## OPUS<sub>2</sub>

Scottish Covid-19 Inquiry

Day 13

November 21, 2023

Opus 2 - Official Court Reporters

Phone: 020 4518 8448
Email: transcripts@opus2.com
Website: https://www.opus2.com

Tuesday, 21 November 2023 December 2009; is that right? 2 (10.00 am) 2 A. That's correct. 3 THE CHAIR: Good morning. 3 Q. At that time, you, your daughter's father and 4 Good morning, Mr Gale. 4 a multidisciplinary team decided that she should be in MR GALE: Good morning, my Lord. full -time care? THE CHAIR: Now. A. That's correct. She was actually in full -time care 6 6 7 MR GALE: Yes, my Lord. There are three witnesses today and before that in a different setting, but that's correct. 8 Q. In a different setting? 8 these are the final three witnesses from the Care Home Relatives group. 9 A. Yes. 10 THE CHAIR: Yes. 10 Q. Thank you. 11 MR GALE: The first witness is Mrs Verona Gibson. 11 I think the home where your daughter went and has 12 12 THE CHAIR: Thank you. been since provides support for adults with learning 13 13 MR GALE: For the record, my Lord, her witness statement has disabilities and complex needs? 14 the reference SCI-WT0452-000001. 14 A. That's correct. 15 Q. I don't intend to ask you any particular details about THE CHAIR: Very good. 15 MRS VERONA GIBSON (called) 16 16 your daughter's condition, but perhaps just for the 17 THE CHAIR: Good morning, Mrs Gibson. Please take a seat 17 purposes of understanding the impact of the pandemic on 18 and make yourself as comfortable as you can. 18 her, just one or two matters perhaps we could just 19 Yes. Mr Gale, when you're ready. 19 clarify. She is unable to walk, I think? 20 MR GALE: Thank you, my Lord. 20 A. That's correct. 2.1 Questions by MR GALE 2.1 Q. And is confined to a wheelchair? MR GALE: Hello, Mrs Gibson. 22 22 A. Yes. 23 A. Hello. 23 Q. And she also suffers from anxiety? 24 Q. Now your full name, please? 24 A. Significant anxiety, yes, and she has mental health 25 A. Verona Anne Gibson. 25 challenges as well. 1 3 Q. And your details and contact information are known to Q. And mental health challenges. She requires to be in the Inquiry. You provided the Inquiry with a statement 2 a specialist unit, given those challenges? 2 3 and I will take you through various parts of that 3 A. That's correct. 4 statement, just to obtain a little bit more information Q. I think you and your daughter's father have a power of 4 from you. But you can confirm that the statement is attorney in respect of her? 6 your -- in its entirety is your evidence to the Inquiry 6 A. That's correct, and her elder sister. 7 and you would agree that it can be published in due 7 Q. Her sister? 8 course? 8 A. Yes. 9 A. (Nods) 9 Q. Prior to the pandemic, what were the circumstances of 10 Q. You are here, Mrs Gibson, to provide us with your 10 you visiting your daughter in her care home? 11 account of the impact that the pandemic and the 11 A. There were absolutely no restrictions at all on visiting 12 associated restrictions had on your daughter. As you 12 the care home. I was free to come and go at any time, 13 are aware, there is a general restriction order, so 13 so it was restriction -free. 14 whilst it may be very natural to call your daughter by 14 Q. And I think you say at paragraph 12 of your statement that your daughter's home is "an extension of my own 15 her name, could you please avoid doing that? Similarly, 15 16 any other family members, please do not name them. 16 home". 17 Similarly, will you also avoid naming the location where 17 A. Yes. 18 your daughter is and was in care? 18 Q. Can you just explain how you saw that operating? 19 A. Yes. 19 A. Well, my daughter has been obviously in a care home -20 Q. I think we can, however, calculate from the information 20 well, it's 14 years now, so -- I'm just so well known in 2.1 you've given us that your daughter is 39 years old. 2.1 the home. I've been involved in her life extensively, 22 A. That's right. 22 all of her life, and I was free to come and go, be in 23 Q. And your daughter has been a resident in a care home, 23 her room, be with her. I know all the staff. I know the handyman, the laundry lady, the ladies that prepare 24 and the Inquiry obviously knows the location of that 24 25 care home, and she's been there I think since 25 the meals, and I was free to go round the home, so, yes,

Q. I think you praise the home --3 A. Oh. ves.  $4\,$   $\,$  Q. We can see that in paragraphs 13 and 14. 5 A. Yes. 6 Q. You say that: "The staff at my daughter's care home really care 8 about her ...' 9 A. They do.  ${\sf Q.\ \ "...}$  and she has a very good relationship with them." 10 A. She does. I can't praise the staff more highly. 11 12 particularly during the period of the pandemic because 13 the impact on my daughter and myself was bad, but it was 14 also bad on the staff. You know, they were having to 15 cope with a lot of the fall -out of these restrictions 16 and with the residents. 17 Q. And pre-pandemic your daughter was able to go out to, as 18 you say in paragraph 15, a day service. What did that

I'm very well known in the home.

1

19

20

21

22

23

2.4

involve?

settle down and be able to stay without being unwell,

A. It's a service which is provided by the local council.

so it's a day service where people, you know, with

different needs will all go to socialise and carry out

activities . So she's been going there for a very long

time, although it did take a number of years for her to

- 1 but we've got there now, which is good.
- 2 Q. You say the staff there are excellent and that they know 3 your daughter very well.
- 4 A. Absolutely. They've been caring for her for a very, 5 very long time.
- 6 Q. And she was also able to go out on social outings with local clubs, where she was able to socialise with other 8 younger adults who have varying disabilities?
- 9 A. Yes, and they would go on -- you know, they would go on 10 outings, they would go for coffee, they would go to the 11 cinema. They would do all sorts of things as a group.
- 12 and that was good for my daughter because, you know, she
- 13 was meeting younger adults and going out and socialising 14 normally, as we would all do.
- 15 Q. Yes. And I think one can infer from what you say in 16 paragraph 17 of your statement that your daughter was 17 able to socialise in local cafes, shops, the local bank,
- 18 and the local community became -- were aware of her and 19 knew her --
- 20 A. Oh, she's quite a personality when she's well, and we've 21 got to know a lot of people from going out. There's one
- 22 particular shop that we go into where all of the girls
- 23 know her very well and as soon as she's in the shop
- 24 they're all round her and chatting to her and saving --

6

in the bank -- they all know her in the bank. In fact

I'm always surprised when I'm out with my daughter how

- many people actually know her. So, yes, she's -- and
- the nice thing about that is that it makes her feel
- valued. You know, people are really kind to her and
- make her feel valued and she's welcomed when she goes into these premises.
- Q. And the arrangements for her visiting your own home before the pandemic, what were they?
- 9 A. She was free to do that at any time. I would go and 10 collect her and bring her home and there were never any 11 restrictions on that at all.
- 12 Q. Now, you say in paragraph 19 that there was interest in 13 considering a move into a more community-based setting.
- 14 Can you just explain when that interest was taking place 15
  - and what it involved?
- 16 A. Well, it was definitely a subject that my daughter 17 brought up before the pandemic and it was a discussion 18 that we were having with her social worker about whether that might be a possibility. Now, my daughter obviously 19 20 has her particular difficulties and so whether we would 21 have been able to realise that for her I cannot say, but
- 22 what I would say about that was that it was something
- 23 that she was quite excited about at the time and that 2.4 conversation has completely disappeared now. She does
- not talk about it at all. I've confirmed that with her

- 1 staff because obviously sometimes she might be speaking 2
  - to her staff about something different to me, but she's
- not mentioned it for months and months, and another
- relative also, who knows my daughter, mentioned to me 4 5 that she had not heard her talking about this, and this
- 6 used to be a big topic of conversation for her.
  - Q. I think you mention later in your statement that the
- future is not something your daughter talks about.
- 9 A. No, she doesn't refer to it now at all.
- 10 Q. You tell us about the various things that you were able
- 11 to take your daughter to, for example, dental check-ups.
- 12 you took her to a hospital appointment. Presumably -
- 13 I think one of the other things we always hear about is
- 14 going to the hairdresser . You would be able to  $--\ {\rm she}$
- 15 would be able to do that or you would be able to help
- 16 her with that?
- 17 A. Yes, I took her to all of those things. In fact I was
- 18 in a meeting recently at her care home and somebody
- asked, a member of staff, "What does Mum do for your 19
- daughter?", and she said, "Everything". 20
- 21 Q. Your daughter was and is quite adept at using an iPad?
- 22 A. She loves technology. Her favourite things are her
- 23 Switch, her PS4, her iPad and she's able to use her iPad
- 24 to make video calls. She sends me voice messages, she
  - sends me little emails, she can email her manager in the

