN135
 11 (called)

12 Questions from MR CASKIE135

184

185

<p>A</p> <p>aback (1) 37:3</p> <p>abandoned (2) 127:22 133:3</p> <p>aberdeen (27) 142:6,7 145:23 148:19 152:22 155:23 157:6 158:15,21 160:8,25 163:25 164:11 165:3,6,7,22 166:2,19 167:2,25 173:14,15,16 180:2,8,13</p> <p>ability (2) 14:12 152:10</p> <p>able (89) 9:5,25 10:3 12:4,6,7,8 13:23 18:7 21:22 25:13 27:14,18 28:13,24 29:11 33:2,17 40:14,22 41:1,25 44:22 45:24 47:9,16,19,24 48:2,5,9 51:6,14 52:4,5,7,14,15 53:5 64:5 67:25 25:70 11:17 73:22,23 77:4,6 84:20 85:6,7 86:12,16 89:10 92:8 107:9 110:11 112:15 117:9 119:6 120:19,20,23 121:14 122:2,7,24 124:8 128:14 129:16 131:15 132:13,16 133:4,22,23 143:23 163:5,22 166:19 168:12,14 169:5 179:15 180:16 181:25 182:1,2,24</p> <p>abruptly (1) 127:18</p> <p>absolutely (13) 31:6 64:18 71:23 75:5,13,16 80:17 86:3 93:24 97:22 99:17 101:6,9</p> <p>abstained (1) 3:15</p> <p>absurd (3) 152:18 153:22 168:23</p> <p>accept (2) 3:2 65:20</p> <p>acceptable (1) 126:22</p> <p>accepted (2) 84:23 163:15</p> <p>accepting (1) 150:5</p> <p>access (10) 9:25 51:15,20 66:13 80:10 95:7 107:10 112:9 113:3 180:4</p> <p>accessed (1) 128:5</p> <p>accommodate (1) 88:11</p> <p>accord (1) 19:12</p> <p>account (3) 105:23,24 135:12</p> <p>accountability (2) 57:8,12</p> <p>across (6) 23:20 28:10 32:8 126:1 149:3 154:1</p> <p>acting (2) 56:23 58:7</p> <p>active (5) 61:18,24 62:1,2 140:22</p> <p>activities (9) 10:12 16:10 17:5,9 112:25 127:17 131:23 138:7,11</p> <p>activity (1) 146:23</p> <p>actual (1) 88:14</p> <p>actually (47) 7:1 15:25 38:6 40:19 41:12 47:11 53:2,17 58:3 69:14 72:7 78:13,16,19 80:21 82:21,22 84:5 91:16 92:23 93:4 97:23 99:4 122:20 138:7 139:22 141:5 144:9,11 145:12 146:2,3 148:22 149:11 154:15 155:2 161:25 164:19 165:10 167:19 170:8 171:14,16 174:7 175:14,14 178:17</p> <p>add (2) 54:14 169:7</p> <p>added (4) 9:17 27:6 43:9 54:12</p> <p>adding (2) 35:24 54:19</p> <p>additional (3) 4:9 51:7 114:3</p> <p>additions (1) 173:21</p> <p>address (1) 162:15</p> <p>addressed (2) 167:1 168:4</p> <p>adequate (1) 138:15</p> <p>adhered (1) 16:5</p> <p>adjourned (1) 183:9</p>	<p>adjournment (1) 108:1</p> <p>adjusted (2) 68:11,23</p> <p>administer (1) 102:24</p> <p>administration (1) 175:5</p> <p>admission (4) 138:24 142:24 172:22 175:21</p> <p>admitted (5) 3:8 7:14 28:4 73:10 173:11</p> <p>adult (1) 174:25</p> <p>advance (4) 44:13 111:22 138:11,12</p> <p>advantage (1) 138:10</p> <p>advice (5) 56:12 124:1 163:6 173:5,6</p> <p>advise (1) 176:12</p> <p>advised (4) 129:17 146:17 158:4,6</p> <p>advising (2) 148:11 173:20</p> <p>advocate (1) 182:16</p> <p>affected (1) 60:25</p> <p>affection (1) 33:22</p> <p>afford (1) 172:8</p> <p>afforded (8) 144:22 145:8,13 148:2,18 151:11 172:6 179:14</p> <p>afraid (1) 109:1</p> <p>africa (1) 141:13</p> <p>after (42) 3:23 5:24 14:21 30:16,19 42:19 43:21 50:20 58:1,3 63:13,18,19 67:3 80:9,20 83:18 93:22 94:8 100:8 101:7 102:15 103:22 106:9 110:12,12 115:10 117:5 120:21 121:4 122:21 127:25 131:9,20 133:6 136:18 152:19 153:15 154:25 155:16 173:14 176:23</p> <p>afternoon (10) 67:24 75:2 88:22,23 108:4,5,14 134:24,25 135:5</p> <p>afterwards (1) 53:21</p> <p>again (32) 13:22 14:22 16:14 25:10,13 27:22 39:19 45:15 46:20 50:5,23 52:19 70:18 78:20 79:20 83:1 95:15 113:12 124:15 127:22 128:3,4,6 132:7 134:25 141:9 143:8 144:11 145:6 170:1 171:2,6</p> <p>against (4) 58:7,8 104:15 157:5</p> <p>age (9) 3:6 4:11,25 5:15 21:18 42:10 56:4 58:2 67:10</p> <p>agency (1) 46:5</p> <p>aggression (1) 110:21</p> <p>aggressive (1) 113:14</p> <p>ago (1) 159:14</p> <p>agree (6) 28:24 79:19 114:7 115:24 130:11,13</p> <p>agreeable (2) 60:3 62:11</p> <p>agreed (3) 82:8 83:18 102:20</p> <p>agreeing (2) 117:25 155:25</p> <p>agreement (3) 79:13 153:7 158:14</p> <p>ah (1) 51:3</p> <p>ahead (5) 96:13 125:11 138:10 144:15 171:5</p> <p>aid (1) 35:23</p> <p>air (1) 139:21</p> <p>albeit (1) 76:2</p> <p>alcohol (7) 2:24 3:15,17 4:19 10:16,24 26:6</p> <p>alcoholrelated (6) 3:10,16 4:16 8:17 10:22 14:11</p> <p>alex (1) 162:20</p> <p>alexia (1) 41:13</p> <p>alina (7) 58:25 59:2,9 82:13 84:24 90:5 184:5</p> <p>alive (1) 25:10</p> <p>all-consuming (1) 144:6</p> <p>allotted (1) 166:15</p> <p>allow (6) 13:24 36:5 155:19,20 165:11 169:20</p> <p>allowed (100) 8:2,4 10:1,7</p>	<p>12:5,13 14:7,21 16:9,23 17:11,16,20 21:12,16,22,24 22:5 23:7 24:23 28:20 29:25 30:2,4,9,10,13,16 31:1,24,25 32:7 33:19 34:8 35:17 40:16,17,18,24 45:4,5,7 47:12,14 48:3,12 50:1,1 51:4 52:20 70:6 74:15,22,23 82:4 89:7 94:5,6 104:9,18 112:9 123:13 130:22 148:4,7 150:21,24 151:22 153:13,15,17 154:2 157:2,3 161:10 167:10,10,14,15,18,21 168:17,24 169:11,12,14,16,22 170:24,25 172:4,4,10 175:13 178:3 179:20,20,23 181:10 183:3</p> <p>allowing (1) 140:8</p> <p>allows (2) 23:10 80:18</p> <p>allude (1) 90:17</p> <p>almost (8) 138:9 141:2 144:11 146:6,24 148:21 159:8 181:1</p> <p>alone (1) 162:25</p> <p>along (7) 80:2 94:7 122:23 127:10 145:20 165:16 170:2</p> <p>alongside (7) 4:10 142:13 145:19 158:25 163:24 168:17 179:10</p> <p>already (7) 57:3 87:5 102:1 107:8 108:6,17 175:10</p> <p>also (48) 10:10 20:2 32:14,22 34:4 37:20 38:21 39:2,19 44:9 46:18 48:5 54:15 55:7 56:1 57:7,25 58:3,11 61:10 62:1,3 66:16 67:23 70:24 72:11 73:8 77:8 78:9 80:24 90:25 91:1 96:15 99:6 107:3 113:5 135:18 138:21 139:20 143:19,24 152:2 154:19 156:8 163:5 173:12 181:23 182:18</p> <p>alternate (2) 153:12,14</p> <p>alternative (2) 26:7,17</p> <p>alternatives (1) 16:6</p> <p>although (9) 4:29 66:22 67:11 78:12 86:12 109:25 124:25 144:16 148:25 151:18 20:13 23:5 24:2 36:6,21 54:25 57:10 67:7,8 79:8,12 83:25 84:2 87:19 90:10 94:17 96:13 97:15 104:7,14 105:19 110:13 112:14 118:8 122:12,13 123:9,9 124:22 126:11 128:16</p> <p>alzheimer (1) 49:20</p> <p>alzheimers (1) 2:18</p> <p>amateur (2) 62:25 94:4</p> <p>amazing (2) 147:16 169:12</p> <p>amazon (2) 41:13,21</p> <p>ambitious (1) 109:1</p> <p>ambulance (6) 119:22 177:5,6,8,12,21</p> <p>amended (1) 115:4</p> <p>america (1) 92:20</p> <p>amount (2) 12:3 15:18</p> <p>amputation (4) 139:1,4 140:10 181:23</p> <p>anecdotal (1) 124:5</p> <p>angry (2) 103:6,12</p> <p>animated (1) 117:19</p> <p>anne (3) 135:2,3 184:10</p> <p>annes (3) 106:25 132:21,23</p> <p>anniversary (1) 76:19</p> <p>announced (2) 79:5 151:21</p> <p>annoyed (3) 82:22 101:17,18</p> <p>another (18) 5:25 6:8 16:19 25:1 30:21 40:20 47:15 54:2 77:21 108:3 117:1,9 120:9 138:21 145:23,24</p>	<p>160:4 172:19</p> <p>answer (3) 79:11 126:25 133:24</p> <p>answered (2) 72:18 166:19</p> <p>answering (1) 73:4</p> <p>antibiotics (1) 120:5</p> <p>anticipated (1) 134:12</p> <p>anticipatory (1) 133:12</p> <p>antidepressants (2) 160:24 173:16</p> <p>anybody (11) 39:2 70:14 116:21 123:25 127:7 128:24 129:11</p> <p>anything (30) 17:16 38:25 42:12 43:19 62:8 69:12 72:23 79:13 81:9 83:2 86:24 88:9,24 91:16 95:13 97:4,10 102:18 107:15 124:20 128:18 143:22 147:5,6 160:15 169:7,12 176:24 178:16 180:24</p> <p>anyway (9) 16:22 24:4 26:14 72:2 78:17 86:1 95:13 102:6 103:1</p> <p>anywhere (4) 75:10,12 78:22 98:21</p> <p>apart (6) 100:16 122:22 125:25 133:20 146:13 166:10</p> <p>apologise (1) 88:4</p> <p>apology (2) 97:23 98:2</p> <p>apparently (1) 127:22</p> <p>appear (3) 108:4 165:11,13</p> <p>appearance (2) 161:13,14</p> <p>appeared (3) 61:5 121:24 165:14</p> <p>appears (1) 88:21</p> <p>appetite (1) 145:6</p> <p>applied (1) 4:2</p> <p>apply (5) 9:16 38:21 155:3,4,7</p> <p>appoint (1) 6:22</p> <p>appointment (4) 77:16,17 84:18 97:19</p> <p>appointments (2) 51:24 113:7</p> <p>appreciate (2) 75:20 147:14</p> <p>appreciated (2) 72:4 131:7</p> <p>appreciation (1) 89:25</p> <p>approach (3) 89:20 152:17 155:8</p> <p>approached (2) 18:24 113:21</p> <p>appropriate (7) 6:3 32:11 37:9,11 44:19 89:6 113:19</p> <p>appropriately (2) 126:11 128:7</p> <p>approve (2) 141:14 150:25</p> <p>april (7) 28:5 136:7 173:12 174:9,10 175:21 176:9</p> <p>apron (1) 153:25</p> <p>area (18) 32:4,9,18 66:23 74:24 75:9 78:17 82:9,12,15,18 96:10 100:14 125:1 157:12,14 164:17 166:7</p> <p>areas (3) 6:5 15:16 152:13</p> <p>argue (2) 90:12 93:13</p> <p>argument (2) 87:23 89:19</p> <p>arguments (2) 55:8 93:16</p> <p>arising (1) 173:25</p> <p>armistice (1) 37:2</p> <p>arms (1) 150:8</p> <p>around (21) 5:11,13,19 6:7 20:24 25:6 28:25 52:4,6,7 56:19 68:7 77:20 90:4 110:17 111:24 125:24 138:22 171:1 175:15 182:15</p> <p>arran (2) 64:20 77:15</p> <p>arrange (2) 21:14 44:6</p>	<p>arranged (2) 85:15 156:8</p> <p>arrangement (1) 6:24</p> <p>arrived (5) 93:20 116:8 119:3 120:21 126:13 152:20 153:17 155:13</p> <p>arriving (1) 119:7</p> <p>ask (29) 1:14 18:15 20:19 31:20 37:1 38:16,20 59:17 62:16 67:19 72:24 81:21 87:21 94:20 104:11 105:2 108:9,21 115:17,18 123:21 142:21 150:16,18 151:15 153:12 166:12 173:24 179:2</p> <p>asked (23) 19:1 20:14 49:8,10 50:5,21 51:14,19 52:20 71:13 76:12 86:3 116:11 97:10 100:20 114:7 133:23 164:9 172:6 176:14,18 179:1 181:7</p> <p>asking (9) 34:23 37:20 50:19 51:1 85:5 97:12,13 104:8 173:23</p> <p>asleep (1) 93:21</p> <p>aspect (1) 130:2</p> <p>assessed (6) 26:23 28:16 48:10 114:8 115:3 152:17</p> <p>assessment (4) 113:20 129:18,20,23</p> <p>assessments (1) 52:22</p> <p>assistant (1) 68:25</p> <p>assistance (2) 83:12 135:9</p> <p>assistant (2) 96:20,21</p> <p>associate (1) 154:9</p> <p>assume (2) 54:24 71:13</p> <p>assumed (2) 41:14,18</p> <p>assuming (1) 13:23</p> <p>assure (2) 88:2 97:9</p> <p>assured (1) 114:10</p> <p>athome (1) 71:2</p> <p>atrophy (1) 60:23</p> <p>attempt (4) 15:22 53:9 121:6 123:7</p> <p>attempting (1) 89:21</p> <p>attempts (2) 92:9 120:16</p> <p>attend (1) 102:3 166:5</p> <p>attendance (2) 58:17 134:8</p> <p>attended (1) 41:14</p> <p>attending (1) 166:9</p> <p>attention (1) 121:16</p> <p>attitude (2) 55:14 159:17</p> <p>attorney (21) 4:5 6:12,19 28:24 53:14 54:13 56:5 110:6 155:25 156:4,8,10,10,15,17 157:11,20,21 163:19,22 174:1</p> <p>attribute (1) 83:2</p> <p>august (1) 60:17</p> <p>authorities (2) 6:5 23:2</p> <p>authority (4) 2:1 23:17 39:18 112:1</p> <p>automatic (1) 175:8</p> <p>availability (1) 147:13</p> <p>available (3) 44:15 122:12 128:4</p> <p>avoid (2) 6:12 112:10</p> <p>avoided (1) 181:15</p> <p>awake (1) 178:15</p> <p>aware (26) 21:10 27:7 53:12 70:3 76:7,8 81:24 82:2 91:12,18 94:16,19 99:12 117:15 119:13 121:15 124:24,25 126:4 132:6 137:2 148:14 156:17 158:4 163:8 168:25</p> <p>awareness (1) 4:17</p> <p>away (33) 17:14,20 19:10,19 30:2,9 36:9,18 43:2 48:8 52:14 63:14,16 74:14 77:24 81:9 92:25 100:24 102:5 106:11 109:11 110:4,12 121:17 126:16 131:11 133:15,25 136:6 143:12 150:23 154:21 166:16</p> <p>awful (4) 35:14 48:9 68:16</p>	<p>74:14</p> <p>awkward (3) 12:25 17:22 20:6</p> <p>ayrshire (6) 136:10,18 152:20 153:17 155:13 180:9</p> <p>B</p> <p>b (1) 126:22</p> <p>back (58) 2:20 9:2 10:24 13:21 14:19 15:6 19:1 20:17 24:18 27:22 28:17 57:10 63:7 83:7 84:6 88:4 94:10 95:18 96:9,11,17 102:20,24 114:11 115:9,10,15 116:1 117:6 120:3,7 122:13 129:21 132:17 134:18 140:3 141:3,6 143:3,6 144:16 146:8 153:17 155:15 156:2 162:3,18 166:3 169:17 170:1 178:25 179:3 180:5,20,22 181:3 183:2,2</p> <p>background (1) 55:6</p> <p>backs (2) 84:19 100:18</p> <p>backto back (2) 153:19 154:23</p> <p>bad (2) 32:25 84:15</p> <p>bahrami (17) 14:5,11,13,16,17 36:25 37:4 44:18,21 45:8,13 53:23 54:2,5 58:13 184:4</p> <p>bakers (1) 141:25</p> <p>balance (4) 4:9 144:12 152:16 155:6</p> <p>banana (3) 128:24,25 129:1</p> <p>bananas (1) 128:23</p> <p>band (1) 110:11</p> <p>banter (1) 164:18</p> <p>barely (2) 33:14 35:21</p> <p>bars (2) 42:25 100:1</p> <p>basically (4) 74:13 93:18 100:15 104:17</p> <p>basis (2) 26:12 59:16</p> <p>batter (1) 145:23</p> <p>bawling (1) 82:20</p> <p>bear (2) 89:8 92:25</p> <p>beautiful (1) 98:13</p> <p>became (18) 3:4 21:10 47:25 61:12 63:25 77:10 80:7 82:2 91:12,24 106:9 108:23 111:16 124:25 126:4 132:6 141:2 143:25 183:20 166:2</p> <p>bed (12) 48:1 75:14,21 76:6,14 83:19 84:5,6 91:21 93:21 132:11 169:10</p> <p>bedroom (3) 40:20 44:1 47:22</p> <p>before (50) 4:17 6:1 8:13 10:3 11:10 14:17,18 20:22,25 21:5,13 25:13 27:23 30:25 33:1 37:18 47:12 48:7 52:13 61:14,16,17,18 62:8 67:17 68:2 70:17 72:15 81:1,4,6 93:1 99:18 102:14 103:24 108:23 109:15 115:18,22,23 122:2 136:20 142:21,23 146:11 150:18 176:9 178:8 179:15</p> <p>began (2) 117:17 137:13</p> <p>begging (2) 91:15 171:23</p> <p>begin (3) 108:21 125:3 168:10</p> <p>beginning (3) 69:6 83:25 91:5</p> <p>behalf (2) 75:15 182:17</p> <p>behaviour (1) 104:13</p> <p>behaviours (5) 113:14,15,24 114:4,9</p> <p>behind (10) 24:21 32:23 33:23 35:10,14 37:12 105:17 122:22 151:12 154:2</p>	<p>being (63) 9:25 11:18 14:19 16:1,22 20:4,9 23:2 28:16 31:10 47:7,17 52:7,9 53:13 54:12,18 58:4 65:12 77:24 92:25 95:6 100:21 106:12 109:4 114:9 115:24 119:12 124:24 125:4,4 130:13 133:6,6 137:24 138:19,19 140:7,17,22 141:4 148:2 149:16 152:11,15 154:13,14 158:1,4 159:7,14 163:22 166:18,19 167:6 169:4 172:3,4 179:20,20 181:25 182:1,2</p> <p>believe (19) 10:12 16:10 18:9 21:16 22:14 30:6 41:16 45:3 46:4 57:4,7 67:11 88:5 115:21 119:21 120:2 133:1 154:5 161:15</p> <p>believed (1) 130:5</p> <p>belonged (1) 159:5</p> <p>belongings (2) 180:22 181:3</p> <p>belowknee (3) 138:25 139:4 140:10</p> <p>bench (2) 98:13 136:25</p> <p>beneficial (2) 36:4 174:18</p> <p>benefit (4) 74:8,9,17 175:12</p> <p>benefited (2) 34:17 151:1</p> <p>benefits (2) 11:21 172:13</p> <p>beside (3) 126:1,6 167:17</p> <p>besides (1) 96:16</p> <p>best (10) 6:20 43:11 92:7 112:1,3 115:14 119:24 142:8 145:22 147:7</p> <p>better (22) 27:4,4 40:9,9 42:16,22 43:1 46:9 47:3 57:19,24,25 82:25 88:18,19 92:7 97:4 103:10 114:9 119:24 138:20 163:17</p> <p>between (18) 12:14 15:11,21 22:25 23:8 42:24,25 50:15 57:6 111:2 114:15 122:16 125:13 143:9 153:23 164:11,18 182:8</p> <p>beyond (1) 70:15</p> <p>big (3) 96:1,18,24 big (9) 7:20 9:7 10:18 19:23 33:21 35:19 41:2 49:20 131:20</p> <p>bigger (1) 75:9</p> <p>bill (1) 107:1</p> <p>bingo (1) 17:5</p> <p>birthday (3) 128:18 169:21 172:3</p> <p>births (1) 143:17</p> <p>births (1) 150:6</p> <p>bit (48) 7:9 9:5 12:4 13:20 16:12 17:7 30:21 31:12 37:12 41:14,18,18 43:10 46:12 47:2,12 49:23 58:2 61:14 65:17 68:15 72:25 78:20 84:20 85:9 86:17 89:16 94:20 113:13,14 120:25 140:22 141:2 144:4 145:23,24 147:7 153:22 156:3,22 162:5 164:13,14 168:10 171:7 172:19 173:23 179:22</p> <p>bits (1) 67:13</p> <p>bitter (1) 131:13</p> <p>bizarre (2) 161:8 170:12</p> <p>bizarrely (1) 165:5</p> <p>blame (1) 58:11</p> <p>bland (1) 162:14</p> <p>blankets (1) 41:4</p> <p>bleak (1) 114:20</p> <p>blind (5) 95:6 138:2,6,8,17</p> <p>blindfriendly (1) 138:13</p> <p>blindness (1) 138:3</p> <p>blood (3) 143:1 171:17 177:17</p> <p>blue (2) </p>
---	---	--	---	---	--	---

bonus (1) 165:6
book (2) 39:21 48:23
booking (4) 11:13 44:7,12 48:20
books (1) 34:15
bored (1) 71:6
born (2) 109:9 136:6
botanic (1) 52:24
both (13) 2:4 12:9,15 13:2,5 32:22 33:18 80:15 95:5 110:1 111:15,17 131:10
bothered (1) 56:3
bottom (1) 167:9
bought (3) 15:23 41:12 98:13
box (1) 102:5
boyfriend (1) 100:25
braiford (2) 108:17 135:12
brain (10) 3:10,16 4:16 10:22 11:25 14:11 61:6,7,8 99:5
break (4) 53:24 58:21 134:22 169:23
breaking (1) 168:20
breath (1) 131:17
brief (2) 62:5 86:18
briefly (3) 8:20 61:3 107:17
brigade (1) 136:15
brilliant (1) 53:4
bring (8) 32:23 74:4 96:5,6,9 125:25 127:10 128:16
bringing (2) 89:8 97:20
british (3) 63:1 94:4,16
broadband (1) 72:7
broken (1) 83:24
brother (21) 4:7 12:14,20,24 25:19 26:3 61:23 67:23 68:7 93:18 97:20 103:1,2 111:24 112:23 122:6
127:9 132:12 139:6 151:7 155:21
brothers (2) 3:4 47:24
brought (12) 36:17 41:6 48:16 108:10 126:14,17,21 127:1 128:7 130:9 131:6 166:14
brown (1) 101:11
brutal (1) 74:17
bruid (1) 19:24
building (4) 8:16 22:11,13 29:19
buildings (1) 8:13
buildup (1) 171:9
burnett (1) 162:20
bus (3) 64:5,7,7
business (4) 61:22 64:4,12 109:2
busy (7) 34:9 37:15 73:3,4 112:25 146:20 147:14
buttons (2) 180:22 181:7
buy (2) 66:24 181:7

C

caf (1) 138:13
call (15) 42:8 60:14 73:12 75:2 86:2 93:2,4 113:2 120:23,24 130:19 147:9 148:9,10 178:22
called (16) 1:10 41:12 59:2 60:22 93:4,5 108:12 122:13 135:3 140:20,24 171:12 184:3,6,8,11
calling (1) 123:21
calls (7) 15:22 71:22 121:2 166:18 171:12 178:25 179:4
calm (3) 34:7,20 35:1
came (24) 6:11 10:1 24:17 29:3 44:16 47:8 49:2 57:10 68:8 74:9 79:8 81:6 87:6 89:5 92:12 96:20 97:18 101:25 117:6 120:7 133:14 147:7 172:21 175:2
campaign (2) 140:22 141:2
cancer (2) 118:9 130:17
canopy (1) 166:15

cant (42) 4:14 9:13 18:10 21:19 22:20 25:6,24 26:4 35:20 38:12 49:11 50:16 56:6 70:12,13 73:4,18 74:16 81:12 82:13 84:24 85:1,7 88:24 90:6,12 91:5 97:1 102:18 104:9,11 116:9 123:6 125:16 127:16 155:2,3,4 156:1 159:5 170:13 182:14
capa (1) 140:21
capacity (4) 4:3 6:22 149:1 163:23
captured (1) 54:7
car (12) 68:4,5 81:5 90:2,3 92:10,10 97:15 103:24 129:17 158:25 170:7
caramac (1) 100:1
card (1) 102:22
cardiopulmonary (1) 53:9
care (421) 2:4 3:18 5:1,4,6,9,12,13,23,25 6:6,8 7:24 8:6,10,10,11,12,20,22,23 9:7,9,11,20,22 10:2,7,8 11:1,8,17 12:8 13:2,17,23 14:8 15:2,3,11,17 16:3,5,7,8,18,21,21,22 17:2,8 18:12,24 19:20,23,25 20:2,5,8,25 21:12,15,17 22:9,21 23:5,16 24:5,12,18,22,22 25:1,3,3,5,25 26:4,20,21,24 27:6,9,21,21 28:2,5,8,9,10,11,14,14,20,21 29:1,11,14 30:1 31:25 32:3 33:8,9 34:23 36:8 38:4,7,10,14,20,25 39:6,7,13,13,18,20 40:4,8,12,13,16,21 42:22 43:9,19,23 44:7,9,10,23 45:14 46:7,15,15 47:7,9,11 48:11 49:2 50:3 51:23 52:5,20 53:2 54:11,18,23 55:25 56:8,15,17,18 57:5,6,15 58:6,8,10 59:20 64:2,20,20 65:1,13,20 66:4,5,16 67:4,14 68:24,25 69:3 70:4 71:2 72:4,8 73:8,11,13 74:22 75:7 77:14 79:10,19 80:14,15,19 81:1,8,13,16 82:6 83:12 84:11 85:18 86:2,5 87:1,9,11 88:8,10 93:13 94:10 95:4,8,21 97:24,25 98:7 100:13 101:23 102:8,21 104:5 105:5,15 106:15 110:23,25 111:3,6,7,7,8,11,14,15,17,18,22 112:2,4,5,6,10,15 113:10,12,19,21,25 114:12,14,16,16,16,17,22 115:6,6,8,9,10,12,13,17,19,24 116:10,18,22 117:3,6,9,14,22,23,24,25 118:2,13,19,24 119:2,3,6,7,18,25 120:3,8,19,20,22 121:9,10,13 122:3,8 123:5,15,18,25 124:2,5,7,9,12,13,17,23 125:1,2,7,14,14,18,23 127:19 129:10,11,13,18,22 130:4,8,10,18,22,25 131:6,21 132:6,7,16,19 133:1,12 135:20 136:1 139:8,11 140:4,7,8,13,20,20,21 141:3 142:1 143:4,13 145:4 146:10,16,17,19,21 148:23,24 149:3,12,13,16 150:21 151:21 152:4,11,23 153:9 155:1,13,14,24 156:7,15,16,22 157:10,19,23 158:13,20,20 159:1,18,20 160:9,11

161:8 162:12,21 163:1,16,23 164:2,10,12,14,16 165:4,21,25 167:19 168:1,9,14 170:14,16,18 172:9,15,21 173:20 175:13,20 177:7,9,13,22 181:6,12 182:10,10
career (2) 39:23 142:6
carer (15) 18:6 47:17 58:4 59:20 63:9,25 70:24 71:1 89:9 99:22,24 117:8 125:25 126:5 129:2
carers (17) 3:5 7:8 40:1 55:19,20 57:20 58:1,6 67:5 88:23 110:12,13,21,23 120:22 140:5 159:5
caring (2) 71:14 88:15
carried (1) 121:12
carry (3) 113:19 133:4 161:11
carrying (1) 89:22
cascaed (1) 124:18
cases (1) 50:20
caskie (23) 108:3,4,13,15,16 122:5,7 125:16 134:5,11,14,19,24,25 135:2,4,7,8 136:5 142:1 183:4 184:9,12
catch (1) 36:23
catches (1) 36:19
catered (1) 5:4
caught (2) 49:3 147:17
cause (5) 2:17 4:20 11:2 52:1 109:13
caused (6) 12:13 33:18 38:3 43:14 81:19 149:8
caved (1) 161:17
cctv (2) 96:11 97:22
ceased (1) 131:22
centre (1) 140:3
certain (4) 5:24 15:18 166:10 175:8
certificate (1) 181:19
certify (1) 103:6
chair (43) 1:3,9,12 36:25 38:8 44:20 45:9,12 52:9 53:24 54:3 58:15,23 59:4 64:17 75:12,20,23,25 76:3,7,10,16 83:8 107:20,22,24 108:3,11,14 122:4,6 134:7,10,16,20,24 135:1,5 136:4 141:24 169:13 183:5
chairs (2) 17:15 125:24
challenge (4) 20:13,19 46:7,17
challenged (3) 23:12 57:13 23:14,25
challenging (6) 5:17 16:25 19:20 113:14,24 114:3
challoner (8) 1:7,10,12,18,20 54:3 58:15 184:2
chance (1) 123:12
change (14) 9:23 10:6 25:20 45:25 66:8,17 67:3 82:7 83:2 110:16,19 123:23 131:20 154:22
changed (17) 10:2 12:9 16:25 19:18 42:19 44:24 45:1 52:19 66:10,16 68:10 91:9 117:20 123:19 126:6 132:2 155:18
changes (11) 4:1 21:87,5,7 88:12 104:20 123:23 124:11,18 173:18,20,21
changing (2) 15:5 24:1
charming (1) 109:5
chart (1) 175:2
chasing (2) 55:25 56:15
chat (2) 25:25 168:16
chatting (1) 80:3
checked (1) 161:15
checking (1) 86:7
checks (1) 161:18
chest (4) 101:12 119:9,14,16

child (1) 104:7
children (10) 27:24 62:9 63:20 67:22,23 68:11 103:20 104:4 106:8 123:10
chilly (1) 126:20
chip (1) 145:25
chips (1) 145:22
choice (3) 13:10 28:22,23
choirs (1) 109:6
choke (1) 99:24
choose (1) 28:7
chose (5) 24:13 39:14 40:21 65:1 164:5
christian (1) 62:13
christmas (7) 142:10 169:25 170:9,12,15 172:1,2
christmastime (2) 169:19,21
chronicle (1) 143:14
circulating (1) 132:7
circumstances (3) 90:24 103:5 105:23
cited (1) 22:6
cities (1) 22:25
citing (1) 21:17
city (2) 164:11,17
clarify (1) 19:14
clarity (1) 94:1
clean (2) 7:25 8:3
clear (10) 24:2 35:25 49:16 77:25 126:19 128:17 132:3,10 136:2 152:24
clever (1) 109:1
clock (1) 175:15
close (7) 33:10 53:25 67:5 85:16 86:13 143:10,11
closed (6) 40:18 41:8,17 79:15 122:22 146:17
closer (1) 31:15
clothes (10) 7:25 8:3 116:9 118:25 161:17 162:2 176:1 180:22 181:4,11
clothing (1) 126:23
club (2) 138:6,8
coat (1) 126:18
codes (1) 96:23
coincided (1) 115:19
cold (8) 17:19 31:10 33:13,22 37:12 43:3 78:21 126:20
colleague (1) 164:11
colleagues (1) 149:4
college (1) 4:6
colouring (1) 17:4
combination (3) 137:15 139:3 145:25
come (48) 1:12 8:9 11:13 15:1,3 18:15 23:23 26:11 31:15 44:14 62:21 63:3,3 70:11 73:16 82:13 88:4 90:6 97:16,16,19 101:2 102:4,22,24 103:2,6 104:8 108:14 112:18 116:3,8,9 122:3 130:22 132:12,16 135:5 139:14 140:3 144:16 148:17 151:20 156:2 165:16 175:12 176:18 179:2
comfort (9) 41:6 48:16 77:19 151:2 167:11,21,23 179:22,24
comfortable (5) 1:13 59:5 126:19,24 135:6
comforting (1) 168:1
comfy (3) 75:11,22 76:3
coming (12) 22:3 32:4,9 35:3 37:3 79:24 89:22 90:4 114:11 118:4 120:25 134:17
comment (2) 79:2 84:8
commentary (1) 94:11
commentator (1) 94:12
comments (2) 84:17 85:2
commission (6) 80:14,16 95:4 97:24,25 118:2
committee (1) 136:15
common (1) 155:5

communal (1) 152:13
communicate (7) 32:17 33:14 41:15 42:1 78:3,23 95:6
communicating (2) 72:5 78:1
communication (22) 31:9,13 35:20,23 40:7,9 41:22 42:14 43:1 61:10,12 88:7,18 119:18 120:16 123:2 125:13 146:18 147:13 151:6,7 182:8
communicator (1) 95:2
community (25) 8:25 9:19,25 25:22 26:22 61:19,24 100:13 122:2 136:11,12,23,24 138:5,14 139:2,17,18,19,20 140:9 141:4,22 154:16 180:15
communitywise (1) 142:17
company (1) 150:22
compare (3) 40:7 44:9 56:12
compared (1) 152:22
comparison (1) 164:25
compassion (1) 162:12
compassionate (1) 168:9
compensating (2) 93:2 100:23
complaining (1) 91:15
complaint (4) 126:5 153:15 167:19 177:22
complaints (2) 152:19 154:25
complete (2) 141:8,20
completed (1) 99:9
completely (1) 179:19
complex (1) 16:20
comply (1) 20:20
compromised (1) 130:17
concern (2) 30:19 52:1
concerned (7) 36:15 37:25 38:20 52:10 94:2 110:23 177:17
concerns (3) 9:20 38:3,10
concert (1) 39:24
conclusion (2) 130:14 133:14
condition (14) 4:16,18,23 5:15,18 11:25 62:18 77:25 80:16,18 81:18 82:7 85:24 95:5
conditions (2) 123:17 155:20
confined (1) 132:10
confinement (2) 148:22 152:14
confirm (3) 1:18 44:13 60:2
conflict (1) 55:8
conflicting (1) 130:3
confused (10) 33:4 38:8 41:23 43:14 46:11,13 120:25 129:23 176:11,19
confusing (12) 15:8,20 23:19,25 24:9 30:23 31:3 42:17 49:24 50:4 54:21 57:16
confusion (5) 46:16 54:20 121:18 130:3 160:17
connect (1) 41:21
connected (1) 136:14
connection (3) 153:2,4 166:25
connections (1) 163:14
consecutive (1) 153:16
consequence (1) 27:8
consequences (1) 11:3
consider (2) 118:4,20
consideration (2) 24:24 126:22
considered (2) 23:8 105:15
considering (2) 5:15 53:3
consistency (1) 81:15
constant (1) 88:12
constantly (3) 84:19 91:14 100:18
consultation (1) 99:16
consulted (1) 156:21
contact (31) 1:23 49:22 56:17 59:13 66:19 71:22

86:15 95:23 122:16 123:7 127:17 129:11 133:3 134:1 147:16,25 149:13,21 152:10,13 153:5 154:4 160:8,13 169:5 170:6 172:4 173:10,13 178:1 182:3
contacted (2) 49:19 117:3
contacts (1) 131:11
contemplate (1) 127:16
content (2) 135:10 165:14
contention (1) 62:25
context (4) 52:2 62:22 72:25 163:20
continually (1) 95:8
continue (11) 18:7 31:5 55:2,16 110:9 121:13,14 130:22 133:1 134:2 155:19
continued (5) 46:22 67:4 133:3 165:4 173:16
continuing (1) 104:2
contracted (1) 50:21
contrary (1) 89:19
contrast (2) 165:17 166:20
contributed (1) 132:1
control (4) 66:25 73:25 89:11 98:4
conversation (5) 146:2 147:21 154:15 162:4 166:17
conversations (1) 37:16
coordinated (1) 174:14
cope (5) 81:12 114:3 118:12 149:9,10
copy (1) 156:18
corner (1) 80:4
correct (27) 1:4 2:1,18,19,22 3:11,20,21 4:4 5:3 8:18 19:16 24:8 39:20 46:5 49:3 57:9 64:7 89:11 110:3 111:4,11 136:7,8 137:6 166:21 182:12
corridor (6) 77:8,12,13,13 80:2 132:15
corridors (1) 83:12
cortical (1) 60:22
costs (2) 130:10 133:25
couldnt (45) 6:3 16:5 17:9 29:6 31:14 32:17 33:5 34:9 35:18 40:3 56:2 63:17,18,18 66:7 69:7 70:13 72:2 74:11 78:15,24 79:14,20 89:12,17,17 92:24 93:12 104:18 106:7 114:6 116:3 119:23 124:20 129:3 147:19 152:5,21 154:5 155:19 159:17 161:15 169:20 181:5
council (1) 75:3
counteradvice (1) 173:7
country (1) 57:24
counts (2) 25:4,8
couple (7) 5:24 7:17 73:7 106:23 112:24 173:25 176:23
course (8) 4:5 55:17 62:21 94:6 96:6 97:4 105:10 158:2
covered (5) 4:12 96:10 107:16 152:20 166:8
covid (48) 6:9 8:13 14:20 16:22 18:10,12 20:3,22 22:9,21 25:22 26:4,17 27:13,16 29:4,24 36:19,24 43:10 49:3 50:20,21 59:24 76:15 80:10,23 90:22 91:5,8,11 93:1 94:5 98:7,16 100:15 103:22 106:11 109:13 115:20 119:8,16 120:7 129:4 132:7,9 148:12 149:12
cpn (6) 160:16,19,21 173:12,19,22
cpns (1) 160:9
creative (1) 109:3
cried (1) 42:2

criminal (2) 84:11,16
crisis (1) 177:20
criteria (2) 45:23 123:17
cruel (2) 131:5,11
cry (3) 32:24 33:2 55:4
crying (4) 31:17 167:8,9,13
cuddle (9) 150:8 168:13,22,25 169:15 170:13 179:20 180:16 182:17
cuddles (2) 179:15 180:17
cummock (8) 137:16 138:2,5,6 139:12 143:14 150:20 160:11
cup (2) 112:13 140:1
cupboard (2) 96:19,23
cups (1) 141:22
currently (1) 107:1

D

dad (61) 2:21 68:15,16 73:10,19,20 74:2,11,14,19 92:6,7,22,25 103:23,25 104:12,22,24 105:1,2,2 108:22,24 110:12,20,22,25 111:15,18,20,21 112:2,15,23 115:2,16,19 116:10,15,17 117:5 118:19 120:10,12 123:10 125:25 126:14 127:13 128:6,11 129:16 130:22 133:1,5,11,22 136:18 137:11,12,20
dads (9) 74:9 116:9 118:7 122:25 127:9 128:22 131:14 148:3 151:13
daily (1) 98:2
daft (3) 12:7 51:22 149:13
damage (7) 3:10,14,16 4:16 10:22 14:11 180:9
damaged (2) 152:15 180:10
dance (1) 112:24
dances (1) 109:6
danger (1) 84:14
date (4) 40:25 76:21 142:16 143:18
dates (3) 18:11 50:16 70:19
daughter (18) 62:9,12,13,19,22 63:23 92:15,18 104:6 135:25 145:16 147:20,22 151:13 165:15 166:9 170:2,9
daughters (1) 150:8
day (44) 17:3 37:2 52:15,21,24 53:4 65:23,25 66:2 68:14,15,18 69:24,24 70:12 71:8 72:13

decisions (4) 57:17 156:22
163:22 176:5

decline (9) 10:19 35:13
46:22 52:6 83:4,5 103:23
117:17 131:19

declined (3) 7:12 46:19
52:11

declining (2) 9:12,18

deemed (1) 140:12

deep (1) 23:6

definitely (8) 10:14,21 13:1
15:16 22:5 24:9 38:23 88:3

definition (1) 172:7

degrading (1) 32:19

degree (5) 55:11,13,14
79:22,23

delaying (1) 177:18

delivery (2) 32:9 144:10

dementia (25) 7:7,21
25:2,4,5 28:19 31:2
34:8,14,19 35:12 37:7
42:10 46:12 60:22 63:6
68:12 72:1 84:3 109:16,19
113:11 114:4 118:7 132:1

dental (2) 51:24 122:2

dentist (3) 113:4,8 121:10

denture (1) 122:3

dentures (3) 121:21,25 122:1

department (8) 157:8,12
158:12,13,19,19 163:14
164:8

depend (1) 72:17

depended (2) 24:12 87:17

depending (1) 81:2

depersonalised (1) 181:16

depth (1) 30:8

describe (4) 136:22 162:8
168:2 169:4

described (4) 80:16
154:18,19 159:14

designated (4) 80:7,17 81:7
132:25

despair (1) 163:4

desperate (1) 42:11

despite (2) 53:13 120:6

destroyed (1) 181:6

detail (5) 61:2 64:25 65:9
99:21 169:4

detailed (1) 150:16

details (1) 59:13

deteriorated (4) 7:23 28:19
104:10 171:25

deteriorating (2) 25:11 171:6

deterioration (5) 7:20
150:13 154:6,9,11

determine (1) 23:15

devastated (1) 93:25

developed (1) 44:4

developing (1) 167:3

developments (1) 113:11

device (5) 41:12,21,24 42:8,9

diabetes (18) 113:5,5 136:19
137:13,18,23 138:1,21
142:25 144:12,23 171:10
173:5 178:10 181:20,22,22
182:1

diabetic (3) 143:25 144:25
172:16

diabetically (1) 143:25

diagnosed (9) 3:9 4:22 60:21
63:5,12 99:4 109:16 118:9
137:18

diagnosis (3) 61:15,18 62:8

didnt (90) 4:19 6:18 9:22
16:17,21 25:9 28:22
33:4,7,8,23 34:21,22,25
35:3,11,22 36:3,5,5,12
37:11 38:5,14 39:1 40:12
42:7 43:8,16 45:19
46:10,18 48:23 50:25
53:21 56:24 66:24 67:1
69:3,15 71:20 72:20,21,22
74:7 77:5 78:21 79:1,4
91:17 93:16 95:21 96:16
97:9 98:16,21 101:7
104:13,17 106:2 108:25