- care home, she emails people like her speech and 1 language therapist -- very simple emails but she can 3 navigate those and do those things so she's able to 4 communicate that way. 5 Q. Most of that is probably a mystery to me, but it's 6 obviously something that -- that was a way in which you  $\,$ 7 could keep in touch with her? 8 A. Yes, we'd been communicating like that before the 9 pandemic. My daughter communicates with me every day so
- 10 we were used to that form of communication and she was 11 comfortable with that. She could manage that perfectly 12 13 Q. Yes. Would she communicate with you if she perceived
- 14 that she was having a problem or if there was anything 15 worrving her?
- 16 A. Oh, yes. Yes, absolutely. She looks to me to fix 17 everything. So if there's a problem, she'll tell me 18 about it and she'll want me to sort it for her.
- Q. Okay. And in paragraph 26 of your statement, you say --19 20 and this is something we've heard from many people --21 that you considered yourself to be a part or a member of
- 22 the care team and involved in all meetings that take
- 23 place with a multidisciplinary team, including all 2.4 regular reviews.
- A. I don't think there will ever have been a meeting that

- 1 I have missed in connection with my daughter in all of her life, no. 2
- 3 Q. We'll go now to the initial events of the pandemic and you tell us about how you became aware of the lockdown 4 5 of the home. You say in 27 that you didn't get the
- 6 opportunity to explain to her in person what was happening. Was that important?
- 8 A. I think it was important because, when the lockdown 9 came, nobody foresaw what was going to happen in terms 10 of the length of time of that lockdown and I think in 11 the beginning there was, you know, rumour around that it
- 12 would be about three weeks. But I feel I should have
- 13 been able to sit down and speak with her and just
- 14 explain to her quietly what was going to happen because,
- 15 you know, if you put yourself in my daughter's shoes,
- 16 that's quite a frightening position to suddenly find
- 17 yourself in, and when you've got a learning difficulty 18 as well, trying to rationalise that is quite
- 19 a challenge. So I would have very much appreciated the
- 20 opportunity to sit with her and explain to her what was
- 21 happening at the time.
- 22 Q. Did you ask for that opportunity?
- 23 A. Well, no, I didn't get the chance because I was told the
- 24 home was locked down.
- Q. You presumably would have had an opportunity, given your

- daughter's abilities with technology, to tell her about
- it online. Was that successful or do you feel that your
- daughter didn't really appreciate what was being said?
- A. Well, in the beginning -- what she understood was there
- was a virus -- now, what a virus would mean to my 6
  - daughter I don't really know -- but that there was a virus and we were all having to stay at home. I think
- that she was -- I was really proud of her for accepting
- 9 that at the time, but as time went on and as the
- 10 lockdown increased and as we became aware or I became
- 11 aware that she wasn't going to be getting out any time
- soon, I could see that this was having a really
- 13 difficult and detrimental impact on her because she
- 14 couldn't understand why she wasn't allowed to get out.
- 15 Q. And obviously you couldn't get in to visit her?
- 16 A. No, I couldn't get in to visit her. I didn't get in to 17 visit my daughter -- I think I got in to visit her maybe
- 18 in August, some point in August.
- Q. You tell us about garden visits in paragraph 33, and 19 20 again we've heard from many witnesses so far about the
- 21
- problems that are associated with garden visits, not
- 22 least the weather, the circumstances in which you were 23 having to communicate with people. So we are aware of
- 2.4 what you're saying --
- 25 A. Yes.

- $1 \quad Q. \ --$  and what you're saying is something we have heard from a number of people.
- The one thing that you do emphasise in paragraph 33
- is the extent of the distress that this caused to your 4 daughter, and I appreciate -- and I don't want to go
- into the detail of that. Mrs Gibson, but was that an
- element of distress that was something that was unusual
- 8 for your daughter?
- 9 A. I would say so. I mean, my daughter -- obviously her
- 10 challenges in life mean that she does -- she can get
- 11 very distressed, but what we were in there was a very 12 unnatural situation. I mean, the most natural thing for
- 13 a child when they're upset -- and I know she's an
- 14 adult -- is to be consoled by her mother, and for me, as
- 15 a mother, the most natural thing for me to do was to
- 16 console my child. She found it very, very difficult to
- 17
- 18 Q. You also make the point that -- and I think it's
- a specific point -- she hated you wearing a mask as she 19
- 20 wasn't able to see your face.
- 21 A. She hated masks. She found masks --
- 22 Q. Was she wearing a mask?
- 23 A. No. Because of her anxiety she wasn't able to wear
- 24 a mask.
- Q. You say in paragraph 34 that you saw changes in her.

1 A. Yes.

- Q. Can you just explain how these changes manifested
- themselves? I presume these are through seeing her on
- 4 her iPad or on your iPad presumably?
- 5 A. Hmm.
- 6 Q. Can you just explain what these changes were?
- 7 A. It was kind of changes more, I would say -- I mean, it's
- 8 hard to remember absolutely everything --
- 9 Q. I appreciate that.
- 10 A.  $\,--\,$  because it's such a long time ago now, but changes in
- 11 her mood. She would be a bit less maybe communicative.
- 12 She was often quite upset on these calls. She was
- 13 looking for me to sort out, you know, the problems that
- 14 she was experiencing in terms of not being able to see
- 15 me and not being able to get out of the care home. So.
- 16 you know, she just got really emotional.
- 17 Q. But you were aware that the staff within the care home
- 18 were giving her very good support?
- 19 A. Oh, ves. I don't know how she and I would have survived
- 20 what we went through if it hadn't been for the staff.
- 21 She had a fantastic staff team in that unit.
- 22 Q. You say that your daughter was video-calling you five or
- 23 six times a day.
- 24 A. Yes.
- Q. Was that an increase on what had been the position

- 1 pre-pandemic?
- A. A huge increase. I mean, I would always speak to her
- every day but this became -- this was on another level
- 4 of phone-calling. You know, I obviously was compelled
- 5 to speak to her. I was trying to keep her spirits up 6
- and keep her going. I'm struggling to put into words
- how upsetting those calls could be and how difficult 8
- they were for both my daughter and myself. 9 Q. You did mention the question of essential visits .
- 10 A. Hmm-hmm.
- Q. Was that something that was mentioned to you or did you 11
- 12 have to find out about that?
- 13 A. I had to find out about them. I can't remember how
- 14 I found out about them, but, no, no one ever spoke to me
- 15 about essential visits . And I did phone up and speak to
- 16 the clinical lead who was in the home at the time and 17 I remember his very words were, "End of life only,
- 18 Verona, end of life only".
- 19 Q. You say at paragraph 36 that you didn't take that any
- 20 further and that you wish you had.
- 21 A. Yes.
- 22 Q. You feel a bit guilty about that?
- 23 A. Absolutely I do. I should have definitely pushed on
- 24 that issue. But the problem was I think everybody was
- becoming very entrenched in their beliefs about what

- that meant and, as far as my daughter's care home was
- concerned, at the time that was the way they were
- interpreting essential visits.
- Q. You say at paragraph 37 -- and it conveys the length of
- time that you hadn't seen your daughter in person -- it
- 6 had only been for two hours --
- A. That's right.
- 8 Q.  $\,--$  since March through to August.
- 9 A. That's right.
- 10 Q. Then you moved on to indoor visits and, again, some of
- 11 these are rather unnatural. I think we've heard from
- 12 many witnesses. You were able to access your daughter's
- 13 lounge through a patio door to the garden, so you
- 14 weren't going in through any --
- 15 A. Yes.