113:16 114:5,21 115:9,13
117:7,11 118:12 121:6
126:17 143:5 147:8 148:17
150:24 152:17 159:3
160:4,18 162:16 167:23
168:3 173:7,10,13
178:16,23 179:3 182:25

died (17) 2:17,21 160:73-9
76:15 103:16 136:18,24
137:5,11,13,20 174:9
176:9,21,22 181:22

diet (2) 137:19 145:15

dietician (5) 121:11
172:18,20 173:1,5

difference (15) 10:13 15:11
16:11 41:2,3 52:16 114:15
132:23,24 133:2 145:10,17
146:3 171:14 174:11

different (40) 5:12,13 6:5,5
15:16,17,19 22:3 23:1,2,20
24:10 28:10,13,22 30:25
39:7 42:4 44:8 46:16
54:10,11,15,15,17,22,22
55:25 57:12 73:11 82:5
114:17,18 146:6,7
155:11,11,12 163:10
165:19

difficult (34) 5:1,5 7:6 13:6
16:19 19:25 20:15 31:14
35:5,9,23 39:4 41:11 48:17
65:15,17 86:17 90:13
91:24 98:24 118:14
120:13,15 139:8,12 140:17
146:19 149:19 154:23,25
157:25 168:15 169:9
171:10

difficulties (5) 10:15 31:9
41:10 42:8 169:4

difficulty (2) 86:19 139:3

dig (1) 23:6

dignified (1) 33:24

dinner (5) 68:20 72:22 85:7
95:18 96:5

dip (2) 10:24 17:6

dipped (1) 173:17

dips (1) 26:6

directed (3) 85:4 162:18,22

directly (2) 15:15 132:17

disability (3) 1:25 138:9,13

disagreements (1) 12:24

disappear (2) 7:9,9 176:2

disappeared (2) 30:20 98:14

discharge (2) 28:17 29:6

discharged (1) 3:23

disconnected (1) 154:17

discretion (1) 24:5

discriminated (1) 152:6

discuss (1) 8:9

discussing (1) 117:5

discussion (5) 35:25 48:11
53:16 124:8 155:21

discussions (1) 111:18

disease (1) 2:18

disengaged (1) 161:16

disinfected (1) 34:11

distance (7) 15:21 17:19
35:16 92:25 143:9 154:20
166:10

distanced (1) 43:2

distinct (1) 114:15

distinction (1) 138:15

distraction (1) 32:13

distraction (1) 34:19

distress (1) 33:18

distressed (14) 33:7 34:6,18
77:11,24 78:7 82:11 83:21
84:13 100:12 101:11
104:16 105:4,8

distressing (11) 31:3,7,16
33:10 41:25 42:3 61:1
99:19 150:25 167:11,24

district (7) 100:14
102:2,9,10,12,16,22

diy (1) 109:4

dnacr (1) 99:10

docile (1) 78:2

doctor (11) 51:15,20
85:12,13,15,16 86:10
93:5,6,13 99:8

doctors (4) 62:7 102:23
160:9,10

document (1) 39:21

documents (3) 107:4,6,11

does (10) 10:17 29:2
50:14,24 70:10 72:17
75:20 147:1,2 149:17

doesnt (5) 19:12 69:8 86:4
155:10 168:19

dog (7) 48:9,12,14 85:19,19
96:21 97:2

dogs (1) 85:20

doing (25) 13:8 27:15 42:5
46:9 47:3 48:6,24 59:23
64:8 85:2,7 87:20 97:1
105:1 106:8 132:8 150:2
151:17 152:24,25 155:9
159:2 177:20,21 182:24

done (18) 26:8,12,18 27:3
31:18 66:23 82:24 86:8
92:6 97:22 129:18 133:6
141:1 143:22 173:19 176:5
181:8,9

dont (58) 4:11 6:15 14:3
19:2,8 20:8 22:3,18 26:1
30:7 35:12 36:2,13 38:11
46:23,24 49:12,14 53:15
58:11 59:17 61:1 62:4,12
64:24 65:9 70:12 76:8
77:6,17 78:5 85:13 86:25
87:2,15 89:5 95:13
98:1,16,18,20 99:20
101:2,23 102:8 104:15,24
107:18 115:1 118:15
124:15 125:16 130:11,13
165:24 175:4 177:10
180:23

door (5) 63:15 89:13 96:20
119:2 128:6

doors (2) 85:18 153:24

dos (1) 97:21

dose (1) 174:24

double (2) 78:15 174:24

doubleglazed (1) 78:24

down (41) 16:13 17:7
34:7,20 35:1 43:15 66:1
68:4 73:16,17 75:18 81:6
82:12 85:18 93:18 95:17
98:22 101:2,7 102:23
115:4 116:4 124:19 125:25
126:15,17,21 127:1 128:7
135:6 142:9 143:2,6 150:6
153:16 157:15,17 159:18
169:5 174:7 181:15

downhill (2) 66:18,21

downsize (1) 137:6

dressed (3) 126:11 128:8
171:2

drink (4) 39:25 69:2 96:13
97:11

drinking (3) 3:17 4:19 10:24

drive (2) 92:11 130:7

driver (1) 102:1

drivers (1) 32:9

driving (2) 93:11,16

drop (1) 64:9

drove (1) 90:2

dry (2) 100:9 101:11

due (11) 5:17 9:24 26:8
29:24 50:12 62:21 95:5
103:22 131:21 164:8
181:22

duncan (11) 58:25 59:2,4,8,9
60:8 95:1 107:3,15,20
184:6

during (28) 2:5,11,17 4:1
7:19,22 8:5 16:22 18:8
20:3 28:11 30:17 48:17
66:10 77:10 92:1,4 94:5
106:7 113:10,18 116:17
121:17 130:16 156:13
166:14 181:12 182:25

duty (2) 110:23 122:11

dying (7) 73:19 99:22 100:13
141:12 149:14,18,18

dynamic (1) 108:24

E

earlier (11) 58:3 92:15
103:19 116:12 126:25
132:18 134:12 170:15
172:14 174:12,13

early (7) 49:5 64:2,3 79:9
88:25 128:19 169:21

east (3) 136:10,18 152:20

easter (1) 142:9

easy (1) 75:10

eat (9) 69:11,11,11,12 144:9
171:13,16,23 172:12

eaten (2) 72:22 96:15

eating (12) 69:7 91:24
95:22,22 105:8 137:22
144:8,11,23 145:12
174:16,16

edinburgh (11) 6:4 13:13
21:5 23:4 24:22 25:3 28:6
36:8 39:7 56:2 92:23

education (2) 55:10 108:25

effect (1) 27:12

effective (4) 33:15 42:11
43:16 166:22

effectively (1) 63:25

effects (1) 104:4

efficient (1) 145:22

eight (7) 115:3,11
116:11,15,17,25 117:13

either (9) 33:15 35:21 49:5
74:18 78:11,21 115:6
150:3 167:23

elderly (4) 5:4 7:2 84:22
114:2

eldest (5) 63:23 68:15 92:1,6
103:24

elizabeth (4) 58:25 59:2,9
184:5

else (15) 39:13 55:17 76:15
88:1 91:10 96:20 98:21
107:16 115:16 116:21
127:7 128:17 154:10
161:10 162:8

elsewhere (1) 62:3

email (13) 21:17 23:13
44:8,12 45:17 50:10,19
51:19 86:9 87:21,24
97:12,15

emailed (2) 19:2 50:23

emailing (1) 123:20

emails (3) 67:8 97:14 107:4

embraced (1) 140:20

emergency (5) 144:13,16,18
146:9 172:14

emi (2) 113:25 114:1

empathy (1) 58:6

employed (3) 59:14 67:11
164:7

employer (1) 59:17

en (1) 123:13

enable (1) 165:10

enabled (1) 80:12

enclosed (1) 162:6

encourage (2) 42:15 171:15

encouragement (1) 145:19

encouraging (2) 51:22
171:23

end (19) 32:24 47:4,23
48:1,19,22 54:1 71:12
116:25 118:8,10 132:4,15
144:15,19 153:25 156:12
162:5 175:17

ended (4) 7:8 99:8 112:2
127:18

endoflife (1) 179:6

enemy (1) 131:8

energetic (1) 108:24

enforcing (1) 161:7

engage (2) 147:21 157:9

engaged (2) 140:19 146:20

engagement (6) 145:6,7,12
146:3,6 162:2

engaging (4) 91:16 141:6
160:21 162:4

enhancing (1) 141:5

enjoyed (4) 11:21 53:4
128:15 179:21

enough (5) 38:1 73:3 106:21
180:6 182:5

ensure (1) 57:24

entitled (2) 49:25 130:6

environment (4) 30:24 61:23
64:14 164:20

equal (1) 155:10

equally (4) 162:24 167:22
170:19 173:5

error (1) 19:14

escape (1) 132:14

especially (1) 84:17

essential (34) 18:14,20
19:2,9,15 20:14 23:9
43:21,22,24
45:15,19,20,22,24
46:3,3,10,20,25 49:8,10
50:5,22 51:1,10 95:8
144:22 145:1,2,9 171:8
172:6,8

essentially (1) 3:4

establish (1) 179:4

even (17) 3:18 30:14,18
33:19 35:16,24 67:3 68:7
71:17,23 72:7 80:14 93:8
134:3 143:3 150:22 151:1

evening (1) 140:4

evenings (1) 112:12

event (1) 122:15

events (1) 115:19

eventually (18) 12:11,18
27:9 32:6 39:5 40:16
45:1,5 47:19 52:18 74:3
92:12 93:17 98:20,23
117:16 151:11 174:9

ever (14) 4:23 17:1 20:13
22:9 23:3 36:12 78:2 91:16
94:9 95:14 97:14 147:5
174:8 180:17

every (23) 17:3 21:8 25:4,8
33:20 36:22 65:22 67:24
71:18 72:13 79:18 80:25
82:6 84:12 92:14 99:10
100:12,20 102:4 105:2
106:12 146:15 147:10

everybody (5) 81:11
84:25,25 118:13 174:5

everyone (5) 37:1 55:17
113:3 123:12 130:7

everything (3) 63:18 133:6
144:7

everywhere (1) 32:10

evidence (12) 2:3,11 21:20
50:8 59:19 60:2,4 95:11
108:8 135:13,23,24

evidencing (1) 50:11

evolve (1) 16:7

exact (1) 70:19

exactly (2) 36:25 105:7

example (3) 8:25 20:14
128:18

exceptions (1) 13:24

excited (1) 11:20

exclude (1) 160:1

exercise (4) 10:16 51:15,21
83:6

exercised (1) 148:22

exercises (1) 51:22

existed (1) 156:18

expand (2) 33:2 169:7

expect (1) 6:16

expected (1) 20:22

experience (18) 6:10 65:4,5
68:1 89:9 99:21 122:18
109:9 110:7 112:6 121:21
122:16 132:8 133:15
145:23 159:18,19,21
164:23 165:19 180:9

experienced (1) 86:20

experiences (1) 162:25

explain (9) 18:1 23:16 64:23
65:12 82:2,7 84:9 157:10

178:5

explained (4) 69:16 143:9
157:19 178:10

explaining (2) 50:23 97:12

express (3) 74:10 161:4
162:11

expressing (1) 163:3

expressions (1) 35:18

extended (1) 124:16

extensions (1) 55:21

extensive (1) 125:22

external (1) 128:6

extra (3) 27:7 54:4 55:21

extremely (12) 5:17 9:3 16:8
30:23 31:3,7 33:7 35:5
41:11 54:21 77:4 91:4

eye (1) 170:6

eyes (4) 61:5,7,8 181:6

eyesight (8) 61:4 68:4 84:3
136:19 137:14,17,25 139:4

F

face (9) 23:3 27:8 35:25
80:4,6 108:3 146:25
161:16 176:1

facebook (7) 81:14 87:10
146:21,25 151:6 170:19
171:4

facebooking (2) 150:2,3

facet (1) 15:23

facetoface (6) 145:10
161:20,25 169:20,22
173:10

facial (1) 35:18

facilitate (3) 47:17 57:6
120:16

facilities (2) 71:21 116:4

facility (3) 114:8,23,24
161:14,23 24:19 27:4 31:1
33:5 36:23 37:15 38:9
39:23 48:14 52:17,25 53:5
55:8,9 56:4 57:18,19,25
63:7 64:4 67:22 85:1 90:9
109:7,23 110:9 111:16
112:7,17,21 127:7,17,21
130:13 131:12 133:11
134:1,3 135:16 139:5
152:7 154:1 159:11 170:12
180:14 182:3,9,13,15

fantastic (8) 64:12 66:6
67:12 68:14,22 77:15
100:14 105:22

far (12) 20:5,8 36:8 37:6
38:15 39:2 46:18 76:7,8
88:18 94:2 117:15

farce (2) 177:1,2

faster (1) 124:11

fat (1) 145:15

fatal (1) 174:25

father (20) 61:22 68:12
73:8 9:10,14 74:18 92:4
104:3,16 108:8 19:20
109:9 110:7 112:6 121:21
122:16 132:8 133:15

fathers (3) 111:3 131:18
132:4

fatigue (1) 83:9

fault (1) 127:4

faulted (1) 67:16

favourite (1) 128:22

fear (1) 162:11

fears (1) 10:19

features (2) 154:18,19

february (5) 6:1 49:5,8 50:21
145:14

feed (3) 69:2 85:1 95:21

feedback (3) 38:6,18 176:17

feel (33) 13:9 16:16,17 29:19
33:23 56:24 58:5 72:25
84:11,16 85:4 86:19 88:10
89:5 113:17 115:14 117:7
118:12,16,18 122:8 131:13
133:20 155:22 159:3,7
162:23 173:7,23 180:1,12
182:23,25

feeling (7) 16:14 17:7 21:25
35:15,15 130:12 172:1

feet (1) 166:16

feisty (1) 138:4

felt (70) 17:21 18:21 23:14
24:7,15 26:7,8 32:11 35:13
37:6 55:24 67:10,12
58:5,6,8 53:17 71:5
83:15,22 87:19
88:14,16,17 100:20 110:24
113:22 114:6 118:8 119:23
127:16 130:20 131:4,4,11
133:3 139:6 145:3 149:22
151:1 152:4,5,10,14,16,24
155:18 156:21 157:2,7
159:4 160:1 164:19,20
166:4,22 168:4
169:5,24,24 173:4 174:6
177:13,15 178:12 179:13
181:11,14,23 183:1

fence (4) 148:3 151:12,13
154:

flesh (2) 122:20 126:2	gale (12) 58:23,24 59:3,5,6,7	glasgow (6) 13:13 21:6 23:4	108:25 122:20 123:1,1	57:17 60:3 84:14 87:22	26:5,11,18,20,21,24	178:1,19,20 179:13
flexibility (4) 25:14 48:21,22	64:19 76:16,17 107:19,23	24:23 25:4 56:2	124:3 127:23 130:7 139:10	106:1 115:16 120:6 121:21	27:3 18,21,22	180:18,19
151:17	184:7	glass (6) 43:10,14,15 93:10	greater (2) 165:22 166:24	127:15 135:25 140:10	28:5,8,11,14,14,17,20,21	hour (18) 12:12 13:18,20,21
flexible (2) 20:16 47:25	game (1) 58:11	172:5 182:4	greatest (1) 94:9	141:20 145:18 146:2	29:6 30:1 31:25 32:3	14:2,7 17:13 18:2 37:18
floods (1) 92:11	gap (1) 141:9	glimpse (1) 147:18	grew (2) 6:4 39:22	149:12,15,21 150:12 154:3	33:8 9 34:23 24:25 36:8	51:5 81:5 103:4 112:13
floor (4) 40:20,23 78:12	garden (54) 12:11,19 13:19	goes (4) 26:21 37:17 76:6	ground (4) 40:20,23 78:12	155:17,17,25 162:12	37:21 38:4,7,10,20,25	126:8,12 128:4 177:7,8
128:5	14:7 15:18 17:11,13,14,19	177:14	128:5	168:22 169:18 171:15	39:6,7,10,13	hours (9) 9:11,14,16,17
flowers (1) 150:6	18:4 30:10,14 31:5,6,10	going (94) 2:20 8:25 9:1,6	groundfloor (1) 165:12	179:9 181:4	40:4,8,12,13,13,16,21	34:12,17 102:4 128:20
fluids (1) 100:11	32:5,6,22 33:13,23 37:10	10:16 11:6 12:17 14:13	group (7) 23:21 56:8	head (10) 4:14 9:13 22:20	42:2,22 43:9,19,23	175:11
focus (3) 8:10 55:12 182:8	42:19,22 45:4,7 48:1 51:6	16:14 17:10 21:13 26:3,11	124:2,13 162:22,23 174:7	25:7 50:17 85:22	44:7,9,10,23 45:14	house (9) 7:1 27:14 53:18
folks (1) 136:15	98:11,11 109:5 124:25	28:17 29:21,23 32:13	groups (6) 15:5 18:22 20:10	124:19,21 125:10 168:18	46:7,15,15 47:7,9,11 48:11	66:3 100:17 104:7 110:22
follow (2) 87:16 177:7	125:19,20,20 126:9,11,14	34:23,24,25 35:4 36:20,25	54:19 55:24 56:15	head (1) 19:12	49:2 50:3,19 51:22,23	137:12 139:13
followed (5) 96:21	127:25 129:2,5 148:5,6,7	37:1,21 38:6,9 39:15 46:17	growing (1) 12:1	health (57) 2:24	52:3,5,20 53:2 56:8	houses (5) 71:4,5,8 89:10
124:23,24,25 148:12	151:17,20,22 153:8,21	55:6,8 56:11,20,21,22	grown (1) 68:23	10:15,17,20,23 13:4 14:5	57:5,15 59:20 63:6 64:7,20	90:21
following (10) 22:14 43:20	154:2,2 158:1 166:7,7	69:25 70:5 71:4,5,7,25	guardian (2) 13:7 54:13	16:11 17:6 20:18 21:25	65:1,7 66:4,16 67:4 68:24	however (8) 54:14 91:6
49:19 65:8 70:2 91:25 97:6	182:5	74:7 77:18 78:8 79:16	guardianship (3) 4:2 6:18,20	22:4,14 24:14 26:6 41:16	69:9 70:4 72:4,8	105:19,22 118:9 157:23
101:14 103:19 176:16	gardens (3) 52:24 68:7	86:9,25 89:13,15,16 90:20	guidance (57) 14:4,5,6	46:19 50:2,12 54:12 57:14	73:8,11,13 74:22 77:14	177:12 181:23
fondly (1) 104:23	125:22	94:3 95:14 96:9	15:5,12 20:18 21:11,18	58:9 79:14,18 80:13,15	11:10 79:19 80:19	howling (1) 77:20
food (11) 69:8	gate (6) 31:11 33:13,23	100:1,16,25,25 101:12	22:6 23:6,10,10,16,20	91:13,18 95:4 105:17	84:11 85:18 86:2,5	hows (1) 105:2
96:14,15,17,25,25 97:8,8	37:12 42:24 78:14	102:17,25 103:3 105:3,7	24:1,1,3,4,6,24 30:22 36:4	111:20 115:25 119:4,11	87:1,9,11 88:8,10 89:2	hsc0049 (2) 108:12 184:8
143:4 145:6 171:21	gates (1) 31:23	106:3,3 112:4 114:7,14	41:16 43:12 46:16 47:15	129:15,19 131:10,18,24,25	94:10 95:8,21 98:7 99:9	hug (4) 17:16,21 33:19,21
foodrelated (1) 144:4	gather (1) 161:25	115:19 118:11,13 119:19	48:6 49:23,24 52:18	135:19 152:3,15,20 153:3	102:21 104:5 105:5,15	huge (3) 131:9 132:24 133:2
foods (1) 99:24	gave (9) 63:12 101:25	121:18 127:20 134:16	56:17,19 57:11,19 79:7,11	155:1,6 159:13 161:13	106:15 109:18,20,22	hugely (2) 113:16 117:20
foot (1) 75:18	141:8,19 154:22 162:20	141:10,16,22 143:5,7	87:3,6,7,15 88:12,12,22	162:2 166:25 171:6,17,25	110:10,25	human (4) 105:18 152:9
forced (2) 110:16 183:1	164:13 174:23 175:9	144:15 146:8 147:9 154:16	124:21,22 129:14 130:6	174:19 180:11 182:2	111:7,8,11,14,22	155:3,9
forever (2) 45:21 180:7	general (4) 115:23 116:12	158:2 163:9 171:1,11	149:4,6 153:11 155:3,7	healthbased (2) 160:23,23	112:4,5,6,10,17	humans (1) 155:8
forget (1) 92:22	130:2 148:24	177:12 178:17,22,25 180:6	159:24 160:3 162:11,18	healthcare (1) 173:7	113:10,12,19,21,25	husband (19) 60:7 63:22
forgot (2) 69:19 96:8	generally (9) 76:13 129:25	golf (1) 92:21	183:2	hear (9) 15:4 20:9 33:12,14	114:12,14,16,16,16,17,22	68:12,24 70:13,15 73:7
form (9) 3:19 8:21 14:13	142:5,11,14 143:19	golfer (1) 62:23	guilt (2) 118:18 180:12	35:21 41:19 54:23 78:24	115:6,6,8,9,10,12,13,17,19,24	82:23 85:10 86:6 89:12,18
17:8,12 18:3 21:3 41:22	156:17,20,23	gone (12) 33:5 96:3 115:2	guilty (2) 118:17 180:2	178:15	116:10,18,22	90:9 105:24 106:11 118:9
60:22	gentle (1) 51:22	116:1,6 117:18 122:23		heard (7) 4:17,23 72:15,24	117:6,9,14,22,25	130:16 137:5 158:24
forth (1) 178:25	geography (1) 157:17	143:2 154:7 161:6 172:23	H	80:5 88:21 182:23	118:2,19,24	husbands (1) 84:22
forthcoming (1) 18:25	gestures (1) 122:25	178:7	habit (1) 88:20	hearing (7) 15:15 20:3 35:23	119:2,3,6,7,18,25	hyperbaric (1) 61:21
fortnight (2) 123:5 128:3	get (93) 3:1,21 6:10 9:18	good (39) 1:5,9,12,18 14:24	hadnt (20) 13:2 22:5 26:10	41:9,9 42:8 123:1	120:3,8,19,20,22 121:9,13	
fortunate (1) 86:23	13:16 21:5 25:24 26:4	20:7 27:15 43:4 46:23	50:14 73:23 85:23 94:14	help (21) 3:1,2,21 10:17 34:6	122:3,8 123:5,15,18,25	id (5) 82:25 85:13 93:9 97:4
fortunately (2) 164:22	29:5,19 32:13 34:5,18,23	55:22 56:9,10 58:18 59:4,8	117:10 125:2,10 140:18	40:14 49:20 55:21 110:11	124:2,7,9,12,17,23	147:19
165:12	36:9 38:18 39:12 40:2,15	65:4 67:6 72:2,21 81:25	144:23 159:20 161:22	111:15 112:15 114:9	125:2,7,14,14,18,23	idea (3) 157:5 158:6,8
forward (1) 153:18	43:13 44:17,17 45:22	90:21 91:4,21 93:6	163:15 175:2,7 178:21	117:23 129:14 131:9,25	127:19 129:10,11,18,22	ideal (1) 14:22
found (22) 5:23 18:22 35:8	46:13 48:6 53:2 64:5 69:2	108:4,11,14 126:2	179:13 183:5	144:12 157:9 171:16,17	130:10,18,25 131:21	identified (3) 108:17 153:9
53:17,17 63:16 68:20,21	72:19 78:7,7,14,22 79:13	134:10,20,24,25 135:5	half (16) 4:1 12:12	172:11	132:6,7,16,19 133:1 136:1	172:1
74:21 81:10,13 91:7	82:25 83:21 85:6 88:12	147:12,12 149:25 177:13	13:18,20,21 14:2,7 17:13	helped (8) 40:6,11 49:23	139:7,8,11 140:7,13,20,20	identity (3) 67:4 108:22
113:24 120:12 140:18	91:9 92:4,9 94:15 95:7	179:13 183:5	18:2 37:18 51:5 81:5 103:3	131:8,24 141:7,15 162:23	141:3 142:1 143:4,13	162:21
144:4,5,9 163:1 167:11,23	96:1,8,18,22,24 97:16	goodness (1) 169:16	126:8,12 128:4	helpful (2) 58:16 157:19	145:4 146:10,16,17,19,21	108:22
181:3	98:2,9,16,19 101:15,20,25	government (15) 14:4 15:15	halloween (3) 170:21,22	helping (4) 95:20 97:25	149:12,16 150:21 151:21	illegal (1) 168:22
four (7) 1:6 66:2,2 112:20	102:8,23 103:10 107:6,9	21:11,17 22:1 24:15 50:2	171:2	170:10 172:11	152:11,23 153:9	illness (7) 25:2,8 46:12 83:5
116:2,20 170:5	108:25 116:21 121:15,15	54:18 57:15 58:9	hand (4) 33:21 109:3 122:25	helpline (1) 49:21	155:13,14,24 156:7,16	105:25 106:7,12
fouryearold (2) 147:22,23	122:7 123:7 129:13 132:13	105:14,16 106:17 130:25	168:24	here (18) 2:3 32:10 38:9	157:10 159:23 158:13,20,20	illnesses (1) 106:21
frail (2) 7:3 161:15	140:2,12,11 141:3,3 144:11	164:9	handed (2) 96:14 97:10	49:14 54:7 60:7 70:11	159:1,18,20 160:9,11	im (6) 77:24 97:2,20 102:24
freely (1) 179:21	149:15 156:6 157:18	gp (20) 85:17,18 86:20,21	handled (1) 88:19	73:18 74:16 86:4 100:2,9	161:8 162:12,21 163:1,16	103:19 156:12
freeman (3) 152:2,8 162:10	160:14 162:1 165:21	102:9,19,19 103:5	hands (4) 20:21 66:16,17	101:20,23 103:11	164:2,16 165:4 167:19	image (1) 150:12
freezing (2) 33:13,22	166:3,19 171:8,16 175:13	119:9,20 160:19 172:17	169:14	169:14	168:1 170:16,18 172:9	imagine (5) 12:15 16:24
frequency (1) 123:7	177:7 178:22	173:9,10 176:14,15,17	hanging (1) 161:17	hanging (1) 161:17	173:20 175:13 176:10	17:17 27:20 33:9
frequently (5) 81:11,21	179:2,4,5,10,24	177:4,5,11	happen (22) 14:21 26:15	happen (22) 14:21 26:15	177:9,13,22 181:7	immediately (3) 73:14 87:10
112:19 128:1 146:20	getting (38) 7:8 11:1	gps (3) 86:22,25 102:14	36:3,4,6,20 39:1 48:2	helpful (4) 16:12 149:23	homely (2) 41:5 114:20	99:18
fresh (1) 139:21	15:18,19 23:3,24	gradually (1) 14:9	50:1,1 56:21 79:6 93:15	161:14 162:7	homes (52) 2:4 5:4,12,13	impact (15) 48:13
friday (8) 1:1 75:2 79:8,9	24:10,11,11,14 37:21	graduated (2) 1:24 55:17	100:25 106:3,3 110:17	hes (6) 72:19,19,20 91:23	12:8 15:17 16:8 18:19 25 20:5	54:6,11,16 55:10 57:17
88:22,23,25 89:1	38:1,5 39:3 48:24 61:5	gran (53) 6:19 30:1,14 31:12	123:3 128:1 143:5 153:5	100:2 105:3	27:21 28:9,10 29:1,11	103:18,20 117:14 137:2
friendly (1) 164:20	65:11 76:4 80:18 83:6,7,21	32:8,12,14,16,22,23,24	174:8	heyo (1) 85:10	38:14 54:11,18,23 55:25	138:22 156:14 172:25
friends (10) 56:5,7,23	86:20 91:20,22 95:23 96:7	33:2,11,20 34:4,5,5	happened (23) 6:9 14:20	hidden (1) 18:21	56:1,15,17,18 57:6	17:22 181:25
friends (10) 56:5,7,23	100:4 124:5 139:22 149:22	35:17,22 36:18 37:19 38:1	21:21 22:7 26:14 27:2 34:3	hide (1) 105:17	58:6,8,10 106:18	impacted (5) 131:14 137:22
141:16 142:13 149:4	151:3,4 162:4 171:10	40:2,11 41:2,8,12 42:6	36:2 46:7 97:13 105:1	high (2) 26:24 77:15	111:3,6,24,25 112:2	139:5 142:18,25
friendship (2) 55:24 56:14	176:19 177:18 180:21	43:13,25 46:9,15	114:10 122:15 123:24	highlevel (1) 120:4	117:3,24 124:5,13 125:1	impacts (1) 10:25
friendships (1) 139:20	gift (2) 34:11 150:12	47:1,10,14,16,23 48:7,13	132:5 142:19 146:12	highlights (1) 143:14	130:4,8 131:6 148:23,24	implemented (2) 24:13 124:11
front (3) 96:20 128:24	gifts (1) 128:14	49:3 50:14,25 51:14	165:17 174:12,13	himself (1) 99:5	149:3,13 163:23	23:20
157:25	girl (1) 101:24	52:16,21 53:2,8,14,21	175:15,21 181:2	hindsight (1) 93:7	164:10,12,14 168:14	importance (2) 155:6 159:11
fruit (3) 128:16,21,21	girlfriend (1) 92:12	56:20 58:4 148:1,4	happening (18) 34:24 37:21	hip (1) 83:24	181:12 182:10	important (23) 11:24 21:13
frustrated (1) 16:16	girls (2) 64:6 136:15	granddaughter (1) 180:16	75:5,19 88:9 103:11 124:6	history (1) 178:5	182:18	45:18 127:5,6,11,12,13,14
frustrating (2) 23:25 31:3	give (32) 2:3 5:6 7:9	grandma (15) 6:21 19:9	136:14 142:17 145:11	hoist (1) 84:1	180:3,4,7	139:17,18,21,24 141:21
frustration (1) 162:11	33:19,21,21 56:12 62:17	24:21 25:1,11 28:15 30:23	146:13,16 147:10 154:13	hoists (1) 84:1	182:18	143:18 147:17 153:2,3
full (8) 1:19 18:5 25:21 59:8	69:13 78:25 83:15 85:6	31:4,8,8,18 35:6 39:20	164:15 166:23 170:20	hold (3) 6:1 33:21 169:14	hope (1) 48:16	158:3 159:12,13 168:5
71:8 89:13 91:1 99:9	95:17,18 99:25 102:7	43:16 52:3	173:4	holidays (4) 68:19	142:10,10,10	182:9
fulltime (2) 63:25 64:20	108:22 128:14 129:1,3					

including (2) 133:11 135:16
 increase (2) 102:3,20
 increased (2) 28:18 123:8
 increasingly (1) 171:11
 independence (3) 9:2 12:1
 139:14
 independent (3) 7:2 9:6
 140:16
 independently (1) 47:18
 index (1) 184:1
 indicate (2) 72:14 77:10
 individual (3) 67:5 105:23
 132:25
 individuals (3) 3:19 8:22
 182:13
 indoor (4) 43:6 45:4 51:6
 127:25
 indoors (2) 32:7 43:13
 ineffective (1) 42:3
 infected (1) 72:22
 infection (13) 30:18 73:25
 89:11 97:1,3 98:3
 119:9,14,16 160:22
 176:11,12,13
 infectious (1) 128:20
 infirm (1) 114:2
 influence (1) 90:15
 informally (1) 143:21
 information (15) 1:23 15:1
 18:23,24 22:3 62:17 98:3,9
 108:22 123:15 124:1,3,5,8
 132:18
 informed (2) 86:8 176:14
 informing (1) 51:21
 initial (4) 56:18 109:22
 139:15 140:7
 initially (19) 9:20 10:9 46:2
 66:4 109:18 119:3 125:25
 138:23 139:12
 140:12,12,14 145:2,7,7,9
 146:21 151:21 172:10
 initiative (1) 140:21
 injection (1) 102:1
 injections (1) 102:7
 inquiry (14) 1:23 2:7 57:23
 59:13,18 60:1
 106:15,24,25 107:5,5
 135:9 182:18 183:9
 inside (10) 28:21 32:5
 40:19,24 80:12 85:6
 153:23 161:14 170:10
 182:5
 insightful (1) 69:22
 insisted (1) 81:4
 insofar (1) 61:4
 inspectorate (4) 29:14
 140:21 152:4 155:1
 instances (1) 167:20
 instantly (1) 25:25
 instead (2) 34:9 87:20
 institutional (2) 181:9,13
 institutions (1) 111:4
 instructed (1) 75:3
 instruction (2) 124:21,22
 insulin (3) 137:25 174:24
 175:9
 intention (1) 14:9
 interaction (3) 129:10 147:4
 154:8
 interest (1) 165:22
 interested (1) 103:20
 interesting (2) 71:11 84:8
 interim (1) 29:9
 interlinked (1) 174:17
 internal (1) 125:5
 interpret (1) 57:11
 interpretation (6) 148:21,23
 149:3 152:22 160:2,5
 interpretations (1) 149:5
 interpreted (1) 153:8
 intervening (1) 50:25
 into (72) 3:8 10:1 19:22 23:6
 24:19 25:5 26:21 29:3
 30:1,8 37:16 39:13 40:16
 44:1 47:15 52:5 57:11
 64:19 65:13,20 68:23 70:5

71:4,5,7 74:23 81:1
 82:9,15 85:18 86:25 89:10
 90:2 91:5,10 94:10
 96:14,23,24 97:15 100:16
 101:8 105:23,24 111:11,22
 113:12 115:19 116:6,21
 119:21 121:15 122:3 130:9
 132:14,17 135:12
 136:17,20 139:8,11 156:7
 161:6 164:2 165:4 169:2
 172:9 175:13 179:5,8
 181:6 183:2
 introduced (2) 80:9 150:15
 introduction (1) 122:17
 investigation (1) 175:1
 involve (1) 160:16
 involved (10) 5:8 8:25 53:13
 62:19 111:16 172:16,17
 173:9,12 182:9
 ipad (7) 15:23,24 71:23
 120:22 147:18,22 161:21
 ipads (4) 71:22 72:1 147:5
 161:23
 isnt (2) 3:16 177:6
 isolate (3) 30:7 75:10 165:7
 isolated (10) 62:0,9
 149:10,21 152:6 162:24
 isolating (1) 16:12
 isolation (4) 30:13 89:5
 120:11 149:8
 issued (2) 124:22 149:6
 issues (4) 4:21 8:17 73:12
 119:11
 issuing (1) 88:22
 items (1) 118:24
 its (37) 6:20 15:25 19:5,6,11
 20:6 26:15 29:19,24 41:12
 51:17 57:13,15 60:3 66:5
 72:14 73:21 85:10 86:17
 87:4,14 91:9 102:4 104:8
 110:3 111:11 118:14,14
 133:14 134:11 144:4
 153:2,3 158:17 159:6
 170:25 175:4
 ive (2) 4:11 97:18

J

jack (1) 48:7
 jail (1) 42:25
 james (1) 60:8
 january (6) 49:5 50:15
 144:21 145:3 169:21
 174:23
 jeane (3) 152:2,8 162:10
 jim (61) 60:10,14 61:4
 63:5,18 64:19 65:1,10
 70:6 71:20,23 72:8,12,21
 73:21,22 74:7,12,18 75:5,7
 76:21 77:6,10 78:1
 81:16,21 82:9,17 83:18
 84:1,3,12,13 85:21,25
 86:20 91:12,18,20 93:3
 94:2,11,13 96:7,12,24
 98:16 99:3,22 100:19,19
 104:9 106:2
 jims (16) 62:18 67:9 68:18
 74:8 80:16 82:7 85:12,24
 86:10 92:13 95:5 96:4
 99:18 102:6 103:8,9
 job (6) 42:5 63:12 70:24
 71:7 90:14,20
 joined (3) 124:2 125:15
 173:8
 joking (1) 97:25
 judgement (1) 164:23
 judges (1) 145:22
 july (11) 148:2,18 151:10,21
 152:8 153:7 154:4 156:20
 157:1 161:12 162:10
 jump (1) 144:15
 jumping (1) 171:5
 june (3) 28:6 110:17 111:12
 justifying (1) 50:10

K

keel (1) 143:3
 keen (1) 136:25
 keep (10) 11:25 15:9 20:7
 23:25 93:19 105:18 120:15
 140:6 142:16 176:14
 keeping (1) 143:18
 kept (4) 104:7 105:20 106:1
 130:10
 key (8) 147:12 149:25
 164:19 173:23 174:16,16
 182:13,14
 kickback (1) 96:2
 kicked (1) 97:19
 kicking (1) 93:19
 kids (5) 63:19 64:8 104:8,11
 105:9
 kind (50) 5:16 7:21 8:24 10:5
 14:13 15:3 17:21 18:20,21
 29:15 38:17 39:25 41:5,17
 42:23 45:21 47:4 54:24
 70:22 73:21 76:13 83:15
 84:22 87:17 94:15,19
 96:18 98:12 100:23 102:5
 109:4 110:15 137:11 140:5
 141:9,19 143:21 145:21
 152:1,16 154:11 159:24,25
 160:1 168:18 171:18 177:3
 178:7,7 183:1
 knew (27) 4:19 25:22,23
 27:8 28:17,19 29:6 68:15
 69:18 79:16 81:18 85:24
 90:22,23 92:6 99:22
 100:24 101:12 103:3 118:7
 124:4 127:23,24 136:14
 147:20 163:13 164:14
 knock (1) 43:15
 know (95) 2:16 4:20 12:1
 14:3 19:2,8,25 22:4,18
 26:1 30:7 35:3,12 36:3
 37:18 38:5,24,25 40:2
 46:23 49:12 53:15 57:16
 59:19 60:16 61:2,2
 65:15,17 66:23 68:18
 69:17 73:19 74:10,15
 76:5,9,11 77:15,17
 78:5,6,7 80:1,19 81:11
 84:2 85:10 86:17,23 87:17
 90:9 91:17 93:9 98:17,18
 99:24 100:14,17 102:11,13
 103:11 104:13,24,25
 105:1,7,8 106:2 117:23
 118:15 125:3,16 127:21
 129:24 132:20,24 134:1,4
 139:16,17 143:5 147:2,8
 150:11 151:16 155:2 159:6
 160:7 163:9,17 165:24
 175:4 178:23,24
 knowing (5) 16:13 143:7
 149:20 151:2 154:15
 known (5) 60:16 61:24
 120:12 139:19 163:15
 knows (2) 59:18 175:8

L

lack (2) 5:17 83:10
 lacking (1) 162:12
 ladders (1) 78:17
 lady (2) 67:9 110:21
 laid (2) 96:22,24
 larger (1) 124:12
 last (16) 26:22 56:21 79:2
 83:23 100:5 103:3 105:24
 106:13,22 126:7 131:12,13
 142:21 172:2,3 179:23
 lasted (1) 126:8
 lasting (1) 15:18
 late (9) 25:11 28:2 31:8 42:6
 46:11 106:10 126:21 127:1
 174:10
 later (8) 19:14 27:11 40:25
 62:17 88:4 147:7 177:22
 178:6
 latterly (4) 64:7 137:25
 138:1 148:2
 laughing (2) 35:10,13
 lawyers (2) 91:15,16

layout (1) 65:7
 lead (1) 171:18
 leading (1) 108:5
 leaning (1) 82:20
 learned (3) 58:12 175:1
 182:7
 learning (3) 1:25 27:16,18
 175:10
 least (7) 15:11 18:14 74:19
 76:4 80:24 101:1 103:16
 leave (6) 10:2 38:21 103:7
 115:13 119:1,6
 led (5) 24:20 87:7 138:24,25
 175:10
 left (16) 13:9 20:25 21:5
 31:16 34:11 42:1 44:20
 61:4 93:12 97:5 102:10,16
 115:15,25 128:7 177:6
 leg (5) 140:15,25 141:7,13
 181:17
 legal (1) 6:21
 legislation (1) 105:17
 legs (4) 76:5 83:15 141:9,20
 length (1) 38:2
 lengthy (1) 6:21
 less (2) 91:24 181:9
 lessons (2) 58:12 182:7
 let (7) 80:21 81:6 84:24
 94:11,18 117:23 130:5
 lets (2) 58:18 156:2
 letter (4) 162:10,15,15
 177:22
 letting (1) 81:9
 level (2) 9:20 27:23
 levels (1) 93:6
 life (29) 11:2 29:21 33:12
 39:22 47:4,23 48:1,19 78:6
 90:10 100:5 105:16
 106:13,22 109:3 113:1
 127:18 130:15 131:14
 132:4 136:9 141:13 142:7
 144:16,19 162:13
 168:12,13 179:23
 lift (1) 146:4
 lifting (1) 87:7
 like (105) 6:6,15 8:4 12:2
 15:16 17:5,16 18:20,21
 21:1 24:7,10 28:25 29:8
 31:11,12 32:18
 34:10,15,16 35:22
 39:1,14,21,22 40:1 41:12
 42:8,18 43:9,10 44:13,16
 45:3,6,16,19,20,21,25 47:2
 50:13 52:3 56:23 57:10
 58:6,8 66:25 69:8 74:12
 77:18 78:21 81:9,20
 82:13,14,23 84:11,16 90:5
 94:20 96:16 100:3 102:24
 105:12 107:17 108:21
 112:17 114:21 115:2 131:5
 141:19 142:7 147:2,6,17
 148:21 150:6 151:24
 152:14 153:11 154:7
 155:22 156:1,19,21 157:4
 159:5,7,8 160:4,14 161:18
 165:5 167:16 169:15
 170:24 172:1 177:9,10
 178:6,11,13 181:1,14
 liked (8) 11:18 39:23,25
 112:1,3 120:14 128:23
 166:13
 likely (2) 111:19 118:20
 likes (1) 128:16
 limit (1) 123:14
 limited (4) 16:8 25:23 74:16
 152:14
 limits (2) 123:16 165:8
 lines (1) 146:19
 linking (1) 175:11
 list (1) 61:20
 listen (5) 37:16 80:15
 94:11,18 152:5
 listened (4) 80:21 106:4
 183:1,4
 listening (3) 72:19 82:19
 93:15
 literally (3) 142:23 152:4,12