17

1

- 16  $Q. \ --$  or any possibility of coming into contact with anyone
- 18 A. No. Obviously, in the normal course of events, I would
- 19 enter my daughter's care home through the main door into
- 20 the unit, but I was escorted -- I had to be escorted
- 21 round the back and let into her room via her patio door.
- 22 And then I had to sit on a sanitised plastic chair, 23 which they wiped before I sat down, near an open window,
- 2.4 and my daughter was on the other side of the room. And
- - it was -- I mean, this almost felt dystopian, to be

- quite honest with you. I had been in that room for
- 2 11 years, freely moving around, and it became very -- it was just completely unnatural.
- 4 I have to say, I do feel for the staff as well
- 5 because I think the staff were maybe not comfortable
  - with some of the things I was being asked to do either
- because they knew me very well, they knew I was -- to be 8
- honest, I'm in with the bigs in my daughter's care home, 9
- I had been going in there that long. So it was a very
- 10 awkward situation for all of us, to be honest.
- 11 Q. You say at paragraph 41 that at the end of July 2020 you
- sent an email to the care home manager raising your
- 13 concerns about your daughter's mental and physical
- 14 health and asking for her to be allowed to get out to
- 15 visit your own home. Now, again, you may have already
- 16 given us an indication of this. You have mentioned
- 17 obviously your daughter's mental health and the extent
- 18 to which she was distressed when you had contact with
- 19 her in the way that you were able to do. What were the
- 20 changes in her physical health?
- 21 A. She -- well, she was -- of course it's difficult to see
- 22 somebody properly through an iPad but, she was very
- 23 tired, very black-eyed, her pallor wasn't great. She was also -- I could see that she was putting on weight, 2.4
  - and of course that's a concern for me because anyone in

- 1 a wheelchair needs to mobilise to transfer and the heavier you are, the harder that task becomes. So those
- were the sorts of things that were of concern to me.
- 4 Q. And I think you'd also been given some information by
- 5 the staff as to what your daughter was or wasn't doing.
- A. Yes. I mean, some of my interaction with the care home 6
- was on the phone, and they were telling me that they
- 8 were concerned about her low mood, they were concerned
- 9 about the fact that she was opting out of, you know, the
- 10 kind of activities they were doing in the unit to keep
- 11 people occupied. She didn't want to get out of her
- 12 pyjamas sometimes. So she was kind of disengaging from
- 13 things, which of course is another concern.
- 14 Q. Yes. You say that staff had also reported concerns to
- 15 the managers as they felt that she was becoming
- 16 depressed.
- 17 A. Yes.
- 18 Q. Were these indications that you've just given perhaps 19 manifestations of her depression?
- 20 A. Yes. I would say so.
- 21 Q. And what you say is that the care home manager did
- 22 contact the local care home hub, seeking clarification
- 23 on home visits. Can you just tell us what the local
- 2.4 care home hub was?
- A. I don't really know what the care home hub was.

- 1 I think — I think — it was set up by the Health and
- 2 Social Care Partnership, I think, and I think, because
- 3 I never got clarity on it, they were kind of like
- 4 a funnel for information, so if a care home had an
- 5 issue, they would maybe direct it through there first
- 6 and then it would be sent, I think, on to wherever it
- was supposed to be sent.
- 8 Q. You say that you believed that there was contact with
- 9 Public Health --
- 10 A. Yes.
- 11 Q. -- but that nothing changed.
- A. Nothing changed. When the guidance came out, I think
- 13 about the garden visits, there was a document that
- 14 I found which was -- it was entitled "Frequently asked 15 questions", and in that document it stated that in care
- 16 homes for people with learning disabilities, when can we
- 17 start home visits for residents who do this as part of 18 their care programme. That obviously applied to my
- 19 daughter because she would visit my home. It also
- 20 applied to my daughter because her home is registered as
- 21 a home for people with learning disabilities and complex
- 22 needs. So I kind of pounced on that, hoping that that
- 23 might be a mechanism we could use for her to be able to
- 24 get out of the home.
- Q. This is what you tell us about in paragraph 42 --

- 1 A. Yes.
- 2 Q. -- of your statement.
- A. Yes.
- 4 Q. And having alighted on that piece of guidance, did that 5
  - help you?
- A. That piece of guidance? Well, it certainly raised my 6
  - hopes but they were very quickly dashed.
- 8 Q. But in practical terms did it help?
- 9 A. They were very quickly dashed because from my memory
- 10 I understand that Public Health refused the care home
  - manager for visits home at that time.
- 12 Q. Now, you make reference to a number of items of
- 13 correspondence that you had with Scottish Care and also
- 14 with the minister.
- 15 A. Yes.

- 16 Q. And we will be asking you to provide those --
- 17
- 18 Q. -- and we will be looking at those --
- A Yes 19
- 20 Q. in due course. But you say there was a response —
- 21 and I assume this is a response in relation to the
- 22 letter that you sent to Jeane Freeman -- and it came
- 23 from a policy adviser.
- 2.4 A. Yes.
- Q. This is paragraph 45.

- 1 A. Yes.
- Q. What was the response? 2
- A. Well, they did respond to me and they told me that
- obviously there was a report which the Government had
- been looking at which I think gave the -- the result was
- 6 that, if you had a learning disability, you were more
- prone to becoming seriously ill with COVID. But my
- 8 daughter doesn't have any other co-existing illnesses.
- Her illness, if you want to refer to it as an illness, 10 is her mental health and her anxiety, and I felt that
- 11 that was almost like a justification for not progressing
- 13 Q. Again, with the benefit of hindsight -- perhaps a great
- 14 thing -- is it possible that you could have pushed that
- 15 matter a little harder and focused on your daughter's
- 16 individual circumstances?
- 17 A. Well, I'm not convinced that would have really made much
- 18 difference because it seemed to me that, wherever
- 19 I turned, the answer was always going to be "No".
- 20 Q. Yes, okay. You then mention that your daughter's
- 21 father's partner died, and I get the impression that 22 this was a person who was also important in your
- 23 daughter's life.
- 24 A. Well, ves. she was -- I mean, my ex-husband had been
- with his partner for 20 years so she was well known to

- 1 my daughter, yes.
- 2 Q. And this was something that your daughter was obviously
- 3 upset by?
- 4 A. Yes, because --
- Q. And her father was able to go in and tell her this but was unable to offer any comfort to her?
- 7 A. Her father's partner had been ill for about six months
- 8 but we decided not to tell her about this because we
- 9 didn't want to heap more anxiety on to someone who was
- already struggling to manage their anxiety, and that
- 11 obviously came as quite a shock to her because she
- 12 didn't even know she was ill. But these were decisions
- 13 we made as a family to try to protect my daughter and
- not exacerbate her anxiety and distress her any further.
- So, yes, when she found out about that -- and that was
- ${\it 16} \hspace{1.5cm} {\it some weeks after she had sadly passed away} -- {\it those are} \\$
- $17 \hspace{1cm} \hbox{the circumstances around which she had to find out about} \\$
- 18 that. It was hard for her dad --
- 19 Q. I'm sorry.
- 20 A. Sorry. It was hard for her dad. It was very unnatural 21 for her father not to be able to console her either.
- 22 Q. Now, we know about inside visits, as they progressed,
- and you tell us about those. Perhaps, if it's of any
- 24 comfort to you, some of what you say in there are not as
- $25\,$  bad as some of the other accounts of inside visits that

- 1 we've heard. You were never supervised?
- 2 A. No, I was not supervised. I mean, the staff knew me,
- 3 they knew they could trust me. I always followed all
- 4 the requests that they made of me. So there was never
- 5 any question of them sitting beside me while I was
- $\ensuremath{\mathsf{6}}$  having visits with my daughter, absolutely not.
- $7\,$  Q. How did your daughter react to these inside visits?
- 8 A. How did she ...?
- 9 Q. How did she react to these inside visits?
- 10 A. Well, again, they were completely unnatural. To be sat
- on a chair, not allowed to move, not allowed to move
- around her room, not allowed to go near her, not allowed
- 13  $\,$  to cuddle her, not allowed to touch her even -- I mean,
- 14 it's a completely unnatural position to find yourself in
- 15 and for her it was difficult for her to appreciate
- why those things were going on.
- 17 Q. Now, in paragraph 48 you mention another member of your
- family -- please don't name her -- but it's your sister.
- 19 A. Hmm-hmm.
- 20 Q. We don't need to have her name, and you say that she
- is was very close to your daughter, spoke to her
- 22 every day on the video calls and she -- this is your
- $23\,$   $\,$  sister  $\,--$  was sufficiently concerned that she started to
- 24 express concern about the decline in your daughter's
- 25 mental health.

- 1 A. Yes, she did.
- Q. And I think you quote from what your daughter had toldyour sister, which was that she was "on the floor", and
- 4 your sister observed that every day she, your daughter,
- 5 looked more and more unwell and had talked to her of
- 6 giving up.
- 7 A. Yes.

8

- Q. Were those thoughts she had also shared with you?
- 9 A. No, she never said that, those specific things to me.
- Those were obviously -- she maybe didn't want to upset
- me, I'm not sure, but she was expressing those to my
- 12 sister . In fact , I was speaking to my sister about this
- the other night and, you know, even discussing this with
- my sister, she was in tears about this whole situation.
- She hadn't said that to me, but she said plenty of other
- 16 things which I hope we'll go on to.
- 17 Q. Yes, we'll get to those in a moment, Mrs Gibson.
- I think you go on to make the point that there were,by September 2020, changes for the general public which
- 20 obviously didn't apply in your circumstances or those of 21 your daughter.
- 21 your daughter.
- $22\,$   $\,$  A. Yes. I mean, that's just something I find really
- difficult to rationalise . I mean, to me, it was out and ut discrimination that she was unable to enjoy the
- out discrimination that she was unable to enjoy the
   freedoms that everybody else was just because she had
  - dy else was just because sile ili

23

- 1 the misfortune to have to stay in a care home because of
  - her difficulties . That was really tough to accept and
- 3 I couldn't really see the logic of that. I couldn't
- 4 understand it. The care home staff were coming in and
- out, going home to their families, doing all these
- 6 things, coming back in, looking after my daughter, and
- 7 I couldn't understand why she was restricted in that
- 8 way. I couldn't could not get the logic of that at
- 9 all .

2

- 10  $\,$  Q. You make reference of obviously -- I get the impression,
- 11 Mrs Gibson, that you were somebody who was certainly
- 12 au fait with the various changes in the guidance as it
- 13 was progressing --
- 14 A. Yes.
- 15 Q. and I think we understand why that would be the case.
- You do say that Scottish Government guidance came out
- 17 in October 2020 -- this is paragraph 50 of your
- $18 \hspace{1.5cm} {\sf statement} \hspace{.1cm} -- \hspace{.1cm} {\sf outlining} \hspace{.1cm} {\sf that} \hspace{.1cm} {\sf visits} \hspace{.1cm} {\sf could} \hspace{.1cm} {\sf be} \hspace{.1cm} {\sf up} \hspace{.1cm} {\sf to} \hspace{.1cm} {\sf four}$
- hours with touch, but you ascertained that the chief
- 20 executive of the local Public Health area confirmed that
- he was not in favour of this aspect of the new guidance.
  What was your reaction to that?
- 23 A. Well, first of all I was hugely upset and disappointed
- 24 in that. I couldn't really understand why he was saving
  - 5 that because -- he said because there was a COVID -

22

- a high amount of COVID in the community, but the people 1 2 who were caring for my daughter were living in the 3 community. They were the people who were going in and 4 out. So, for me, I couldn't understand why my arrival 5 in the care home would have made such a difference to 6 the level of risk that was being taken at the time, and all my daughter wanted to do was have a hug from her 8
- 9 Q. You, I suppose, emphasise this point from your 10 perspective in paragraph 52 — and again it's a point 11

we've heard from many witnesses --

- 12 A. Yes.
- 13  ${\sf Q}.\ --$  and it is that you would be the last person to put 14 your daughter's health at risk.
- A. Yes, I would be the last person to put any of the other 15 16 residents that live with my daughter at risk either.
- 17 So, you know, we were -- I was living at home, I live in
- 18 the country, I was living with my husband. We were
- 19 obeying all the rules that were going on at the time and
- 20 I think I was testing even by that stage. So there were
- 21 mitigations in place as well that I -- I just couldn't
- understand why the decision was being made to not allow 22
- 23 me to at least hug my daughter.
- ${\tt 24}$  Q. Are you aware -- you may in fact go on to this -- but
- are you aware of where that decision to prevent that

- 1 contact with your daughter was emanating from?
- A. I believe it was emanating from Public Health and 3 I believe it was emanating from the head office of the 4 care home provider.
- 5 Q. Can you explain how you've come to that view?
- 6 A. Because -- well, I have a copy of a letter that was sent to the care home managers and I also have a copy of the 8 letter that was sent to me from the head office of the
- 9 care home provider.
- 10 Q. I think in paragraphs 53 and 54 you talk about the
- 11 increasing concern that you had about your daughter's
- 12 mental health at that time. I think you say in 53 that
- 13 the deputy care home manager sent a risk assessment to
- 14 Public Health outlining the impact --
- 15 A. That's correct.
- 16  $Q. \ --$  of not getting out of the care home to visit you was 17 having on your daughter.
- 18 A. That's correct, yes.
- 19 Q. So that care home manager was sufficiently concerned 20 about it to write?
- 21 A. Yes, they were. Everybody was concerned about her.
- 22 Q. And you go on to talk about your daughter's social
- 23 worker --
- 24 A. Yes.
- Q. -- who similarly had concerns.

- 1 A. Yes, so my daughter was very lucky. She had a fantastic social worker who was in touch with my daughter all
- through the pandemic on video calls, weekly or
- fortnightly, and so he was seeing and he was also aware
- 5 of the impact that this was having, so he also contacted
- 6 the care home to outline his concerns about that.
- Q. And I think, just so that we get the context of that, in
- 8 paragraph 54 you say that what the social worker,
- 9 I think it is, was confirming was the disruption to your
- 10 daughter's normal routines were at a critical level.
- 11 A. Yes, and that was a view shared by all the professionals
- and family members in attendance at her online MDT 13 review, which is a multidisciplinary team review that we
- 14 were able to have because obviously everybody was aware
- 15 that she was struggling with her mental health through
- 16
- 17 Q. As I take it from paragraph 55, you were not aware of or
- 18 you didn't see a reply to those communications?
- A No no 19
- 20 Q. Can you just read what you say at the second sentence of 21 paragraph 55, beginning, "It felt ... "?
- 22 A. "It felt like the local public health department was
- 23 taking no notice of the risks to my daughter's mental
- and physical well—being by ignoring risk assessments and 24
- 25 emails and continuing to apply blanket bans to

- residents. I feel that they showed no regard for my 1
- daughter's mental or physical welfare. There was still
- no progress."
- Q. You're now three years on from that. Are you still of 4
- 5 that same view?
- 6 A. Absolutely, Absolutely,
- Q. You then talk about the circumstances of Christmas
- 2020 -- and I think we can see that -- the fact that
- 9 presents had to be sanitised, et cetera. I think you
- 10 say in paragraph 57 that your abiding memory of
- 11 Christmas that year was your daughter sobbing --
- 12 A. Yes.
- 13 Q. -- while she was trying to open her presents.
- 14 A. Yes. That was a particularly distressing moment, I have
- to say. And, again -- I know that this has been raised 15
- by other people -- but at the end I say, "It was so 16 17
- distressing to see a carer consoling her when that is my 18 job as her own mother!!". I just struggled with that.
- Q. Yes. In March 2021 you were permitted to take her out 19
- 20 for a walk along a country lane --
- 21 A. Yes.
- $22\,$   $\,$  Q.  $\,--$  near the home where, as you say, you were unlikely to
- 23 meet other people. You say it was very -- it was
- 24 extremely undignified for both of you. Again, could you
  - just explain why you say that?