little (12) 7:9 61:14 63:3
 65:16 74:17 88:8 93:23
 94:20 113:13 156:3 162:13
 179:22
 live (11) 25:6 71:16 93:3,7,9
 110:9 118:1,4 136:9
 157:13 180:7
 lived (9) 10:8 85:16 93:21
 99:25 138:2
 143:9,10,11,12
 lively (1) 117:19
 lives (3) 71:17 130:19 131:13
 living (13) 4:6 6:24 7:1,3
 12:20,25 29:21,23 63:6
 130:15,19 146:15 149:13
 lobby (1) 163:8
 local (18) 2:1 6:5 23:2 39:18
 61:18,24 75:3 94:6 112:1
 138:13 139:2,11 140:2
 142:15,15 157:8 162:20
 163:14
 location (1) 145:4
 lock (1) 116:4
 lockdown (14) 70:6 71:6
 73:13 104:2 115:22,23
 116:7 121:18 130:16
 142:19,22 146:11,13 149:8
 lockdowns (1) 115:20
 locked (7) 16:15,23 53:3
 78:15 96:19 102:5 116:3
 log (1) 146:24
 long (30) 13:2,16,18 17:18
 22:16 27:6 29:22 50:10
 124:16 125:14 126:21
 137:23 177:23 179:6
 83:13,18 101:13 102:25
 103:3 104:21 114:25 115:1
 116:10 118:21 120:1 126:7
 132:13 143:16,17
 161:19,23 179:11
 longer (5) 13:24 14:2 100:1
 113:22 142:11
 longterm (3) 6:7 45:20 104:4
 look (30) 6:4 19:3 23:10
 28:2 29:16 34:5 44:15
 47:15 62:4 63:13,18,18
 74:13 84:6 85:24 86:16
 87:2 90:9 91:23 101:2
 110:12,25 114:11 131:9
 141:20 147:2,2 148:3
 170:19 174:18
 looked (12) 58:1,3 90:3
 97:21 103:8 118:1,1,3
 133:6 154:6,7 175:2
 looking (10) 29:14,14 111:23
 155:4 167:2 169:5 170:16
 174:4,4 175:9
 loosely (1) 64:10
 losing (1) 140:15
 loss (3) 175:16,23 182:3
 lost (8) 4:3 98:7 149:23
 154:17 166:4 172:23
 173:1,3
 lot (37) 4:19,20 5:4,11,13
 7:12 8:24 11:22 13:5 16:4
 17:4 20:1 23:21 26:5 33:18
 38:13 46:14 48:1,10 51:23
 52:9 55:4,13 56:3 66:4
 68:16 76:13 80:20,20
 94:18 123:2 128:23 131:8
 147:3,12 166:4 168:18
 lots (12) 4:21 15:4 22:2 28:9
 34:15,16 37:20 41:3 46:16
 90:1 104:23 145:21
 lottery (1) 24:8
 louse (5) 62:13 93:11,16
 94:4 100:23
 lounge (13) 66:23 74:24
 75:8,9,22 76:2 78:17
 82:9,14 96:10 101:19
 122:22 128:4
 love (2) 13:2 33:21
 loved (21) 10:5,11 29:22
 38:24 39:3,24 57:5 61:25
 66:6 67:12 79:21
 109:4,5,6,7 126:6
 131:6,9,12 136:1 170:20

low (5) 16:16 137:21 140:15
 142:25 145:15
 lower (1) 35:17
 luckily (2) 17:25 18:3
 Lucy (4) 1:6 10:20 184:2
 luggage (1) 158:25
 lunch (3) 95:18 96:5 142:12
 luncheon (4) 79:8 96:3
 102:15,17

M

main (2) 63:15 113:16
 mainly (3) 11:17 64:3,11
 maintain (5) 12:1 139:25
 144:12 153:3 178:1
 maintaining (2) 139:19,24
 major (1) 138:22
 makes (2) 16:24 170:12
 making (6) 29:20 57:16
 77:16 89:8 95:22 126:23
 man (5) 62:1 73:19 109:1,5
 117:18
 manage (9) 114:9 144:24
 169:23 171:10,16,17
 182:1,1,2
 managed (13) 47:18 55:13
 78:4,5 94:14,15 109:18,21
 110:14 117:22 137:19,24
 179:9
 management (15) 88:15
 95:7 97:7 101:3,8
 105:15,16,22 123:18
 124:16 125:14 126:21
 137:23 177:23 179:6
 manager (25) 43:19 67:9
 78:19,22 82:7,12,15,19
 84:24 86:2 88:25 91:19
 96:20,21 97:13,17 111:16
 117:23 123:18 124:19
 129:13 152:23 157:23
 167:20 171:3
 managers (9) 70:5 82:5,8
 87:23 90:2 98:10,15
 106:17 118:13
 manifest (1) 12:23
 many (18) 9:11 12:16 31:16
 44:22 105:18 111:25
 117:11 120:14 122:21
 123:4 127:15 130:18 149:5
 150:18 166:16 168:15
 178:25 182:13
 mar (2) 175:2,3
 march (11) 70:3 110:4
 113:21 115:21,21 118:11
 136:6 142:19 154:4 161:20
 175:23
 margin (1) 94:9
 markedly (1) 132:2
 marriages (1) 143:18
 mask (7) 31:10
 35:14,17,24,24 43:3
 153:25
 masks (11) 8:4 33:6
 35:8,10,11,22 36:1,6
 122:24 170:23 171:2
 masse (1) 123:13
 massive (9) 10:2,6 25:20
 27:25 29:20 34:14 41:3
 52:6 83:13
 matters (1) 89:20
 mattress (1) 179:10
 maybe (26) 18:4 19:8
 22:4,19 30:7 36:4 41:22
 54:2 65:16 66:1 68:2,6
 69:2,8 83:15 84:21 96:6
 104:25 105:8 123:5 125:24
 128:3 168:23,24 180:5,8
 mbe (1) 61:19
 mcmillan (6) 135:2,3,5,8
 183:6 184:10
 meal (3) 11:14 69:17 96:11
 meals (1) 95:15
 mealtimes (1) 112:10
 mean (25) 10:21 13:1 14:1
 18:17 25:18 28:23 29:2
 43:24 45:19 50:14,24

56:16,18 70:11 72:17
 73:24 75:20 83:13 84:9
 89:10 104:22 134:17 138:8
 149:18 155:10
 means (3) 56:6 71:14 114:2
 meant (10) 37:14 44:1 48:9
 55:10,12,20 134:1,3 147:1
 156:21
 mechanism (1) 144:1
 mechanisms (1) 89:11
 media (2) 15:4 20:11
 medical (7) 85:17 113:2
 117:6 120:4 160:9 174:20
 178:5
 medically (2) 28:16 29:5
 medication (14) 86:1
 100:18,19 101:13,15
 102:3,21 109:20 115:3
 137:24 172:12 173:19
 175:4,4
 medications (1) 114:8
 meet (9) 5:1 8:1 28:25 78:2
 113:22 114:6 115:14 117:7
 140:5
 meeting (8) 70:5 89:16
 97:7,13 101:4,8,21 163:24
 meetings (1) 81:16
 member (14) 17:23,25 36:23
 70:3 72:18 77:21 81:3,3
 85:1 138:5,6 148:11
 167:15 169:1
 members (14) 6:17 33:6
 56:10 57:18,20,25 67:22
 96:12 101:20 112:7,21
 131:12 135:16 167:22
 memorial (1) 98:11
 memories (1) 181:10
 memory (6) 4:1 7:22 8:17
 10:25 34:5 53:6
 mental (20) 2:24
 10:14,17,20,23 16:11 17:6
 26:6 50:12 54:12 115:25
 131:25 152:15 154:11
 159:13 160:23 161:13
 162:2 180:10 182:2
 mentally (6) 46:14 73:20
 1

45:9,11 54:2,4 58:19 73:8
93:3,7,9 126:16,18 127:1
134:15,17
153:10,19,19,20,20 170:25
mishap (1) 174:20
misaid (1) 121:24
missing (2) 121:25 122:1
mobile (2) 83:11 102:13
mobility (16) 4:21 7:12,22
9:3,6 11:1 52:3,6,8,10
73:11 76:6 83:19 137:14
139:5 141:16
moment (6) 25:8 59:14
101:22 115:18 159:14
176:4
moments (1) 114:15
money (3) 69:15,16,17
monitor (2) 14:14 175:11
month (2) 142:9 161:24
monthly (1) 143:7
months (12) 3:9,23 7:17
12:16 68:2 110:15 131:14
138:12 139:16 143:8
173:13 179:23
mood (9) 137:21 139:24
140:15 141:4,5,7 173:17
174:15,15
more (55) 5:4 7:6 9:5 12:1
14:23 16:12,24 19:20
26:12 35:2,24 47:25
48:20,22,23 52:9 57:5,8,9
65:25 66:7 68:16 79:4
84:20 85:6 88:21 91:23
100:19 101:13 102:7,18
111:15,19 113:13,14 114:3
115:12 116:13 121:2
130:19 132:1 160:22
161:25 162:20 165:14
166:2,3,22 168:10 169:18
171:10,10 174:14 176:19
180:5
morning (11) 1:5,12,18
59:4,8 63:17 93:21 100:6
101:4,5 183:6
most (7) 5:14 78:2 109:2
161:8 162:17 167:12
170:12
mother (39) 2:3,23
3:1,5,8,15 4:3 5:23 6:11
7:24 8:11,13,16,23 9:21
10:13 11:6,11 12:4
13:14,25 14:25 16:4 21:15
24:18 25:10,13 26:10
38:19,20 47:9,24 63:14,14
109:24 110:3 135:17 136:5
168:1
mothers (7) 14:8 15:21
19:12 21:14 22:9 28:9
44:10
mouth (2) 100:9 101:11
move (19) 5:25 24:18
25:9,18 38:24 39:16 52:10
54:6 64:19 65:20 115:9
137:24 151:19 155:22
156:1 157:4 158:14 166:24
182:7
moved (34) 3:24 6:6,8 19:22
20:4 25:14 30:1,6,24 32:5
39:5,6 43:6 65:11,13 82:11
85:17 115:8 131:21
136:17,20 137:15
139:1,10,11 148:19 151:14
156:7 160:24 165:3,7
173:15 179:8 181:6
movement (1) 68:5
moving (12) 26:5 39:9 93:8
115:5 118:19 139:8 157:5
163:23 165:6 166:1
180:2,12
1:4,5,10,11,12,13,16,17,18
36:25 37:4 44:18,21
45:8,13 53:23 54:2,3,5
58:13,15 59:4 135:3,5,8
183:6 184:2,4,10
msp (3) 152:2,3 162:20

msps (1) 155:1
much (60) 4:17 13:3 15:6
17:3 20:6 24:2 27:5
28:18,22 38:6,18 40:9,13
42:2 43:14 45:12 52:11
55:12 58:15 63:15 64:2
68:14 72:17 73:2 80:19
87:1 88:19 92:6 95:19
98:25 104:10,20 105:9
107:15,19 108:8 109:7,8
112:9 117:20,21 118:14
134:5 136:11 138:4 147:19
152:14 154:11 157:1
160:22 161:25 162:20
164:13 166:2,22 174:14
180:5,18 183:4,5
multiple (2) 49:10 61:21
mum (161) 3:23 4:12 6:4 9:2
10:15 12:15 13:1,2,3,5,21
15:23,24 16:20 17:12,17
18:17,18 19:2,22 24:22
25:3,9,12,14 27:4,14,17,18
29:1 44:14 46:15
47:7,11,13,16,19 56:20
58:1 109:25 110:12
115:15,17,19 136:10,14
137:18,20 138:1,3,23
139:6,13,16 141:12,13
142:21 144:8,22 145:20
146:7 147:1,18 148:13,16
149:10,12,15,20
150:10,11,13,19
151:3,14,23,25 152:5
153:1,2,23,24
154:5,10,13,18,21
155:17,20,25 156:7,15
157:4,6,14 158:15,21
159:4,6,12 160:7,8,16
161:6,12,16 163:23,25
164:21 165:3,12,14
166:2,3,13,16,23
167:3,16,20 168:10,13,18
169:9 170:7,8,10,25
171:9,13,21,23 172:12,20
173:13,14,15,23 174:9,24
175:8,14
176:2,9,10,13,18,21 177:4
178:3,4,13,22,24
179:6,12,20 180:2,5,6
181:11
mums (33) 4:11,25 6:17 13:4
16:11 18:8 21:18 139:24
144:16 152:2,9 153:3
155:6,21 156:12 157:20
158:3,25 163:23 165:22
168:16 169:21 171:6,25
172:2 174:19 175:12,16
177:16 181:2,19 182:24
183:3
muscles (2) 83:7,9
music (8) 39:23,24 41:4 68:9
72:20 75:11 82:11 179:21
must (16) 30:21,22 31:2 33:9
35:14 52:18 53:1 55:15
85:25 93:11 127:14,16,22
162:14 163:17,17
myself (8) 47:19 53:16 96:15
100:22 101:12 104:6
110:13 156:11

N

naive (1) 180:6
name (13) 1:19 31:24,25
59:8 62:11,14 85:13 94:18
108:19 124:15 137:1
140:23 181:7
names (4) 2:11 38:11 135:17
140:25
natural (2) 17:20 167:12
nature (2) 10:5 109:4
near (8) 67:10 69:6 75:10,12
78:22 89:12 98:21 167:16
nearby (1) 153:13
nearer (1) 47:23
necessary (2) 71:9 126:5

need (34) 16:17 22:2 26:20
29:18 38:12 39:4 46:10
62:4 64:2 65:20 69:11 71:1
79:12 82:14 86:4 87:15,16
95:21 102:8,19 111:15,22
132:15 133:21
145:23,24,24 154:14,14,15
155:22 180:23 182:15,15
needed (17) 5:16 27:16,19
28:20 33:8 50:12 55:21
101:13 112:16 113:7
121:16 129:18 144:8 157:8
167:1 168:4 174:6
needing (4) 26:23 82:10
85:25 143:22
needs (22) 5:1,7 8:1 26:24
28:18 42:10 43:17 50:11
74:2,3 100:19,19
113:3,3,22 114:6 115:14
117:8 140:6 166:25 168:11
173:8
negative (2) 57:17 120:7
negotiate (1) 154:24
neighbour (1) 86:21
neighbours (1) 86:22
network (1) 182:14
never (27) 4:16 6:14
21:16,21,22 22:7 25:10
32:16 34:3 36:2 38:4 39:11
62:6,7 67:16 71:23,24 78:5
81:18 83:1 88:16 93:10
96:14,15 122:10 160:17
180:17
news (2) 11:8 156:19
next (24) 18:6 32:20 34:1
44:1 55:23 56:20 57:24
58:25 63:14 87:16 98:13
114:7 116:1 122:15 123:21
125:17 134:12 135:2
143:5,6 150:15 153:20
161:11 169:3
nhs (4) 114:23 115:22 116:4
175:11
nice (9) 33:16,16 48:12
52:24 84:2 85:3 98:12
101:3 104:16
night (9) 74:5 145:11,13,16
148:11 172:10 178:2,15
179:13
nights (1) 145:14
nine (4) 115:11 116:11,15,17
nineweek (2) 116:25 117:13
nobody (9) 88:1,23 90:7
95:14 106:3,19 161:10
174:4,4
nods (1) 110:18
nominated (1) 12:17
none (6) 11:12 42:4 56:5
121:14 151:8,9
nonsymptomatic (1) 98:18
nonverbal (2) 61:13 71:25
normal (5) 54:14 56:23,24
103:4 118:23
north (1) 32:3
nose (1) 98:23
note (1) 141:12
notes (1) 56:12
nothing (3) 97:22 128:17
129:21
notice (2) 16:11 104:22
noticeable (1) 175:25
noticed (1) 170:21
notices (1) 99:1
noticing (1) 104:20
november (4) 1:1 171:19
173:18 183:10
nuisance (3) 72:25 94:23
100:21
number (6) 22:23 66:19
72:24 107:3 121:24 181:4
numbered (1) 96:23
numbers (3) 102:11,13
175:19
nurse (18) 46:5 100:21
101:20,23,25
102:6,9,10,16,22 103:10

122:11,12 173:6 175:1
177:14,16 179:2
nurses (4) 100:14 102:2,12
174:23
nursing (1) 144:25
O
obscure (1) 171:20
observation (2) 71:11 89:8
observations (1) 93:5
observe (1) 45:9
observed (2) 96:1 145:8
observing (1) 168:8
obtained (1) 108:18
obviously (17) 13:4 59:18
61:2,8 65:19 66:10 67:20
68:20 71:8 76:21 94:22
95:1 98:4 119:2 143:5
144:5 174:24
occasion (4) 94:1 126:13
129:1 145:13
occasional (2) 151:3 161:21
occasionally (1) 69:2
occasions (2) 73:2 168:3
ochilree (1) 136:10
october (15) 44:14 74:5 93:20
95:17,18 101:4,5
107:22,23 112:13 147:10
178:2,7,8 183:7
october (1) 170:21
offend (1) 39:2
offered (5) 18:16,19 45:16
71:21 92:19
office (13) 79:8 84:23
88:16,24 90:2,2,8 91:8
97:16 103:8 124:19,21
125:11
offices (1) 77:14
often (13) 11:10 16:2 23:15
44:24 85:20 88:25 96:4
112:12 123:3 124:19
144:10 147:11 160:22
oh (25) 10:14 19:15 44:24
57:13 71:18 72:19 73:22
76:14 79:12 82:25 87:16
94:13 96:8,22 97:17,18
101:21 103:10 144:3
145:24 147:10 151:19
169:15 177:9,10
okay (45) 11:16 15:25 19:11
20:12 21:5 22:16 29:10
32:2 36:12 39:17 45:8
51:3,9 53:23 73:6 74:4
91:9 93:17 96:12 102:9
108:24 111:1,9,10 114:13
115:17 117:4,12 118:1,3
121:8 133:9 134:5 137:4
138:20 149:17,17 150:14
156:2 165:2 167:16 171:24
176:6,8
old (5) 1:21 4:12 5:19 96:21
136:15
once (19) 25:5 45:6,18 46:20
47:23 65:25 71:13 76:11
89:15 97:14 115:12 123:5
128:1,3 140:13,19 142:9
157:5 173:2
oneoff (2) 45:22 46:2
ones (11) 51:11 57:5 76:13
79:21 100:16 102:2 107:13
112:1 131:6,9,12
onetoono (2) 9:14,18
ongoing (1) 120:4
online (12) 15:13 18:22
20:10 27:13,15,17 29:14
42:13 54:19 55:14 56:10
80:25
onto (2) 35:24 90:3
open (13) 37:14 41:15,19
63:1 78:20 79:7,16 94:16
142:3 160:18 165:10,13
170:2
opened (3) 78:18 89:15
104:5
opening (1) 170:11

operate (1) 156:25
operated (1) 156:24
operating (1) 159:23
opinion (4) 46:21 105:14
106:16 161:4
opportunity (5) 133:21
164:22 166:1 179:9,14
optician (1) 51:24
option (3) 25:15 28:18 42:13
options (3) 26:22 42:4
117:11
order (8) 2:12 4:2 6:11,18
53:9 108:6,18 135:15
ordered (1) 80:25
ordinary (2) 113:2 121:10
organisation (1) 125:9
organisations (2) 57:8 95:2
original (1) 51:2
others (4) 23:17 42:16 81:6
94:7
otherwise (1) 95:11
ourselves (1) 100:16
outbreak (2) 18:10 90:6
outdoor (1) 166:13
outdoors (1) 109:4
outsets (2) 109:6 131:23
outing (2) 2:10 116:14
outside (12) 30:14 33:22
77:12,21 122:24 123:25
124:16 125:14 126:19
128:6 129:11 167:7
outstretched (1) 150:8
over (21) 7:8 10:15 48:23
55:5 61:20 73:25 74:4
99:20 101:24,25 110:14
113:15 118:6 119:8
139:15,15 148:3 151:12
154:3 172:23,24
oversight (5) 78:22 84:24 97:13
98:7 159:1
overnight (1) 143:1
overriding (1) 130:12
oversight (2) 133:4 164:9
overview (2) 164:10,13
overwhelming (2) 48:15 53:1
own (21) 7:1,3 24:5 38:8
39:19 57:11 72:9 76:2
83:19 90:14 99:9,21
104:12 105:12 108:19
109:2 110:22 139:13,14
152:3 168:18
ownership (1) 67:4
oxygen (2) 93:5,20
P
package (5) 25:25 26:4
27:6,9 111:17
pain (2) 133:7 169:10
painful (1) 140:18
pandemic (2) 2:5,17 6:1
7:4,5,19 9:23 11:10
14:17,18 28:12 34:3 54:14
66:9,10 67:17 68:3 72:7
82:6 142:2,3 149:7 159:21
182:25
paper (2) 142:15,15
paragraph (57) 19:5,6 32:20
34:1 37:5,25 50:18 51:18
54:8 57:22 62:4 63:12
65:10 67:8,15 70:1 71:11
72:11 74:21 76:18 78:9
79:2,24 81:20 83:17 84:8
89:3 90:17 91:13,25 92:15
95:25 98:6 100:9
103:13,18 105:11 121:20
122:4 148:8 161:4,5,11
162:19 163:11 166:12,18
167:3 168:20 170:16 171:5
174:3,20 175:17 176:3,7
180:1
paragraphs (9) 31:20 60:25
64:24 65:8 67:2 87:3 94:21
101:14 106:23
paranoid (1) 35:10
parcel (1) 150:6
parcels (1) 150:5

parent (1) 56:5
park (5) 90:2,3 92:10 97:15
103:24
part (22) 9:7 10:2,18 19:8
23:21 34:14 35:12 77:25
124:12 131:21,23
136:11,16 138:1 139:18
140:7,9 141:4,11,21
172:15 182:14
partial (1) 121:25
participant (1) 1:3
particular (14) 10:19 74:23
83:3 87:6,22 112:2 128:21
144:1 149:2 150:21
154:18,19 159:20 160:15
particularly (14) 10:14,21
20:3 62:12 67:5 78:10
84:23 86:12 92:1 95:6
103:19 154:20 174:15
180:24
partner (1) 156:22
parttime (1) 59:16
party (2) 170:16,22
pass (7) 30:18 107:13 150:23
179:2,5,9 181:5
passage (1) 99:1
passed (18) 25:13 48:8 52:14
63:14,16 103:4,8,9 106:11
109:11 110:3,12 133:15
136:6 172:2 177:8 178:23
179:12
passing (1) 129:4
past (3) 18:5 101:3,8
patient (1) 173:24
patio (2) 78:18 153:24
pause (1) 19:7
pay (1) 69:15
peak (1) 154:3
peeling (1) 128:24
people (69) 5:5 8:16 11:24
12:6,7 15:17,19 18:4
20:4,9 22:3 24:10,11,11,25
29:5 30:25,25
32:1,4,10,13,14
35:2,10,13,21 36:18 37:16
49:24 54:15,19,22
56:1,3,11 57:5 61:21 68:23
71:1,14 72:1 75:11 78:3
83:5 88:13 99:25
100:13,17 114:24 115:2
116:12 117:6 124:4 130:7
131:5 136:12,13 137:1
138:16 149:14 150:25
155:11 161:8 162:24 163:9
172:16 181:12 182:10
peoples (9) 35:18,19
71:4,5,8 89:10 90:21
100:16 168:16
per (1) 71:8
perfect (2) 52:8 141:23
perfectly (1) 109:21
pergola (1) 125:24
perhaps (7) 15:12 79:22 84:9
90:17 147:19 162:3 166:3
period (24) 18:10 29:22
30:13 43:22 50:25 67:3
85:23 86:18 91:14 92:2,4
99:18 104:10,21 105:21
113:10,15,18 116:25
117:13 127:25 156:13
164:13 165:8
periods (1) 160:17
perked (1) 47:2
permanent (4) 14:8 29:8
39:11,15
permission (1) 125:10
person (16) 12:13,17 16:1
23:23 47:13 55:19 73:24
78:2 91:11 97:8 104:9
108:25 136:12,12 154:7
170:14
personal (4) 69:3 112:15
118:23,25
personalised (2) 41:4 162:21
personally (1) 85:4
perspective (2) 135:25