1	A. Well, in order to be allowed to do this, I had to be	1	home, no one else was having to produce these risk
2	completely covered in PPE, so I had a mask on, I had	2	assessments. I seemed to be the only one out of my care
3	gloves on and I had a plastic apron on. So I was	3	home $$ my core group that was having to go through all
4	walking around outside fully PPE'd up, outside in the	4	these hoops simply to get my daughter out to get her
5	fresh air. I mean it was $$ you know, I felt, "I'm her	5	hair cut.
6	mum, I'm not $$ this is just not appropriate".	6	Q. Are you able to hazard a guess as to why that was the
7	I couldn't see that being outside for a walk in the	7	case?
8	fresh air was a high—risk activity.	8	A. No $$ well, I think, again $$ I say "No" $$ I think
9	Q. And you then tell us about contacting the	9	again all of these barriers were coming from the head
10	Care Inspectorate. This is at paragraph 61 of your	10	office of the care home provider, quite honestly.
11	statement. You say they were of great support.	11	I think that's where $$ the main $$ and then
12	A. Yes, they were.	12	Public Health also were taking their time about signing
13	Q. What did they do?	13	these risk assessments off. Nobody seemed to have any
14	A. Well, they got involved in meetings with myself and the	14	sense of urgency at that time, which was really
15	care home manager at the time, and we were talking about	15	difficult for me to swallow as, you know, it was over
16	how we were going to enable [redacted] to get out of the	16	a year since my daughter had been unable to leave her
17	care home. Sorry.	17	care home.
18	THE CHAIR: We will delete that from the tape. Can I simply	18	Q. You say in paragraph 64 that you understand that the
19	remind everyone in the room to dismiss that from their	19	Care Inspectorate got in touch with the care provider
20	minds, please? (Pause)	20	based in England.
21	Right. Problem solved. On you go, Mr Gale.	21	A. Yes, that's correct.
22	MR GALE: Thank you, my Lord.	22	Q. Can I just ask, was there any difficulty so far as
23	Mrs Gibson, we were talking about the contact with	23	understanding the extent and nature of the guidance
24	the Care Inspectorate —	24	being issued by the Scottish Government when one was
25	A. Yes.	25	dealing with a care home provider based in England as
	29		31
1	Q. — and the support they gave you.	1	opposed to one based in Scotland, to your knowledge?
2	A. Yes.	2	A. Well, yes, because what was happening was the
3	Q. Subsequent to that, as I understand it, there was	3	company head office was in England and they were
4	confirmation that your daughter could have visits to the	4	applying English guidance to Scottish guid— —— you know,
5	dentist and the hairdresser ——	5	as opposed to Scottish guidance. This was a huge
6	A. Yes.	6	problem, not just for myself but for other people whose
7	Q. — that they could proceed.	7	relatives were in care homes where the head office was
8	A. Yes. I had been struggling with the question of getting	8	based in England. And from the correspondence that
9	my daughter out of her care home for many, many months.	9	I have, I'm able to deduce that that was one of the real
10	You know, this was April 2021 and I still hadn't managed	10	problems for me, was this barrier
11	to get her out, and I knew that other people were	11	The other point I would like to make is that, you
12	getting out of their care homes so it was just	12	know, they were aware at the head office of the
13	a complete anathema to me about why I was having all	13	circumstances around my daughter, they were aware of the
14	this difficulty . So I decided —— at that point, you	14	difficulties that she was experiencing, and nobody
15	wonder where you're going to turn next, so I turned to	15	seemed to want to find any kind of creative approach to
16	the Care Inspectorate and I have to say that they were	16	try to lessen the problems for her, in my view. You
17	a huge support to me. One of the inspectors there,	17	know, everybody spent their time telling us what we
18	I think her responsibility was in connection with people	18	couldn't do but nobody seemed to want to, you know, flip

20

21

22

23

2.4

19

20

21

22

23

24

with learning  $\,$  disabilities , so, you know, she was very,

very constructive and we set up meetings with the care

home manager to find out about how we were going to

present the risk assessments in a way that would allow

that, when other people were getting out of the care

Now, the other point I want to make about this is

my daughter to get out of the care home.

the record and look at how we could make things happen

opportunities missed there for my daughter to be able to

have got out of the care home but nobody seemed to want

to take responsibility for it . Nobody seemed to want to

make the decision. Everything seemed to get passed

around like a parcel, quite frankly.

for people. I think there were probably many

Q. Well, the parcel eventually was passed around sufficiently, I suppose, to allow your daughter to go to the dentist and to the hairdresser. 4 A. Yes. 5 Q. That --A. That's something she should have been able to do the 6 previous summer. I mean, if they weren't -- I kept 8 pointing out, if these venues weren't safe for us -- for 9 my daughter, then they weren't safe for us because, you 10 know, people were asked to follow the guidance — 11 whatever the business was, they were asked to follow the 12 guidance and provide mitigations for the spread of 13 COVID. So, because all of those things were happening, 14 I just couldn't understand why it was more of a risk for 15 my daughter to get her hair cut than it was for me. 16 Can I also say that having her hair cut really 17 became problematic for her? She has long hair and 18 I used to watch her on the video calls struggling to put 19 her hair up, and that would be another thing that would 20 be distressing for her. It was also another way of 21 taking away her independence because she was able to put 22 her hair up herself. And it might seem a small thing to 23 people, but it's not a small thing to somebody, you 2.4 know, who is struggling to do that and can't understand 25 why they're being put in that position.

- Q. She was eventually allowed to visit your home in 1 2 I think May --
- 3 A. Yes.
- 4 Q. -- taking it backwards -- in May 2021?
- A. Yes.
- 6 Q. But this again was subject to an agreement that you had 7 to have --
- 8 A. Yes.
- 9 Q. -- in relation to the circumstances?
- 10 A. Yes.
- 11 Q. Can you just tell us about that, please?
- A. Well, I -- sorry, where am I? I'm kind of losing my 13 place here.
- 14 Q. Sorry, my fault. You're at paragraph 67.
- 15 A. Okay, yes. So:
- 16 "From [my] memory the agreement was that she was not 17 allowed to come into my home but could be in the garden. 18 I recall it started to rain and my husband, me and her 19 twin sister had to stand inside the entrance to my house 20 and my daughter had to be placed on the doorstep with an 21 umbrella over here. I did this as I was just so 22 relieved to have got her home at last and didn't want to 23 break the trust with the care home manager. When I look
- 24 back at this. I can't believe I agreed to it."
- Q. And as you say in paragraph 68, your daughter didn't see

- any other members of her family in person except for her
- father. I think, on the incident you refer to --
- A. Yes, that's right.
- 4 Q. — since — until 19 June 2021.
- A. And her twin sister had had a baby and she didn't see the child until she saw her on 19 June.
- Q. My Lord. That's an hour. I wonder if we might -- we don't have another witness this morning so there isn't
- 9 the usual time pressure and there are a few things that
- 10 I would like to still go through with Mrs Gibson, so
- 11 perhaps we could take a break.
- 12 THE CHAIR: Yes. Will 15 minutes be enough? 13 MR GALE: That would be fine, my Lord. Thank you.
- 14 THE CHAIR: Very good. We'll come back at 11.15.
- 15 (11.00 am)
  - (A short break)
- 17 (11.20 am)

16

20

- 18 THE CHAIR: When you're ready, Mr Gale.
- MR GALE: Thank you, my Lord. 19
  - Mrs Gibson, we got to the section in your statement at paragraph 69 where you set out the impact on your daughter. Some of this obviously you've prefaced in
- 22 23 what you've said already so forgive me if I don't go
- 2.4 through all of it, but you use again some of the phrases 25
  - that we've heard in paragraph 61. Apparently you say

- 1 that your daughter felt her home now felt more like 2
  - a prison.
- A. Yes, she referred to feeling like a prisoner very often,
  - and we'll come on to that, I know, that -- you'll hear
- that through her words.
- 6 Q. And you refer to her low mood --
- A. Yes.
- Q. -- her being depressed --8
- 9 A. Yes.
- 10 Q. -- which we've touched on already. Perhaps then 71 is
- 11 perhaps a significant or perhaps detailed point, "she
- 12 had no access to speech and language therapy". Is that
- 13 something that she required and had been having?
- 14 A. Yes, my daughter has a speech and language therapist
- 15 that she saw regularly before COVID. She would see her
- online and she still sees her now but she goes obviously 16 17
- out to meet her now. And she was going to music therapy 18 because that was something that people felt was a safe
- 19 space for her to be able to express the things that were
- upsetting her at the time. Those things were all done 20
- 21 on Zoom and of course that's not the same at all. She
- 22 couldn't bang her piano or bang her tambourine or shout.
- 23 She wasn't able to express herself in the way she could. 2.4 All of these services were stopped for people, but
- I got -- when I got the final report from her music

- therapist, you know, he did refer to the fact that, you 1 2 know, it wasn't the best way for her to interact with 3 4 Q. Did your daughter express that to you, that she found 5 that frustrating? 6 A. She expressed that in one of her recordings. 7 Q. Right. We'll come to that. 8 A. I'm not sure if I've put that -- if I included that 9 particular recording in the words, but --10 Q. Well, you can tell us about it --11 A. Yes. 12 Q. -- if it's not there. 13 You also say her independence and freedom of choice 14 was completely taken away from her.
- 15 A. Yes, it was. She wasn't free to leave her home. She 16 wasn't free to choose what she did with her day. You 17 know, she was beholden to a set of rules that were being 18 applied across the board, forgetting that at the end of 19 these rules was actually a person and a person who was 20 struggling.
- 21 Q. Again something perhaps you haven't mentioned directly, 22 paragraph 73, she was struggling to sleep at night?
- 23 A. She was and, in point of fact, when I was going through 2.4 all my emails that I have a folder of, one of them to 25 the Care Inspectorate was -- referred to the fact that

- 1 she hadn't slept for eight nights and she was becoming 2 more and more anxious, and she was also taking --3 becoming more and more dependent on the sleeping 4 medication, which was a real concern to me because 5 obviously you can become reliant on those things. It 6 used to be as prescribed as she required it for any 7 reason but she was asking for it every single night, and 8 that was a huge problem for me, that she was on this 9 additional medication that she didn't need to be on 10 before in that way. Q. Perhaps we can combine paragraphs 74 and 75.
- 11
- 12 Essentially what, as I understand, you're saying is that 13 she struggled with the changes in the world.
- 14 A. Oh, she did. She found that -- when she got locked 15 down, she'd probably been out the day before and life
- 16 was normal, and then, when she came out, everything had 17
- changed, even -- you know, every single thing had
- 18 changed -- even the fact that her mum taking her out in
- 19 the car -- when I finally got her out, I had to wear
- 20 a mask. All of these kinds of small changes were quite 21 problematic for her.
- 22 Q. The other point in 75, which is the one we touched on 23 earlier --
- 2.4 A. Yes.
- Q. -- that she doesn't talk about her future.

A. No, it's a conversation that's just disappeared. I feel it was a lost opportunity. You know, there was an

- opportunity to develop that for her but it's a complete 4 lost opportunity now. The traction is lost.
- Q. Do you feel there's any possibility of that returning?
- A. I mean, it may do. It took a long time for her to even get to that point where she would even mention something
- like that because she had come from a service that had
- 9 let her down badly before and, you know, she used to 10 talk about that and not want to go back there. But she
- 11 did -- she'd been working really hard -- and so had all
- the staff and all the professional people involved with
- 13 my daughter -- working really hard to get her to a point
- 14 where she was able to express more of her feelings and
- 15 what she wanted to do. So I feel what happened there
- 16 was, if there was to be an opportunity for that -- and
- 17 of course there was no guarantee of that because life
- 18 can change every day with my daughter -- but I do feel
- 19 it was a missed opportunity because the traction on that
- 20 discussion just disappeared.
- 21 Q. Now -- again, we've heard all of this before -- your
- daughter has recorded some of her thoughts which you've 22
- 23 taken down --

A. Yes.

2.4

Q. -- and you've set down for us. These date from

- 1 4 September, so just a few months into the pandemic, 2 right through to 18 January 2022. Given that this is an
- opportunity for your daughter to set out her thoughts to
  - the Inquiry, I wonder if you would read them out for us,
- 4 please. 5
- 6 A. Sure. So these are my daughter's words. They would be
- recorded at various times. It might have been when she
- 8 was on a call with me on her iPad, it might have been 9
- when I was sitting with her. So they've been recorded 10 at all different times. So I'll not read out the dates,
- 11 I think. I'll just go through the words, if that's all
- 12 right.
- 13 Q. Yes.
- 14 A. "I'm not alright because I feel like I'm stuck in here 15 and I would like to get my freedom back."
- 16 "I would like to go out again and be back to normal 17 because I feel like I'm struck in here."
- 18 "This is shocking because I can't do what I used to 19 do like go out with you and my Aunty."
- 20 "This is a piece of nonsense because it's making me 21 sick anxious."
- 22 "I really want a life like not staying in here all 23 the time and it's not giving me a life staying in the
- 24 house all the time."
  - "[I feel] like it's setting me back."

1		"It's affecting me in a big bad way."	1		with them.
2		"It's keeping me back."	2		Can I just ask you about one of those observations
3		"I feel like this problem is never going to end."	3		she makes? It's immediately above February 2021. It's
4		And then my daughter was aware, with my connection	4		from 16 January 2021, and she says:
5		with Care Home Relatives Scotland, that I was attending	5		"It feels like I'm getting nowhere by asking my mum
6		meetings in the Government and in point of fact she did	6		questions and my mum can't give me the answers I want to
7		attend a couple of meetings with the Government	7		hear because my mum has got no answers to give me."
8		officials . So this was the first message that she sent	8		How did that make you feel?
9		to the Government:	9	Α.	Well, it was really hard because I was working in the
10		"I feel like I'm down on my knees and it's	10		background all the time doing everything I possibly
11		destroying my life, and it feels like I'm getting	11		could think of to try to get results for my daughter,
12		nowhere."	12		and it was —— it made me feel sad because she obviously
13		"And it's making me feel unwell and I'm fed up	13		didn't understand that. She didn't understand what
14		because I feel stuck and it's getting too much now."	14		I was doing even though I would tell her that I was
15		"It feels like I'm getting nowhere by asking my mum	15		meeting with the Government. So it was very difficult
16		questions and my mum can't give me the answers I want to	16		to hear that, you know. At that stage —— I mean, when
17		hear because my mum has got no answers to give me."	17		was that? Sorry. When was that? January?
18		Then her second message to the Government:	18	0	That was January 2021.
19		"It feels like I'm a prisoner and not able to do	19		Yes, I'd been fighting this issue since I first wrote to
20		things like go out shopping with my mum."	20	л.	the head of Scottish Care and Jeane Freeman at the
21		"And I'm not able to get home. And I would like it	21		beginning of August, so — yes, it was pretty
22		back to normal and I feel stuck in here and it's hard to	22		devastating to feel that she felt that, but obviously it
23		keep it together and I'm not able to get cuddles from my	23		was hard to try to explain to her what was going on
24		family."	24		because —— and I had to be careful what I said because
			25		
25		"I feel like I've lost my family."	23		certain things could trigger anxiety for her and also
		41			43
1		"I would like to do something about it. I would	1		she would pick up $$ because of the way she understands
2		like to tell somebody how I'm feeling."	2		things, she might pick up something incorrectly and then
3		"Somebody in the Government."	3		that would of itself become a trigger for anxiety.
4		"I feel angry and fed up."	4	Q.	Yes. I think we can read the remaining comment you have
5		Then this last recording was once she'd been able to	5		about visits in paragraphs 77 to 80. I don't think it's
6		get out and then they got COVID in the home:	6		necessary to go through that. Much of it is $$ and it's
7		"Why should I stay at home if I've not got Covid?"	7		not a criticism , Mrs Gibson $$ a lot of it is
8		"It's not doing my health any good and it's making	8		repetition ——
9		me feel low."	9	Α.	Yes.
10		"Why can't I have a test every day to let me out the	10	Q.	of what you've said and what others have said. You
11		same as staff."	11		make the point in paragraph 83 that she hated meeting —
12		"It feels that if someone else has got Covid it is	12		seeing people wearing masks. That would not only be you
13		stopping me from doing the things I want to do."	13		but other members of those caring for her presumably?
14		"When Covid is here I can't see people who help me,	14	Α.	She never saw a member of staff without a mask on for
15		and it feels like I'm locked up again."	15		two years and, you know, for people like my daughter and
16		"It feels like I'm back to square one again."	16		some of the other residents that were living with her,
17		"It feels like I'm a prisoner again and I don't	17		facial expression and communication are very, very
18		think that's fair on me."	18		important aspects of their support. So that was
19		"What is the point of me speaking up if no—one is	19		something in my view that was quite —— I understood the
20		listening to me!!"	20		needed to wear them, but I feel that people needed to
21	O	I think you know that Lord Brailsford and I will be	21		understand there was also another problem with people
22	٧.	seeing and meeting your daughter next week ——	22		wearing masks for someone like my daughter or some of
23	Δ	Yes.	23		the other residents in her unit.
24		— so we can obtain information directly from her, but	24	0	You tell us about evidence at paragraphs 86 through
25	ч.	thank you very much for recording those and providing us	25	٠, ٧	to 91, and can I just say to you, Mrs Gibson, that the
		mann you very mach for recording those and providing us	40		as any mine can a just say to you, with obsoin, that the