145:15
persuaded (1) 92:12
petty (1) 129:8
phased (3) 26:12,18 27:3
phone (29) 21:2 38:15 41:21
48:24 71:22,25 72:18
73:4,12 75:2 82:25 86:2
87:10 91:8,17 93:2,4
94:11,17 102:11,19
120:19,20 122:7 166:18
177:12 178:6,16 179:3
phoned (23) 72:12 82:21
93:6 95:4 97:23 100:5
101:2,4,5 102:20 122:13
146:16 176:16,17 177:4
178:2,8,13,16,18,19,20,21
phones (2) 42:7 72:9
phoning (4) 73:1 80:13,13,14
photo (1) 34:15
photograph (3) 91:19
150:4,10
photographs (3) 34:5,6
70:23
photos (5) 34:25 39:23
41:3,4 44:2
phrase (1) 113:23
physical (7) 109:25 119:4
131:24 154:9 160:23
161:13 169:5
physically (6) 117:18,20
120:13 131:10 158:23
161:12
physio (3) 51:15 141:3,6
physiotherapy (1) 51:20
pianist (1) 39:24
pick (2) 102:15,22
picking (4) 36:15 87:4
130:20 134:4
picture (5) 147:3 150:7,11
162:1 174:5
pictures (3) 119:1 170:13
171:3
pill (1) 99:8
pilot (1) 175:8
place (66) 2:12 3:22 4:5,22
5:14 6:12,19,23 9:9,14,24
10:1 11:5 14:3,20 16:3,6
29:12,19 26:4,9,10,17 27:10
29:4,18 30:22 31:1,11
32:11 37:10,20,22,22
39:12,12,19 44:3 45:3,21
47:20 49:21 52:23
53:3,10,13,15,16,19 55:20
67:14 83:23 99:3 111:17
117:1,9 118:20 125:22
127:19 133:11 135:15
138:14,16 163:3 165:25
166:7 172:8
placed (3) 66:13 88:11
148:16
placement (4) 5:6 6:7 28:15
39:11
places (1) 37:13
plan (21) 9:8,9,11 16:3,5,7
26:15 39:18,20 40:5 55:20
67:14 75:7 93:14 133:12
156:1,9 165:25 174:7
175:20 179:6
planned (3) 25:20,21 165:25
planning (2) 138:10 143:6
plans (1) 16:5
plate (1) 171:22
play (4) 92:21 144:18 179:21
182:9
playing (3) 92:19 94:4,16
168:18
pleading (2) 75:15 80:20
please (19) 1:12,19 31:20
32:21 34:1 38:11 45:9 54:8
55:2,16,23 57:22 70:1 89:3
92:16 106:14 108:14
135:14 157:9
pleased (1) 139:15
plenty (2) 83:6 92:20
plus (1) 118:13
pm (6) 107:25 108:2 126:13

134:21,23 183:8
pod (1) 43:7
podiatrist (3) 113:4,9 121:10
points (1) 57:2
policies (1) 162:17
policy (4) 22:18,21 29:3 150:22
poor (5) 9:3 52:4 83:20 137:23 162:24
poorer (1) 117:21
poorly (1) 132:11
pop (2) 112:11,12
position (5) 65:12 88:10 109:24 115:15 148:20
positions (1) 23:17
positive (7) 19:24 20:7 35:2 132:9 148:13,15 163:2
possibility (3) 20:4 89:22 118:4
possible (4) 3:18 41:6 90:14 134:11
possibly (2) 106:22 119:9
postcode (1) 24:8
posterior (1) 60:22
posture (3) 81:24 83:2 91:21
potentially (3) 23:2 106:2 172:3
power (25) 4:5 6:12,18 28:23 38:23 53:14 54:12 56:5 110:6 155:25 156:4,8,10,14,17 157:3,10,20,21 158:21 159:15,17 163:18,21 174:1
ppe (7) 8:4 17:15 71:8 89:14 91:1 128:8 166:9
practical (1) 163:5
practice (1) 85:17
praise (1) 66:4
praised (1) 66:7
precaution (1) 36:22
precautionary (1) 89:20
precautions (3) 30:19 52:23 71:9
predecease (1) 111:20
predominantly (1) 108:20
preferring (1) 136:16
premature (1) 93:23
prepanemic (3) 66:5 67:19 68:25
preparation (1) 158:3
prepared (6) 57:25 79:4,17 115:10,14 117:5
prescribed (1) 109:20
prescription (2) 160:15 173:15
present (2) 62:22 128:18
presentations (2) 170:2,11
pressure (10) 20:2 26:2 27:5 38:14 46:14 54:10 55:4,6,12 167:4
pressures (1) 27:7
presumably (4) 48:5 90:25 99:16 172:17
presume (1) 63:12
pretty (7) 16:16 17:3 42:2 81:13 112:9 147:19 157:25
prevent (1) 2:14
prevention (1) 98:4
previous (3) 40:7 44:9 163:24
previously (4) 117:4 156:24 161:19 166:21
principal (1) 106:24
prior (5) 92:13 117:25 139:13 142:2,3
prison (1) 31:12
privacy (7) 17:24,25 18:3,5 32:16 126:3,4
private (4) 32:17 34:4 37:15 168:12
proactive (1) 123:20
probably (21) 5:12 13:8,18 36:10 43:12 48:15 58:2 61:1 68:15 69:22 74:17,19 83:4,9 85:5 88:1 104:5 111:22 161:24 163:15

169:1
problem (4) 82:3 101:15 122:10 160:21
problems (5) 23:3 61:4 68:4 109:25 121:23
procedure (1) 20:24
proceed (1) 173:2
proceeded (1) 160:18
process (9) 5:8 6:21 28:11,22 45:16 87:13 111:14 117:2 164:4
processing (1) 178:9
profession (1) 163:13
professional (7) 62:23 135:19 136:2 146:14 148:25 164:23 168:13
professionals (2) 51:23 182:8
prognosis (1) 3:13
progressed (4) 7:7 9:5 109:19 113:13
progressing (3) 113:16 118:7 132:1
progressive (5) 3:16 14:12 25:1,8 46:12
prompt (3) 171:13,14 177:7
prompted (1) 152:1
prompting (4) 144:9,10 145:21 172:12
proof (1) 21:3
properly (1) 146:1
proportionate (2) 89:6 131:1
proposed (2) 106:25 107:1
props (1) 34:7
prosthetic (3) 140:11 141:15 181:17
protect (4) 89:21 105:9 130:7 131:10
protected (2) 104:14 133:25
protection (1) 175:1
protective (1) 159:8
proud (1) 106:9
proves (1) 95:11
provide (4) 52:2 98:3 107:4 163:5
provided (11) 2:7 8:22 9:12 14:25 18:23 50:8 51:14 60:1 64:14 109:22 135:8
providing (5) 2:9 11:22 123:15,25 172:15
provision (1) 59:20
public (22) 14:5 18:4 20:18 21:25 22:4,14 24:14 36:12 41:16 50:2 57:14 58:9 79:14,18 80:13,15 95:4 105:17 129:15,19 152:20 155:1
published (1) 60:4
pudding (1) 96:7
puddings (1) 100:1
pulled (1) 97:15
purchased (1) 171:21
purposes (1) 59:18
push (5) 20:8 38:15 39:1 46:18 155:15
pushback (1) 157:5
pushed (2) 20:5,9
pushing (3) 123:23 124:10 125:3
putting (2) 98:22 181:15

Q

q (568) 1:21,23 2:3,7,14,16,20,23 3:1,4,8,12,18,23 4:1,5,9,25 5:8,19,23 6:10,24 7:4,6,10,14,17,19,24 8:6,9,16,19 9:9,11,16,20,23 10:9,12,19 11:4,10,16,22 12:3,9,20,23 13:10,13,16,23 14:8,16,25 15:9,15,21,24 16:3,17 17:1,11,23 18:7,13,18,24 19:5,11,18 20:9,12,22,24 21:5,8,10,24 22:8,11,13,16,23 23:12,14

24:7,17 25:17 26:10 27:9,12 28:1 29:2,10,16 30:1,4,11,16 31:5,19,23,25 32:20 33:1,25 34:13 35:7,16,25 36:8,12,14,22 37:24 38:10,19 39:5,9,17 40:4,7,12 41:1,8 42:4,13,19,22 43:5,18,24 44:3,6,9 45:1 46:1,7,19 47:6,20,23 48:5,13,18 49:1,5,8,14,16,18 50:6,8,14,18 51:3,6,9,12 52:1,12 53:7,12,20 54:17 55:1,16,23 56:13 57:1,19 59:11,13,17,23,25 60:6,10,12,14,16,19,21,25 61:8,12,14,17 62:1,3,9,11,16,21,25 63:3,9,11,20,22,25 64:2,14,23 65:4,7,19,22,25 66:4,10,13,16 67:2,14,19,22 68:11,24 69:4,20,22 70:1,9,16,20,24 71:1,4,10,16,19 72:4,11,14,24 73:6 74:17,20 75:1,15,17 76:21,24 77:1,3,8,10,25 78:9 79:2,22 80:7,9,12 81:7,15,20,24 82:2 83:2,11,17 84:8 85:4,9,11,15 86:10,12,15,19 87:2 88:10,20 89:3,8,19,25 90:14,17 91:3,12,18,25 92:4,15 93:23 94:1,20,24 95:1,24 98:3,9,16,24 99:1,3,12,14,16,18 100:5,8 101:14,17 103:13,15,18,22 104:2 105:5,10 106:6,14,23 107:3,8,12,14 109:8,11,13,15,18,22,24 110:3,6,9,17,19 111:1,6,10,14 112:4,6,19,21 113:2,10,18 114:1,13,19,22,24 115:6,8,17 116:6,10,12,15,17,20,24 117:12,22 118:4,18,23 119:3,11,14,17 120:1,3,10,16,19 121:2,4,6,8,20,23 122:15 123:3,7,13,15,25 124:8,12,15,22 125:4,7,9,12,17,20 126:3,7,9,11,25 127:4,7,11,13,25 128:9,11,13,21,24 129:5,7,10,25 130:2,4,13,24 131:3,17 132:3,18,23 133:9,14,17,19 135:12,15,22 136:9,20,22 137:4,8,10,17 138:8,18,20 140:10,24 141:1,15 142:19,21 143:9,16,24 144:13,15 145:15 146:8 147:5,23,25 148:5,8,24 149:8,24 150:2,14 151:3,6,9,15 153:5,19 154:9,18 155:8,14 156:2,6,10,12,25 157:5,12,15,17 158:6,9,11,17,23 159:1,14,17,25 160:4,7,12,21 161:1,4,11,19,23 162:8,19 163:1,5,11,25 164:2,4,6,22,25 165:2,17,20 166:5,12,18 167:2,6,25 168:7,12,20 169:3 170:4,15 171:5 172:14 173:9,25 174:3,8,11,20,22 175:3,6,16,19,24 176:3,7,9,24 177:2,24 178:1,18,20

179:7,11,16,18,24 180:1,12,20 181:17,19,21 182:7,12,18,20,22
qualify (1) 21:19
quality (3) 12:9 105:15 162:13
quantity (2) 12:9 105:16
quarantine (1) 128:19
queen (1) 61:19
query (2) 119:8,15
quest (1) 141:23
question (1) 133:23
questions (18) 1:11,14 20:19 37:20 58:14 59:3,5 108:13 133:19 135:4 150:16 151:15 173:25 178:10 184:4,7,9,12
quicker (3) 99:6 123:23 124:11
quickly (9) 7:21,23 25:11 37:17 44:16,17 76:6 113:12 132:2
quiet (1) 130:15
quite (51) 4:20 5:3,11 6:15 7:12,23 11:22 12:4 13:9,18,20 16:1,20 17:4,7,7,19,21 18:25 20:16 26:24 47:1 48:15 53:1 54:7 69:13 83:13,13,14 85:16,23 104:20 117:17,19 123:20 137:21,23 138:4,4 140:16 142:24 143:21 144:6 146:19 147:11,14 149:18 160:13 178:12 181:13,13
quoted (1) 105:18

R

raise (1) 38:10
raised (2) 126:20 171:2
raising (1) 61:20
ran (1) 114:22
range (1) 149:5
rare (1) 60:22
rather (6) 26:19 57:20 91:10 107:1 129:23 160:23
rattle (1) 100:10
rattling (1) 101:12
reached (2) 130:14 158:14
reaction (6) 43:20 155:14 157:6,18 159:1 175:12
reactively (1) 174:6
read (24) 2:8 31:20 32:20 34:1 54:8 57:22 65:8 79:13 87:2,13 89:3 98:4 99:20 105:12 106:5,14 142:15 143:14 161:5 163:11 166:12 175:7 176:7 180:23
reading (5) 15:13 23:14 55:2 106:1 130:5
ready (5) 1:16 59:6 108:15 134:14 135:7
real (3) 10:13 136:12 172:13
realise (2) 99:19 162:25
realised (3) 94:2 111:19 139:23
realising (1) 141:4
really (152) 3:11 5:5 6:6,14 9:1,7 10:5,17 11:20,20,24 14:23 26:16 28:19 31:16 34:17 36:4 38:4,5,7 40:2 42:5,13 43:8 46:11 47:1 48:17 52:10,24 53:6,24 56:6,19 57:17 62:7 72:20 73:3,4 79:1 82:10,22 85:3 86:25 87:23 88:7 97:5,5 98:17 101:10,23 102:8 104:11,11 112:16 121:1 136:16,17,18,24 137:20,20,21,23 138:1,25 139:7,7,12,18,21,24 140:7,15,16,17,18 141:7,21 142:4 144:23,24,24 145:20 146:19 147:4,14 148:15,16,17,21

149:11,15,17 152:5,13,15 153:1 154:12,16 155:22 159:3,7,9,22,24 160:17,18 161:8,21,22 164:19 165:24 166:4,13,17,23 167:11,23 168:5,9,15,18,23 169:9 170:9,14 172:11,20,21,24 173:4,7,10,17,17,19,22 175:25 176:5,10 177:17,19,21 180:3,4,7,10,10 181:24 182:14,25
reason (12) 21:21 22:6 24:21 26:25 39:9 40:21 49:9,11,17 53:16 62:16 118:18
reasonable (1) 23:18
reasons (3) 5:24 64:25 90:19
reassurance (1) 33:20
reassure (3) 34:20 167:14,17
recall (3) 9:11 22:17 27:9
receive (4) 50:9 51:20 107:14 139:2
received (15) 8:11 28:3 51:21 55:17 61:19 87:11,12,25,25 88:1,3 107:10 132:18 148:9 150:10
receiving (1) 10:7
recent (1) 162:11
recently (1) 1:24
reception (8) 32:4,8,18 34:9,21 35:2 37:14,15
recognise (2) 136:25 165:15
recognised (1) 43:23
recognition (2) 79:22,23
recollection (1) 19:13
recommend (1) 119:21
recommendations (1) 141:25
recommended (2) 111:23 119:10
record (3) 122:4,6 175:5
recorded (3) 60:4 94:7 109:13
recovery (5) 3:19 8:21 9:4 14:13 21:14
recoverybased (1) 8:24
rectify (1) 143:23
redirect (1) 35:1
reduced (2) 12:4 172:20
reengaged (1) 166:2
refer (8) 40:2 51:17 60:12 95:24 111:6 112:4 162:17 174:20
reference (6) 1:7,7 59:1 62:5 121:21 148:9
referral (1) 172:25
referred (3) 87:5 119:12 129:15
referring (2) 136:1 183:2
refusal (1) 49:19
refuse (1) 91:5
refused (2) 49:9,13
regaining (1) 9:1
regard (4) 130:25 162:12,13 174:15
regarded (1) 57:20
regarding (2) 88:8 163:22
regimented (1) 181:13
register (1) 21:2
registered (1) 138:2
registrar (1) 178:13
regret (1) 106:12
regular (5) 66:19 94:22 95:1 143:20 160:13
regularly (4) 67:20 72:12 91:3 150:23
rehab (4) 3:24 139:2 140:14,19
reigned (1) 94:2
reiterate (1) 67:15
rejected (1) 50:22
rekindled (2) 144:20 145:5
relapse (1) 10:23
relapsing (1) 26:5
relate (1) 56:6

relates (1) 62:18
relation (9) 68:11 108:7,18 110:7 120:10 135:15,17 154:20 156:15
relationship (5) 19:24 20:7 160:18 171:15 182:6
relationships (2) 55:9 139:20
relative (3) 143:10,24 150:20
relatively (2) 4:15 63:20
relatives (13) 54:11 56:8 81:14 87:9 105:18 124:2,4,7 132:19 146:25 148:14 162:22 163:1
relaxed (2) 11:15 142:3
relented (1) 152:23
relied (1) 147:13
reluctance (1) 139:10
reluctant (1) 3:2
relying (1) 147:11
remain (3) 31:5 75:4 83:19
remained (1) 76:10
remaining (1) 151:24
remember (17) 4:14 9:13 18:10 21:19 22:2,20 25:7 26:20 38:12,13 49:11 50:16 70:10 87:22 123:6 167:14 175:16
remind (1) 2:10
reminded (1) 31:11
remote (1) 66:25
removal (1) 46:8
removed (3) 19:16 46:4 171:3
repaired (1) 180:8
repeat (1) 158:16
repeating (1) 105:5
reply (6) 51:21 72:15 75:6 82:25 90:11 97:14
reported (2) 119:20 169:2
reports (3) 29:14,17 118:2
request (3) 22:5 45:17 107:10
requested (1) 145:1
require (3) 120:3 140:5 166:5
required (2) 145:21 160:14
requirement (2) 120:6,8
research (1) 48:6
residence (1) 156:13
resident (1) 146:23
residential (2) 3:24 113:25
residents (17) 16:9 74:22 75:3 76:1,10,12 80:3 84:21 89:21 90:11 98:7 105:20 106:16 123:4 148:14 162:13 164:19
resort (1) 26:22
resource (1) 124:3
resourceful (1) 138:4
respect (1) 38:19
respected (1) 109:7
respecting (1) 159:10
respite (1) 65:1
respond (2) 162:14 174:6
responding (1) 176:20
response (6) 21:20 49:11 51:16 107:12 155:12 162:21
responsibilities (3) 4:9 6:16 164:8
responsibility (2) 57:9 129:22
responsible (1) 143:22
rest (1) 52:17
restaurant (1) 69:15
restore (1) 144:11
restricted (2) 123:4 169:18
restricting (1) 95:19
restriction (5) 2:12 104:2 108:6,18 135:15
restrictions (19) 9:24 10:1 11:5 12:3 16:4 19:18 26:8,10 27:1 37:6,8 66:11 70:1 87:7 89:6 130:24 133:17 142:4,17
restrictive (3) 37:6,8 51:11

result (2) 7:14 118:23
resulted (3) 119:12 154:21 174:25
resume (1) 76:11
resuscitate (1) 99:1
resuscitation (1) 53:9
retail (1) 61:23
retains (1) 118:24
reticent (1) 130:4
retirement (1) 67:10
return (3) 26:18 27:3 29:6
returned (1) 119:24
review (4) 14:14 85:25 172:22 175:20
reviewing (1) 173:22
ridiculous (1) 85:22
rights (8) 50:9,24 105:19 152:9 155:3,9 157:10,10
ripped (2) 53:18,20
risk (1) 45:9
risk (16) 10:23 30:17 48:10 52:21 83:22 90:19 97:2,3 129:18,19,23 130:11,13,21 134:3 152:17
risks (1) 26:5
risky (1) 130:19
road (5) 93:12 138:7,8,18 148:19
rock (1) 38:14
rocked (1) 20:5
role (3) 135:19 144:18 182:9
room (46) 11:19 17:4,7 34:4 38:2,8 40:25 41:1,13 43:9 45:6 68:8 69:16 75:9,11,13,22 76:1,2,4 78:12 82:15,18 89:12 91:22 96:4,17 101:9 112:14 120:9,15,17 128:7 132:14,14,17 148:16,17,19 151:24 152:12 161:6 165:12 169:11 179:18 181:4
rooms (3) 74:23 75:4 76:10
rota (1) 90:22
rotas (1) 169:24
round (5) 61:8 78:13 90:8 142:7 153:10
rounds (1) 102:14
route (1) 130:9
routine (5) 10:3,6 11:2 16:25 172:11
ruin (1) 32:15
rules (9) 15:7 20:20 22:15 24:3,6 57:4 105:17 129:8 168:20
running (1) 97:18
rush (1) 101:7
russell (1) 48:7