Inquiry team will be contacting you through your 1 2 solicitors to obtain material from you and we're very 3 grateful to you for preserving that and making that 4 available to us. 5 You also tell us about your connection with PAMIS 6 and also with Care Home Relatives Scotland. I think 7 it's perhaps interesting to note in paragraph 94 that 8 you came across other mothers who were in similar 9 situations. 10 A. Yes. 11 Q. This is through PAMIS? A. It was, yes. They're called -- I call them "the PAMIS 13 mums". I was introduced to PAMIS because I originally 14 contacted Scottish Care when I was struggling to know 15 where to go to get help and they referred me to the 16 Scottish Council for People with Learning Disabilities 17 and they then referred me to PAMIS. And that was where 18 I really discovered the kind of communal feeling that 19 our adult children were invisible to the Government. 20 Every mum that I knew through there was feeling exactly 21 the same thing. We were all trying at that time to be seen as, you know, part of the care team. That was the 22 23 clarion call that was going out there.  $\,$  Q. That led you to Zoom meetings with politicians --A. Yes.

- 1 Q. -- which was cross-party --
- A. Yes.
- 3 Q. -- engagement and it also led you to being interviewed 4 by the media?
- 5 A. That's right.
- 6 Q. Is that a comfortable experience?
- 7 A. Not at all, no. I hated it, but I felt I had to -- at 8 that stage we were all so desperate to try to see
- 9 movement on this that, you know, I did get involved in
- 10 it, but it was not a comfortable experience for me at 11
- 12 Q. You go on to your involvement with Care Home Relatives
- 13 Scotland and I think in particular you talk about the
- 14 engagement with Jeane Freeman to ask -- this is
- 15 paragraph 101 — whether you could join in on their
- 16 online meetings.
- 17
- 18 Q. You say that you've been "fully involved as a core
- 19 member of the group since then attending many meetings
- 20 with the Government policy advisors and ministers".
- 21 A. Yes.
- $22\,$   $\,$  Q. Is that something you've continued up till now?
- 23 A. Yes, we're still involved and still involved in
- 24 meetings, yes.
- Q. And is a lot of what you're concentrating on now your

- campaign for Anne's Law?
- A. Absolutely. Yes, that is -- I don't think that we will
- stop our campaigning until we have Anne's Law into --
- 4 enshrined into law.
- 5 Q. And I think to pay tribute -- obviously you would want
- to pay tribute to PAMIS but also to pay tribute to the core group of Care Home Relatives Scotland who you say
- 8 have been a great support to you.
- 9 A. Yes. Yes. To be quite honest, until I met PAMIS and
- 10 met the mums, I was struggling myself with how to cope
- 11 and manage with the situation. So, ves, those
- connections have been invaluable to me and have allowed
- 13 me, you know, to cope with everything that was going on, 14
- 15 Q. You then go on to deal with some other issues with the
- 16 pandemic, and perhaps this is something we've already
  - touched on, but in paragraph 104 you say, midway down
- 18 that paragraph:
- "However, I feel that the care home provider whose 19
- 20 head office was in England was just not prepared to
- 21 change things for my daughter despite being informed on
- 22 many occasions about the impact the restrictions were
- 23 having on her."
- 2.4 A. Yes.

17

Q. Were you ever given an explanation through the care home

- 1 or indeed through anyone else as to why those changes 2
  - could not be accommodated for your daughter?
- A. No, not at all. I got no feedback at all. You see,
- obviously, when I was dealing with the care home
- manager, I wasn't then party to any further discussions
- that were going on with anyone else, but because nothing
- was changing -- I mean, they knew about it. They knew
- about my daughter, they knew about how upset and
- 9 distressed she was, and I just feel that there should
- 10 have been an opportunity to work out how to make things
- 11 easier for her, but they weren't.
- 12 Q. Paragraph 106, you acknowledge -- I think again we're
- 13 hearing this -- that managers were inundated with
- 14 guidance from Government, Public Health and providers
- 15 coming at them from all angles. You say:
- 16 "... I felt that often providers' guidance took
- 17
- 18 A. Yes.

- Q. Again, can you explain that a little bit? How did you 19
- 20 come to that view?
- 21 A. I come to the conclusion because all of the evidence
- 22 that I've got would point to that, that -- it didn't
  - seem to matter what got presented, nothing changed, and
- 24 I know that the manager was trying their very best to
- make things change for my daughter. They just didn't.

1	Q.	Go to paragraph 107. You refer to the 14 months that
2		you were denied permission to have your daughter leave
3		the care home and you made the point about the differing
4		guidance in Scotland and England and the provision $$
5		and providers applying English guidance in care homes in
6		Scotland. We will come in due course in this Inquiry to
7		look at the detail of the guidance and to compare how it
8		may fall with the guidance that was applicable in
9		England, but did you come across any particular examples
10		where it was apparent to you that what was applicable in
11		Scotland was not being applied because there was a view
12		that the English guidance in some way took precedence?
13	Α.	One of the examples for that would probably be about $$
14		you know, when Open with Care came out and getting my
15		daughter out. I was struggling to get her out. And
16		I know that people would always have to defer to $$ had
17		to refer to their head office all the time. They had to
18		refer everything to the head office. So that would be
19		an example. Other people were getting their relative
20		out in a car and I was still struggling to get
21		permission for that, and despite the care home manager
22		obviously doing her best to get permission for me to do
23		that, that permission had to come from the head office.
24	Q.	You also make reference in 107 to the inconsistent
25		application leading to what you say was a postcode
		49

- 1 lottery.
- 2 A. Yes.
- 3 Q. Can you give an example of that or are you aware of 4 situations where that might have been apparent?
- 5 A. Well, I suppose again, when I was trying to get my 6 daughter out, I knew that other people had been able to 7 get their relative out of a care home and I still was 8 struggling to do that. So why was that? Why would that 9 have been the case? I don't understand that.
- 10 Q. And I think again you make a point in 108, which is 11 a point we've heard before, that the Government was able
- 12 to enforce guidance in relation to other types of
- 13 businesses and institutions but couldn't enforce it when 14 it came to care homes.
- 15 A. That's right. The problem with the guidance was the 16 guidance would come out and then it could be down to
- 17 Public Health or the Health and Social Care Partnership
- 18 or a care home manager or a care home provider as to
- 19 what they chose to implement and when, and that led to,
- 20 I think, quite a lot of chaos and confusion around
- 21 guidance.
- 22 THE CHAIR: It begs an important question, whether, if it
- 23 was only guidance, there was a matter of law entitled to
- 24 enforce it and they might have been open to challenge.
  - but for reasons that I have expressed views on in court.

- far less here, that doesn't seem to have happened.
- 2 Perhaps we'll look at that, Mr Gale.
- MR GALE: We will, my Lord, yes.
- 4 You make a number of references to your daughter's
- 5 "human rights were completely thrown under a bus". We 6
- understand that from what you've said and you've put it in trenchant terms there.
- 8 Just a few more points. You pose in paragraph 112 9 a serious question, and that is, "what was the plan if
- 10 there had been no vaccinations".
- 11 A. Yes.
- 12 Q. And you say, "Would residents have been confined 13 forever?".
- 14 A. Yes.
- 15 Q. Is that --
- A. Yes. If we hadn't got vaccination, what was to have 16
  - happened? Who was coming up with the plan to -- you
- 18 know, to make life better for people in care homes?
- 19 I just couldn't -- I couldn't understand why there was
- 20 no other plan that I could see at the time.
- Q. Could I go to the other end of that spectrum, if I may,
- 22 Mrs Gibson, and take you back perhaps to the beginning 23
  - of the pandemic. Were you concerned that there may
- 24 have been insufficient planning for the specific circumstances of your daughter's situation in

1 a care home?