S

sadly (5) 2:17,21 109:11 110:3 136:6
safe (11) 28:15 29:2 39:11 90:12 105:20 138:16 139:6 140:6 161:9 163:3 164:21
safety (1) 83:19
sake (1) 53:25
saltcoats (1) 64:20
same (12) 15:25 23:3 46:21 48:3 54:24 64:9 73:10 94:17 104:7 127:7 151:13 155:10
sat (5) 11:18 17:14 34:20 38:8 166:15
satisfactory (1) 121:1
saturday (2) 142:9,11
saw (10) 74:19 100:9 101:9 116:1 117:19 119:10 151:10,14 154:5 161:12
saying (22) 15:7,10,10 50:2,3,3 70:10 75:25 82:16 87:14,16 98:1 100:19 118:14 152:8 153:1 157:7 166:16 167:15 178:4,22 180:12</

<p>scared (2) 36:16,23 scary (1) 35:15 scholarships (1) 92:20 school (3) 64:8 68:18 92:18 sciwt0358000001 (1) 1:8 sciwt0378000002 (1) 59:1 sclerosis (1) 61:21 score (1) 145:25 scotland (15) 5:11,18 15:17 23:21 28:10 49:20 56:8 81:14 87:9 92:19 124:2 132:19 146:10 162:22 163:1 scottish (10) 14:4 21:11 22:1 24:15 50:2 57:14 58:9 105:14 106:17 164:9 scream (2) 32:25 33:3 screaming (3) 77:23 82:20 104:14 screening (2) 113:5 121:11 screenings (1) 113:8 seat (3) 1:13 18:1 108:14 seated (1) 32:7 season (9) 8:12 39:13 40:13 42:22 44:23 45:14 49:2 144:17 173:1 seconds (1) 44:20 secret (1) 18:21 secretary (2) 97:18 152:3 section (4) 19:11 98:5 169:3,8 sectioned (1) 115:24 see (131) 11:21 12:15,18 13:1,13,20 14:13 16:14,23 17:18 19:15 24:23 25:12,13 29:19 30:13 31:1 33:5,17,20 35:18,20 37:19 40:12,22,24 44:14 45:5 47:19 48:3,9,12 51:14 56:21 70:6,12,13,14,17 71:17,20 72:2,11 73:7,20,22,23 74:3,3 78:10,19 79:20 80:4,5,12 83:17 84:12 86:12,16 90:4,10 91:20,20,22 92:4,9,13 95:13 99:23 100:3 103:11,24 104:3,8,12,16 106:7 116:17 117:16 120:23 121:14 122:20 123:1,10,11,12,13 126:1,2 127:22 132:12 134:2 135:18 136:5 142:21 143:7 145:5,10,11,12 146:4,4,5,6,11,25,25 147:18,19 148:3 150:13 151:12 152:15 153:1 155:12 161:25 165:14 166:16 167:25 168:9,15,16 169:16 170:8,24 171:13 172:5,5,24 178:24 179:7 seeing (10) 13:3 23:20 48:13 86:18 104:15,19 149:22,24 151:25 162:2 seem (3) 72:4 168:19 182:8 seemed (15) 24:3 47:2 69:18 119:7 120:24 121:17 124:18 129:9,24 152:18 165:5 170:22 172:13 176:10,18 seems (3) 15:16 23:14 81:15 seen (21) 12:16 13:2 17:17 25:10 71:23 73:24 74:14 78:16 85:20,23 86:6 96:25 117:4,10 119:20 127:15 130:8 131:7 155:17,17 161:19 selected (2) 8:12 164:16 selection (3) 111:14 117:2 164:4 self (2) 141:8,18 send (4) 87:21 91:19 150:4,5 sending (1) 67:7 sense (7) 53:25 141:8,18 152:18 155:5 159:9 163:4 sensible (1) 72:5</p>	<p>sent (6) 50:19 87:24 88:2,5,6 107:8 sentence (1) 79:3 separate (1) 27:21 separately (1) 174:18 separation (1) 133:7 september (5) 39:6 76:19 109:9,11 133:14 sequence (1) 111:6 sequestered (1) 133:25 series (2) 152:19 154:25 serious (2) 11:3 132:10 service (5) 6:3 71:13 91:7 98:12 175:11 services (3) 5:18 25:23 59:21 set (13) 33:17 41:1 42:15 61:20 67:2 78:16 98:11 106:23 141:8 142:4,5 146:21 147:5 setting (1) 139:9 settings (1) 21:12 settle (1) 100:20 settled (8) 38:17 40:15 100:17 103:4 113:12 114:11 115:12 119:5 settling (2) 40:10 115:4 several (2) 5:11 179:3 severe (2) 84:14 103:23 sew (1) 180:22 shake (1) 85:21 shall (1) 134:16 share (3) 76:21 123:11 163:7 shave (1) 112:16 shell (3) 154:7 161:16,18 sheltered (1) 130:15 shes (3) 38:17 101:1 shields (1) 161:9 shielding (5) 148:20 151:23 152:11 161:7 180:9 shift (4) 157:3 159:14 175:2,7 shifted (1) 159:9 shifts (1) 95:16 shocked (3) 41:18 117:17 161:12 shopping (2) 140:3 142:12 shops (2) 9:1 10:4 short (4) 49:23 58:21 108:1 134:22 shortages (1) 66:21 shortened (1) 71:17 shortlived (1) 166:14 should (26) 50:9,23 53:24 57:4,8,9,19 58:7,10,11 80:17,18 83:18 87:20 95:7 100:17 105:15 106:9,19 129:21 130:21 131:16 157:21 172:19 177:16,20 shoulders (2) 148:3 151:13 shouldnt (2) 3:14 135:17 shout (7) 31:14 41:20 122:24 126:1 154:1 165:16 170:8 shouting (7) 33:23 74:10 77:22 80:20 82:21 84:13 104:14 show (4) 21:2 113:13 146:22 177:14 shower (1) 112:16 shown (1) 110:20 shrink (1) 176:2 shut (4) 22:22 40:19 78:22 182:15 shy (1) 58:19 siblings (1) 110:13 sick (2) 67:12 68:3 side (6) 31:12,13 54:23 106:20 146:7 171:22 sides (1) 58:12 signed (2) 102:24 156:7 significant (2) 10:25 122:15 significantly (2) 12:5,10 silence (3) 45:10,11 158:2 similar (2) 44:10 56:11 simple (2) 29:16 70:9 since (8) 2:23 29:11 58:2 59:24 154:4 161:19,20,23</p>	<p>single (2) 62:12 100:12 sir (1) 134:25 sister (5) 111:25 112:23 122:23 127:9 132:11 sisterinlaw (2) 67:24 68:8 sisters (3) 112:23 123:10 127:9 sit (14) 34:17 44:1 54:4 73:18 74:16 75:22 82:9 126:1,6,11 135:6 168:16 169:13 174:6 sits (2) 77:14,14 sitting (7) 34:9 72:19 73:17 76:2 83:8 103:2 126:19 situation (24) 12:25 13:6 14:14,22 16:13,20 17:8 19:25 20:6 39:4 49:22 50:11 56:4,11 65:19 69:23 91:7 99:25 100:24 104:12 129:12 153:22 166:20 180:3 situations (1) 155:11 six (2) 115:2 116:13 sixfoot (1) 153:24 skilled (1) 62:22 skin (2) 72:21,21 sky (1) 94:8 sleeping (1) 91:23 sleepover (2) 14:18,20 sleepovers (3) 14:17 26:13,18 slept (2) 110:14 179:10 slightly (3) 5:21 14:2 116:13 slots (3) 44:8,15,16 slouching (1) 83:8 slower (1) 117:20 slowly (3) 109:19 113:13 123:22 small (3) 55:5 136:10 170:5 smaller (1) 136:18 smell (1) 144:7 smile (3) 35:17 79:25 80:5 smiling (1) 35:20 snap (1) 55:5 sneaked (1) 76:24 sociable (1) 109:5 social (20) 5:10 9:13 25:24 99:6 117:8,8 127:18 135:20 142:6 152:13 154:13 157:8,12 158:12,13,18,19 163:14,21 164:7 socialising (5) 56:3,22 139:22 141:10 154:14 society (1) 12:6 soiled (1) 181:3 sold (1) 64:12 solitary (2) 148:21 152:14 somebody (21) 6:22 17:21 20:2 24:25 26:21,23 27:19 37:12 77:1 86:18 89:22 90:22 93:8 97:6,16 104:19 140:16 162:4 167:13 168:5 177:14 somebodies (1) 29:21 somehow (1) 78:4 someone (12) 10:22 35:20 62:6 86:3,4,6 91:5,10 96:20 101:1 110:13 127:10 something (38) 6:14 22:1,1,4 23:7 26:15 32:17 35:1 36:2,21 40:22 45:3,18 46:24 62:18 68:19 69:18 72:14 76:15 87:4 94:14 99:3 100:19 118:6,16 135:22 140:20 144:20 154:10 159:4,17 162:8 163:1,10 177:19 180:16 181:8 182:18 sometimes (20) 29:18 42:16 45:22 64:5 65:25 66:1 71:7 81:17,17 84:18 87:19 89:1 90:4 91:19 144:8 150:5 151:3 162:3 168:8 173:6 somewhat (2) 61:12 118:17 somewhere (5) 22:19 39:13</p>	<p>43:13 115:16 138:14 son (8) 63:23 73:23,24 74:3 92:1 100:22 101:2 103:1 sons (1) 62:9 soon (2) 14:21 92:10 sore (4) 138:23,24 167:9 169:10 sores (2) 167:4 169:10 sort (9) 13:7 16:14 20:21 27:17 29:8 31:11 48:25 125:23 170:11 sound (1) 93:21 sounds (1) 168:23 soup (2) 69:9,10 southeast (3) 146:10 157:15 165:18 space (1) 138:15 spaces (1) 117:24 spark (1) 154:6 speak (22) 17:1 23:5 32:12 35:1 41:24 49:22 53:21 55:18 56:1,9,10 86:24 94:15 97:17 129:19 157:8 158:18,19 167:16 170:8 178:4 179:20 speaking (12) 19:8 23:22 48:23 55:25 64:10 82:18 122:10 129:13 148:25 149:4 176:20 178:11 special (2) 53:6 155:4 specialist (3) 5:5,16,17 speech (1) 65:14 spend (2) 77:4 131:15 spending (1) 38:2 spent (3) 80:13 115:11 143:3 spirits (1) 146:5 spite (3) 138:3 144:25 155:24 split (1) 95:16 spoke (13) 8:19 11:8 17:3 83:1 129:20 140:10 143:24 144:13 152:19 158:13 163:21 170:15 172:14 spoken (2) 132:21 158:12 sporadic (5) 147:11,15 149:21 151:5,6 sports (1) 94:8 spread (1) 138:25 sprung (1) 156:19 staff (58) 17:23,25 19:24 28:25 29:19 32:23 33:6 38:5 42:14 64:11 66:5,6,19,21 69:12 70:4 73:9,18 73:3 77:21 79:9 80:3 81:3 84:23 88:14,16 89:15,16 96:12 101:19 105:21 114:2,5 122:8 130:18 146:1,4 148:12 150:7 157:25 158:1,4 160:9 164:18 165:9,21 167:15,22 168:1 169:1,23 170:10,22 171:1,12,20 173:20 176:12 stage (7) 84:5 105:25 108:9 123:21 158:17,17 167:2 stages (3) 106:22 109:22 158:18 stair (1) 132:17 stairs (1) 7:11 stalwart (1) 136:22 stand (2) 37:2 166:10 standard (2) 160:19 162:15 standing (3) 18:6 83:6 171:22 stark (1) 114:20 start (11) 7:6 30:2,4 59:24 72:6 111:23 123:22 160:10 167:8,8,9 started (21) 7:4,5 55:14 66:17 74:10 77:22 95:15 96:9 111:15 113:13 123:22 125:1,2,17 128:2 131:18 145:1,2 153:5 155:14 161:7 starting (3) 16:4 66:21 99:24 stated (3) 95:5,8 151:22</p>	<p>statement (69) 1:7 2:7,16,20 3:13 7:10 8:19 10:9 14:16 18:13 19:4,5,11 21:10 22:19,23 23:14 24:7 30:8 31:21 35:9 36:14 37:5 44:25 49:13 50:18 51:13,17 54:8 57:2,7 59:1 60:1,12,16 61:3 62:3,17 63:4 67:3,15 69:20 70:2,16 71:12 84:9 90:18 94:21 95:25 98:6 103:15 105:11,13 107:16 121:20 133:10 135:9,19 136:5 143:24 148:8 161:1,2 163:19 169:3 176:3 180:1,20,21 statistic (1) 25:6 statistics (1) 177:17 stats (1) 177:16 status (9) 18:14,20 19:2,19 20:14 45:15 46:4,20 50:22 stay (5) 14:8 15:6 36:18 77:5 102:12 stayed (5) 4:1 6:7 63:14 103:5 178:15 staying (2) 17:6 104:7 stays (1) 85:18 stenographer (1) 134:17 stenographers (1) 53:25 step (1) 78:17 stepladder (4) 170:2,4,7,10 stick (1) 52:8 still (30) 6:21 7:1 18:4 25:21 40:22 43:1 47:4 48:19 52:8 59:4 62:25 63:6 64:4,4 67:11 76:5 77:5 82:11 99:9 117:19 118:16 127:23,24 138:4 141:21,22 150:5 166:5 174:1 180:18 stimulation (5) 11:22,25 38:1 131:22,24 stirling (1) 92:24 stone (6) 172:23,23,24 175:22,22,23 stop (3) 3:17 18:11 22:13 stopped (9) 18:9 22:16 47:1 51:25 64:8 69:7 127:18 131:25 169:17 stories (2) 33:12 34:16 story (3) 172:19 182:24 183:3 straight (6) 30:2,9 83:7 89:13 95:17 96:22 straightforward (1) 29:16 strand (1) 174:5 strange (1) 170:13 strategies (2) 34:7 44:3 straw (1) 181:2 strawberry (1) 141:23 stress (3) 20:1 54:10,12 stressful (2) 54:13,21 strong (2) 87:23 108:24 strongly (1) 130:21 structure (2) 11:2 124:16 struggled (7) 2:23 7:10 61:10 103:22 137:12,21 149:11 struggling (4) 52:9 99:23 144:24 149:15 stuck (3) 75:13,14 76:5 student (2) 177:14,15 studies (3) 27:12,13 55:12 studying (4) 4:6 25:21 55:11 92:21 stuff (16) 8:4 9:6,7 10:6 12:2 15:5 21:3 39:25 40:1,10 41:5 44:2 48:11 50:13,16 56:19 stupid (1) 72:6 subject (3) 107:10 108:8 155:20 submitted (1) 21:20 subsequently (2) 70:16 126:6 sudden (1) 27:22 suddenly (1) 63:16 suffering (2) 68:13 106:21 sugar (2) 143:1 171:17</p>	<p>suggest (1) 182:7 suicide (1) 2:21 suitable (2) 5:9,14 summer (1) 142:10 sunday (7) 143:19 147:10 148:11 172:10 176:9 178:11 179:12 sunken (1) 161:18 supervised (6) 64:11 129:6 158:1 166:11 169:13 171:1 supervision (1) 64:3 supper (7) 144:3,5,9,13,17,18 172:14 suppers (2) 145:5 146:9 support (21) 3:22 5:6,16 7:9 9:15 11:1 27:23 50:4 55:18,22 56:9 63:15 109:20,22 124:4 132:19 133:1 144:25 157:21 160:19 182:16 supported (1) 5:10 supporting (1) 23:22 supports (1) 106:25 suppose (42) 14:3 18:3 89:19 94:1 103:15 136:16 137:2,11,13,15,25 138:9 139:7,21 141:12 142:6 143:4 146:22 148:15,16 152:20 159:10,19,21 161:22 162:2 163:4 164:16 166:1 170:21 171:9,11,18,19,25 173:11,17 180:5,15 181:10,25 182:24 sure (32) 14:5 17:10 21:24 24:13 29:4,23 36:5 39:3 43:5 49:25 53:18,20 64:6 65:10 67:7 69:13 70:19,20 81:13 95:22 98:14 118:18 126:23 128:20 130:17 132:1 133:5 134:4 136:13 141:13 143:2 178:14 surely (1) 163:9 surgery (2) 102:14,23 suspected (1) 119:9 sustain (1) 182:6 swallow (1) 99:23 swallowing (1) 91:24 swear (1) 78:4 swearing (1) 84:13 sweden (1) 100:23 swimming (3) 9:1 10:10,11 swore (1) 78:6 sympathetic (2) 91:6,6 sympathy (3) 88:10,16 89:25 syringe (1) 102:1 system (5) 23:1 44:7,11,12 48:20</p>	<p style="text-align: center;">T</p> <p>table (5) 32:8 153:23,24 154:1 162:6 taken (15) 19:10,19 37:3 68:2 70:24 77:19 82:17 92:8 97:8 99:7,14 105:22,23 115:23 177:24 takes (1) 10:23 taking (10) 6:16 61:3 71:9 73:24 89:20 96:25 118:15 126:16 131:23 170:1 talk (11) 19:6 34:17 77:8 104:22 114:14 122:11 166:18 167:3 168:20 180:21,23 talking (3) 94:12 108:20 156:12 tart (1) 141:23 task (1) 109:4 taste (1) 144:7 taxi (2) 139:25 158:24 tea (7) 11:14 40:1 109:6 112:13,24 140:11 141:23 team (5) 1:25 92:19 107:5 122:2 129:15 tears (3) 31:17 92:11 167:21 teatime (2) 172:11 178:8</p>	<p>technique (1) 34:19 technology (2) 42:7,18 telephone (2) 120:17 171:12 television (3</p>
--	---	--	--	--	--	---	--

threatening (1) 91:15
three (14) 59:24 62:9 66:2
 68:2 85:18 93:22 111:3
 112:23 115:22 123:9
 153:16 154:22 155:16
 158:18
throat (1) 98:22
through (50) 2:8 18:8,22
 20:9,11 21:6 23:14 26:12
 29:17 41:24 45:17 56:11
 61:2,22 64:24 75:8 77:13
 78:10,14,24 80:23 81:13
 82:13,17 87:2,9 96:5,9
 98:4,20 99:20 101:18
 103:7 104:10 105:13,21
 111:18 122:24 132:16
 149:16 155:21 161:21
 163:11 166:19 171:15
 172:5,5 178:14 179:4
 182:4
throughout (8) 17:23 66:8
 68:21 71:6 82:5 91:14
 100:15 149:6
tid (2) 20:21 63:2
tied (1) 23:1
tiers (2) 23:2,8
time (164) 2:23 3:1,5,11
 4:2,6,18,23 6:15,17,22
 7:2,8,22 8:5,9 10:12 11:19
 13:11,18,24 14:6,24 15:19
 16:9 17:18,18 18:8,11 21:5
 22:2 23:3 24:11,12,15,17
 25:2,9,16,21,22 26:7,14,16
 27:20 28:17 29:22 30:6
 31:8 32:15 33:12,20 35:3
 36:17 37:15,17 38:2,12,18
 41:11,16 42:11 43:11,22
 44:15 46:14 47:2 48:4,17
 49:12 51:4,24 52:9,11
 55:5,24 56:2,14,25 57:24
 58:4 63:9,11 64:9 66:8
 67:17 68:7,9 69:6 70:24
 73:1 74:16 77:5 79:10
 80:13 82:4,6 83:11 84:12
 87:13 91:21 93:10 95:19
 96:3,11 100:12,12,20
 102:2 103:1 107:19
 110:14,25 112:11,21
 113:15 118:5 119:11
 120:21,24 121:19 122:9
 124:10 126:16 127:8 129:5
 130:12 131:15 132:13
 136:1 139:15 144:22
 145:19 146:1,23
 147:22,23,25 148:7 150:4
 151:10 152:3 153:7 155:17
 159:23 162:17 164:7
 166:5,8,15 168:24
 172:7,22 173:2 174:5
 175:9 176:13
 177:4,13,18,21 179:19
 180:7 181:12
timed (1) 51:11
times (20) 12:3 14:1 15:10
 16:24 17:22 27:14 37:17
 44:22 49:10 54:14 66:2
 90:1 104:23 105:18
 112:20,24 116:20 129:14
 160:16 161:20
timescales (1) 142:4
timing (1) 26:16
timings (1) 37:23
today (10) 1:5 2:3 82:14
 96:7 102:7 105:3 135:24
 182:20,22 183:3
toe (1) 138:24
toenails (1) 121:16
together (11) 10:13 48:3
 52:24 53:5 58:11 110:2
 156:23 159:22 161:9 163:7
 174:7
told (38) 25:23 28:7 40:22
 46:9 54:17,18 70:4,5
 73:18 76:14 79:24 81:11
 87:11 91:1,4 95:12 97:23
 98:10 99:6 100:6 101:5,18

102:6 105:5,19 116:3,9,14
 119:5 125:4,4 132:6,8,12
 149:16 153:13 157:24
too (19) 14:5 20:5,5,8 36:5
 37:6,8 38:15 39:2 46:18
 106:10 113:24 118:14,14
 124:6 127:23 133:7 148:14
 165:16
took (28) 4:22 6:1 11:5
 14:20 17:6 36:22 37:10,22
 47:8,13 53:16 67:25 69:12
 92:9 93:18 103:23 113:7
 116:15 118:25 119:1,22
 122:1 125:22 129:2 163:25
 166:7 173:2 179:3
tool (4) 159:24,25,25 160:1
torry (1) 164:17
total (1) 70:17
totally (1) 100:20
touch (8) 17:16 107:6
 167:10,13 168:24 169:12
 170:13 172:4
touched (1) 57:3
touching (1) 33:1
tour (2) 117:25 164:15
towards (13) 5:4 47:4,25
 48:19,22 58:6 71:12 77:15
 110:21 132:4 144:15,18
 169:6
town (1) 136:18
tracey (3) 135:2,3 184:10
track (1) 15:9
tract (1) 176:12
trained (1) 114:5
training (1) 114:3
transfer (4) 119:17 140:5
 176:24 179:1
transferred (1) 8:6
transferring (1) 178:17
transition (2) 14:10 27:25
transpire (1) 178:23
transport (1) 36:12
trapped (1) 16:15
traumatic (1) 32:25
travel (4) 23:7,9 47:18
 153:10
travelled (1) 5:10
travelling (3) 13:13,20 22:25
treat (1) 119:23
treated (2) 106:16 181:13
treatment (11) 3:18 8:21,22
 67:16 118:10 120:4 130:17
 155:5,10,10 181:25
trees (1) 10:15
trial (1) 14:19
travelling (1) 26:19
tried (18) 3:1 26:23 41:5,21
 42:9 43:8 65:22 71:24,24
 78:17 82:18 84:12,14
 129:1 140:14 160:16
 175:16 182:24
trip (2) 142:8 153:10
trolley (3) 9:10 97:1,8
trouble (3) 41:9 152:25
 169:2
trousers (1) 141:10
true (2) 135:10 163:18
trusted (1) 81:3
truth (1) 60:3
try (12) 5:14 21:14 42:14,15
 58:18 69:24 78:7 105:9
 129:13 145:4,24 156:2
trying (24) 19:1,3,23 20:7
 32:12 41:20,24 42:4,12
 43:11,15 78:9 83:21 88:11
 101:15 112:10 146:18
 147:1,3 155:7 157:1 167:8
 169:23 170:6
tuesday (3) 148:12 183:6,9
tumour (1) 99:5
turn (2) 28:2 109:3
turned (2) 80:4 90:8
turns (1) 177:12
tv (1) 112:14
tweaked (2) 114:9 115:4
tweaks (1) 173:21

twice (2) 80:24 142:14
twoweek (3) 30:12 164:12
 165:7
type (1) 23:24
typed (1) 39:19
typical (1) 159:18
typically (1) 115:1

U

uhhuh (8) 65:21 67:18 77:9
 98:8 103:14 158:22 159:16
 160:12
ultimately (1) 154:21
unable (3) 25:12 95:6 106:8
uncle (7) 142:14 143:12
 150:22 151:2 153:12
 155:21 156:11
under65yearolds (1) 21:11
undergoing (2) 118:10
 130:16
understand (44) 2:20 3:13
 7:10 11:6,7,9 26:2 31:15
 33:4 34:22 35:11 39:5
 40:14 42:7 49:23 62:1
 65:16 69:7 70:12,14
 74:7,12 75:25 79:4,15
 81:22 84:4 85:11 98:22
 109:15 111:2 113:4
 115:1,8 124:12 131:18
 133:10 135:22 138:20,21
 152:21 158:20 165:3
 168:10
understandable (1) 69:9
understandably (1) 72:14
understanding (5) 23:18
 65:16 77:19 154:12 159:10
understood (4) 38:13 65:10
 77:6 127:20
underweight (1) 9:3
unfair (2) 131:4 169:24
unfamiliar (1) 127:19
unhappy (4) 86:7 126:15
 127:3,4
unique (1) 56:4
unit (13) 3:24 61:21 66:20
 67:9 72:8 73:11,25 77:1
 78:19 90:5 91:19 105:21
 113:25
university (6) 1:24
 55:11,18,19,22 92:23
unless (3) 78:16 98:18
 180:24
unlike (1) 181:17
unlimited (1) 166:6
unpack (2) 40:15 156:2
unpaid (1) 3:4
unresponsive (4) 177:4,5
 178:3,12
unrestricted (1) 112:9
unstimulating (2) 114:20
 127:19
until (18) 47:13 54:4 69:19
 102:17 103:5 104:18
 110:15 124:20 126:15
 148:17,18 159:21,21
 172:22 173:11,11,13 183:9
unusual (1) 142:24
unwell (5) 3:11 4:18 9:2 13:5
 47:1
update (1) 50:19
updated (2) 40:10 99:10
updates (3) 48:24 120:20
 122:7
updating (1) 123:19
upon (2) 66:13 130:24
upset (5) 92:1 97:5 103:25
 104:11 168:5
upsetting (1) 167:6
upside (1) 157:17
urinary (1) 176:12
used (8) 42:17 55:5 80:1
 83:7 96:18 105:16 138:7
 140:17
useful (3) 59:19 78:10
 162:23
users (2) 71:13 91:7

using (5) 42:18 76:5 138:9
 159:24 179:8
usually (11) 26:22 33:11
 38:16 72:15,19 79:10 80:2
 87:9 122:11 123:20 127:10
uti (1) 176:12
utilised (1) 152:11

V

valuable (1) 126:16
value (2) 131:5 159:11
vandalised (1) 181:3
variety (1) 11:23
various (1) 95:2
via (1) 132:14
video (2) 15:22 117:25
views (2) 77:15 98:13
village (8) 102:12
 136:10,13,17,17,20
 137:1,3
virus (6) 11:7 36:17 89:23
 130:9,20 134:4
visibly (2) 155:18 175:25
visit (85) 7:25 8:3,5 10:3,4
 11:10,13 12:4 13:19 14:7
 17:13 18:2,18 23:24,24
 28:14,21 29:11,18,25
 30:9,10,10 32:16 33:11
 40:17,18 41:14 42:1 43:25
 44:22 45:4,5,7,19,22,24
 46:3 47:10,14,16,24 48:2,6
 50:25 51:2,4 56:1 65:22
 68:8 79:25 84:12 85:12,15
 86:20 89:12,17 103:22
 111:24 116:22 126:14
 129:2 138:17 142:13,14
 143:2,7 145:1,2,9
 150:24,24 151:23 153:8
 158:1 164:12 165:25 167:7
 168:9,14 170:1 172:6
 182:4,4,5
visited (11) 5:12,13 28:9
 31:10 47:14 50:14
 67:20,21,23,24 164:18
visiting (41) 5:11 14:25 15:1
 18:10 19:9,20,14,22 29:1
 30:2,5 32:3,5,14,15 34:4
 43:6 45:21 46:10 47:13
 50:9,9,24 51:23 66:13
 67:19 68:24 71:1 76:11
 79:7,16,19 88:8 104:6
 112:21 116:20 117:17
 123:22 127:7 142:1 153:17
 176:10
visitor (10) 18:14 45:15
 46:3,20 50:22 58:5 80:7,17
 143:20 180:18
visitors (6) 57:21 58:1 81:7
 82:15,18 116:21
visits (102) 12:9,11,19 13:8
 15:18,19 17:12 18:7 19:15
 20:13 21:19 22:13,16
 24:10 30:14,16 31:5,6,17
 32:11,18,22,24 33:17
 37:10,10,13,22 41:8
 42:13,19,20,22
 43:6,21,22,24 44:6 45:1,24
 46:22,25 47:20 49:8,10
 50:12 51:1,6,7,10 57:6
 77:8,10 79:5 103:24 112:7
 122:17,19 123:3,12,16
 124:25 125:18,19,20,21
 126:7 127:5,11,25
 128:1,14 129:5 132:5
 144:22 148:5,6,18
 150:16,17,19
 151:11,16,17,20,20 153:16
 154:22 157:24 161:13
 162:12 165:4,5,9
 166:6,7,13 169:11,20
 171:8,11 172:8
visual (1) 173:13
visually (3) 165:14 172:24
 176:23
vital (1) 177:16

voice (7) 78:24 80:5 89:4
 120:25 147:20 182:16,23
voices (1) 106:20
vulnerable (1) 36:20

W

wait (2) 27:6 97:2
waited (1) 81:5
waiting (4) 126:14 176:17
 178:15,21
wales (1) 93:2
walk (16) 10:4 21:23 28:25
 36:10,10 52:4,5,7 68:6
 76:4 77:24 83:13,14 84:14
 90:4 120:14
walked (8) 76:13 80:2
 100:8,12 101:3,7,8,8
walking (4) 18:5 32:10 83:5
 85:20
walks (5) 9:7 12:7
 21:12,13,14
wall (1) 41:4
wandering (1) 97:3
wanting (2) 84:12 87:18
wants (2) 73:20 97:17
ward (6) 116:3,6 179:1,5,8,9
warm (1) 43:13
warn (1) 37:2
washed (2) 100:6 101:6
wasnt (120) 4:5 6:6 10:1,3,7
 12:5 13:23 14:21 17:9
 18:6,19,22 21:22 22:12
 24:2 25:20,20 26:16,17
 27:1,15 28:13,18,24 29:8
 30:9 33:15,16 37:23
 38:5,18 41:20
 42:10,17,24,24 43:4,16,23
 44:13 45:23 50:1 52:8
 54:25 57:12 65:14 66:1
 72:7,10 74:8,9,11
 75:10,12,20 76:8
 78:1,4,8,10 81:24
 82:10,11,19 86:15
 93:14,15 94:5 98:19 103:3
 105:3,4,7,8 109:1 113:16
 121:1,14 122:12 123:1,2
 126:14,19,22 128:20
 130:21 131:7 142:4 143:7
 144:8,23 147:7,8,9 148:7
 152:12,24 153:13 154:8,8
 156:19 157:2,3 158:2
 160:15 163:18 165:8,11
 167:10,10,14,21 168:17
 169:12,22 176:19,20 177:8
 178:10,13
watch (2) 78:8 112:14
watched (1) 11:7
watching (2) 77:24 176:2
water (1) 176:4
way (31) 13:21 18:7 19:1
 25:12 27:2,15 32:6 33:17
 42:2 43:12 57:12 61:8
 69:22 72:5 76:22 78:1,3
 83:15 114:5,19 130:23
 131:9,15 142:8 144:1
 147:5 148:22 150:9 152:10
 168:1 181:12
ways (6) 23:20 164:20 172:1
 181:1,11,24
wear (3) 8:3 36:7 43:2
wearing (5) 31:9 33:6 35:22
 91:1 170:23
weather (2) 74:5 77:17
websites (1) 29:15
wed (1) 103:10
wedding (1) 76:18
wednesday (3) 67:24 68:17
 179:12
wee (14) 19:3 39:21 42:23
 46:12 47:11 48:9 68:15
 71:7 78:20 80:5 84:20
 96:21 98:11 102:5
week (13) 9:11 21:8 44:22
 45:2,6 51:5 100:11,23
 112:20,25 116:20
 142:14,23

weekly (3) 11:12,15 80:24
weeks (23) 30:16,17,19 31:2
 52:13 70:17,20 71:21
 79:15,18,20 86:6 115:3,11
 116:11,15 127:10 120:24
 121:25 122:1,2,21 127:15
weighing (1) 175:22
weight (2) 172:21 175:16
welcome (1) 136:13
welcomed (1) 112:14
welfare (1) 54:13
wellbeing (7) 50:12 95:9
 110:24 155:7 165:23
 174:17 182:2
went (45) 9:17,23 10:10
 12:13 14:14 27:13 28:15
 32:7 52:5,7,15,23 65:17
 73:17,22 74:2 75:4 81:1,4
 85:17 92:23 93:18
 94:10,13 96:11,14,17,18
 97:21 99:8 101:18 103:7
 111:11,25 112:24 120:3
 124:17 145:14 146:11
 148:6 164:2 170:1 171:21
 175:7 176:22
werent (40) 12:8 16:9 17:16
 21:24 28:20 29:11,24
 30:13 33:19 35:16 40:18
 41:25 42:24 49:16,25
 51:10,13 53:12,12
 74:15,23 79:4 81:9 93:6
 95:19 115:10,14 117:5,10
 123:13 131:15 150:21
 154:1 155:16 159:3,9
 163:18 168:12 170:23
 178:14
west (2) 157:16 165:20
wet (1) 74:6
weve (2) 79:12 90:5
whatever (14) 21:21 22:6
 35:21 36:17 45:23 74:1,10
 78:15 83:24 84:22 97:17
 99:11 104:14 150:7
whats (2) 37:21 38:9
wheelchair (11) 9:4 32:24
 74:6 77:18 81:22
 82:17,20,24 83:16 139:25
 158:24
wheeled (2) 153:24 162:5
whenever (3) 11:12 45:25
 165:12
whereas (4) 75:22 84:21
 152:25 183:2
whilst (7) 62:25 112:6 123:1
 140:8 159:7 177:11 180:17
whistlestop (1) 164:14
whole (19) 11:19 16:13
 31:15 42:2 68:22 74:15
 78:19 84:4 91:23 105:21
 142:12 144:7 146:2
 149:5,6 162:1 171:18,20
 174:5
whom (1) 2:4
whos (1) 97:3
widowed (1) 137:20
wild (1) 170:24
wind (2) 77:20 78:25
window (43) 40:17,18,19,23
 41:8,14,15,17,19,20,23
 42:1,19 78:10,16,24 90:3
 117:16 122:17,18,22,25
 123:3 125:17
 150:15,17,18,24 151:19
 165:4,5,8,10,13,15,16
 166:6 168:8 170:1,3
 171:11,23 172:5
windows (1) 78:18
windy (1) 78:20
wine (1) 93:10
wing (1) 122:12
wisdom (1) 177:13
wish (3) 34:10 157:20,21
wished (4) 32:16 99:5,7
 112:18
wishes (1) 163:24
withdrawn (1) 155:18

witness (21) 1:6 58:25
 107:21 108:7,10,12 110:18
 133:10 134:6,9,12
 135:2,8,18 148:8 161:2
 169:3 176:3 180:20,21
 184:8
witnesses (4) 1:6 72:24
 88:22 108:5
wives (1) 84:22
woman (1)

zero (2) 150:20,20
 zone (1) 77:19
 zoom (3) 120:23,24 121:2

1

1 (16) 111:7,11 112:4,5,6
 113:10 114:12,16
 115:9,10,13 121:9
 158:17,17 184:2,4
 10 (5) 1:1 2:21 178:2,8 183:7
 100 (3) 10:14 24:9 29:4
 1000 (2) 1:2 183:9
 104 (1) 30:11
 106 (2) 31:20,22
 107 (1) 31:21
 108 (3) 34:2 184:8,9
 10th (1) 63:2
 11 (5) 63:23 64:24 100:8
 101:7 115:21
 1119 (1) 58:20
 1130 (2) 58:19,22
 115 (1) 37:5
 117 (1) 37:25
 118 (1) 166:12
 12 (4) 58:2 64:24 95:17
 109:15
 120 (1) 166:18
 121 (1) 167:3
 1230 (1) 95:17
 1241 (1) 107:25
 125 (1) 168:20
 13 (1) 65:8
 130 (2) 169:6,6
 135 (2) 184:10,12
 138 (1) 170:16
 14 (4) 63:24 65:10 120:9
 183:10
 15 (2) 58:19 110:15
 150000 (1) 61:20
 157 (1) 171:5
 166 (1) 174:3
 17 (4) 70:17,20 71:21 93:11
 173 (1) 174:20
 175 (1) 50:18
 179 (2) 51:18 175:17
 18 (3) 3:8 76:19 131:14
 182 (1) 54:8
 184 (2) 176:3,7
 19 (2) 70:3 176:9
 1920 (1) 5:22
 1933 (1) 109:9
 1948 (1) 136:6
 197 (1) 57:22
 1976 (1) 137:19
 1997 (1) 137:11

2

2 (19) 44:14 101:4 107:22,23
 111:7 114:16,17,22
 115:12,19,24 116:10,18,22
 117:6,14 119:6 127:19
 147:10
 20 (13) 5:19 67:2 71:7 98:7
 153:10,19,19,20,20 170:25
 182:4,4,5
 200 (1) 108:2
 2008 (2) 60:21 63:7
 2012 (2) 63:12 137:8
 2015 (1) 64:12
 2016 (3) 3:8 4:13 64:19
 2017 (3) 111:16 138:22
 139:11
 2018 (1) 110:4
 2019 (3) 110:17 111:12
 118:10
 2020 (14) 6:1 7:19 24:17
 28:5,6 39:6 70:3 113:21
 118:11 142:19 148:9
 151:10 162:10 173:18
 2021 (10) 49:6 50:6,15 63:1
 76:19 109:11 133:14 136:7
 144:21 176:9
 2022 (1) 60:17
 2023 (2) 1:1 183:10
 206 (1) 180:1

20minute (5) 148:18 151:11
 153:8,16 157:24
 21 (1) 67:2
 23 (1) 62:4
 24 (2) 67:15 102:4
 240 (1) 134:11
 241 (1) 134:21
 25 (5) 1:22 60:17 67:10 94:7
 136:7
 250 (2) 134:18,23
 26 (1) 70:1
 28 (3) 22:18,22 109:9
 29 (1) 71:11

3

3 (20) 93:20 111:8 114:14,16
 115:17 117:22 118:19
 119:3,7,18 121:13
 124:9,12 125:2,14,18,24
 131:21 136:6 172:23
 30 (1) 168:14
 30plus (1) 164:12
 30th (1) 76:18
 31 (1) 175:23
 32 (1) 72:11
 35 (1) 74:21
 36 (1) 76:18
 37 (2) 79:2 148:8
 38 (1) 78:9
 39 (1) 79:24

4

4 (3) 95:18 126:13 178:7
 400 (1) 183:8
 400mile (2) 142:7 153:10
 40minute (1) 36:10
 410 (1) 126:15
 42 (2) 81:20 83:17
 43 (1) 84:8
 47 (1) 87:3
 48 (4) 87:3 121:20 122:4
 128:20

5

5 (1) 60:25
 50 (1) 122:4
 50s (1) 4:15
 52 (1) 89:3
 54 (1) 91:13
 55 (1) 60:21
 56 (2) 59:11 91:25
 57 (2) 92:15,17
 59 (2) 184:5,7

6

6 (5) 60:25 109:11 133:14
 162:10 172:24
 61 (1) 94:21
 62 (1) 94:21
 63 (1) 95:25
 67 (2) 90:17 175:22
 68 (1) 19:5
 69 (1) 19:5

7

70 (2) 19:6 60:19
 71 (2) 19:6 98:6
 72 (1) 34:12
 74 (2) 161:4,5

8

8 (5) 63:23 74:5 101:5
 112:13 115:21
 82 (1) 100:9
 84 (3) 101:14 162:8,9
 86 (1) 162:19
 87 (1) 103:13
 88 (1) 103:18

9

9 (3) 63:12 172:23 175:21
 90 (2) 105:11,13
 90s (5) 25:11 31:8 36:19
 42:6 46:11
 91 (1) 163:11
 93 (1) 105:13
 94 (1) 106:14
 95 (1) 106:14
 97 (1) 163:11
 98 (3) 25:2 37:7 175:22
 99 (1) 47:4
 999 (1) 177:20