- 2 A. Well. I think one of my colleagues has made the point
- that there was no one person in Government who seemed to
  - have overall responsibility for care homes. I think
- that there was a lack of understanding of how care homes
  - operated, that they're not clinical settings, they are
- people's homes. I'm not sure what amount of work would
- have gone into identifying what would have happened to
- different vulnerable groups in line with all of the 10
- restrictions that were being put in at the time. So
- 11 when I got involved with Care Home Relatives Scotland.
- what I was trying to do was alert the Government to the
- 13 fact that, you know, it's not just elderly people that 14 are living in care homes. Even though I understand the
- 15 majority of people are and I think the average length of
- 16 stay in a care home is probably around two years, but,
- 17 you know, for someone like my daughter, who had been
- 18 living in her home for 11 years and was a younger person
- 19 and was, I understood, less at risk of becoming
- 20 seriously ill with COVID because she was a younger
- 21 person, I'm not sure -- and had all those
- 22 vulnerabilities, I'm not sure what work had gone into
- 23 thinking through the impacts on people because what
- 24
- happened was guidance came out, there were rules -
  - there were a one-size-fits-all set of rules, and I think

15

16

17

18

19

20

21

22

4

11

12

1.3

14

15

16

17

18

19

20

21

22

23

24

1 what people forgot was at the end of these rules was 2 a person, and every person was suffering in a completely 3 different way. 4 Q. You make also the point that -- you say that certain 5 organisations who you name -- who were there or should 6 have been there to protect vulnerable groups were 7 conspicuous by their absence. 8 A. Yes, I think as a group we felt that. Why was it down 9 to five/six women to be kind of pushing on all of these 10 issues? I mean, if they were, I wasn't aware of it. 11 I'm not aware of how visible these organisations were. 12 And in point of fact, I seem to recall that we had 13 a meeting with the Human Rights Commission at one point 14 and all they wanted to talk about was things going on in 15 the future, and I remember saving to them, "But we're 16 dealing with the present. We need to sort out the 17 present now, not the future. The future is for another 18 day". I can't remember when that meeting was, but some 19 of us from our organisation were in that meeting. 20 Yes. I don't feel that these organisations were 21 visible enough and were pushing enough on the harms that 22 were affecting people. To me, there was no balance. 23 There wasn't a great balance of harms. Everything was

to really focus on what the harms were, even though

seen through the prism of COVID and nobody else seemed

1 I remember, when I got a reply from the head of 2 Scottish Care in August 2020, he said in that reply that 3 the Health Secretary and the Clinical Professional 4 Advisory Group were aware of adults like my daughter and 5 that obviously that was something that would need to be 6 looked into and consistent guidance would have to be 7 produced around how to manage those situations. I think 8 in that email as well, from memory, he also spoke about 9 the balance of harm.

- 10 Q. Balancing of restrictions is something you mention in 114, and I think we understand where you're coming 11 12 from on that point. You do also say that your role as 13 her mother and POA was compromised.
- 14 A. Yes.

2.4

25

- 15 Q. Explain that, please.
- 16 A. Well, I have power of attorney, as you know, for my 17
- 18 Q. Yes. 19 A. Part of my responsibilities under the power of attorney 20 is responsibility for her care and responsibility for 21 things like, you know, her socialisation. Now, those 22 responsibilities I believe were taken away from me 23 because my daughter then was subjected to the rules that 24 were coming from everyone else. So, you know, the rules were coming from the Government, I wasn't free to alter

those rules in any way, so therefore that's why I believe that my POA was compromised.

I wasn't able to take her to the den- -- you know, 4 all of these things that we do as power of attorney, you 5 know, go in the room, check everything is okay, check her toothbrush doesn't need a new head, check her hair is okay, check what clothes she needs -- all of these 8 things for the beginning were compromised, and even when 9 I got in, I wasn't allowed to walk around her room so 10 I couldn't have checked anything.

- 11 Q. The last sentence of paragraph 114 probably in a way sums up an awful lot that you've said. Perhaps you would just read it, please.
- 12 13 14 A. "Her life pre—Covid was completely dismantled."

All of the things that had gone into, you know, helping my daughter, supporting my daughter, I felt that a lot of those things were just taken away from her, and all of the work that had gone in -- I mean, there were very real risks for her that things would have got really very, very bad. To be quite honest with you, Mr Gale, I don't know how my daughter survived and got through that, but she did and I'm grateful for that.

23 Q. Indeed. Mrs Gibson, again, there's a certain element of 2.4 summary in what you say. I'd be grateful if you would 25 read paragraph 119 to the end of 124, please.

1 A. "Throughout this entire experience I have felt anger, exhaustion. [frustrated] but mostly powerlessness even though I was involved as a core member of CHRS and never gave up on trying to be a voice for my daughter. It seems to me that my daughter got lost in the minefield of guidance and freedom that various agencies had to interpret and implement guidance in the way that they saw fit . [Scottish Government] did not [write] their guidance on the back of a cigarette packet. It was 10 informed by scientific and medical experts, so it was hard to accept that others felt they knew better!

"I felt as if there was always barriers in place preventing my daughter getting out of the care home or to get essential visits despite all my effort.

"The authorities, which included the Scottish Government, Public Health and the care provider were all aware of the impact that continued imprisonment was having on my daughter's mental and physical health.

"Tests and vaccines did not seem to be making much difference in respect of [her] getting ... out of the care home.

"I would like to know why people who knew how the restrictions were affecting her thought it was okay to lock my daughter up for 14 months.

"The Covid pandemic took a huge toll on everyone.

-				
1		I never expected to be involved in campaigning and it	1	MR GALE: 2 o'clock.
2		has had a significant effect on me personally. Being in	2	THE CHAIR: Can we make it 1.45?
3		the public eye has never been comfortable for me. It	3	MR GALE: I'm sure we can, yes.
4		has been the most challenging exhausting experience of	4	THE CHAIR: Let's try and do that. Thank you.
5		my life. I truly believe it should never have been this	5	(11.56 am)
6		hard!!"	6	(The short adjournment)
7	Q.	Thank you. You look to thoughts for the Inquiry and	7	(1.57 pm)
8		I think these are thoughts that we've heard from your	8	THE CHAIR: Right. Good afternoon, everybody.
9		colleagues in the core group. They centre around the	9	Mr Gale.
10		necessity for "Anne's Law as a matter of urgency".	10	MR GALE: My Lord, the next witness is Morven Palmer. Her
11		Yes, absolutely.	11	witness statement reference is SCI-WT0382-000001.
12	Q.	The situation and recognition that "what happened to	12	THE CHAIR: Very good. Thank you.
13		those in care homes must never be allowed to happen	13	MRS MORVEN PALMER (called)
14		again" ——	14	THE CHAIR: Ms Palmer, please take a seat. Thank you.
15	Α.	Yes.	15	Right. When you're ready, Mr Gale.
16	Q.	—— and also the respect that should be accorded to	16	MR GALE: Thank you, my Lord.
17		individuals , rather than $$ I'm paraphrasing $$ well,	17	Questions by MR GALE
18		I'm not paraphrasing because you mention "blanket bans"	18	MR GALE: Hello, Mrs Palmer. Can you give the Inquiry your
19		further in that paragraph.	19	full name, please?
20	Α.	Yes.	20	A. It's Morven Anne Palmer.
21	Q.	So it's concentration on the individual?	21	Q. Your details and your contact details are known to the
22	Α.	Yes. Person—centred care was missing in my view.	22	Inquiry and you provided the Inquiry with a statement.
23	Q.	Yes, and you mention imprisonment in a care home $$	23	I've given the reference to that statement. It will
24	Α.	Yes.	24	come up on the screen in front of you as we need to go
25	Q.	<ul> <li>— which is an expression obviously we've come across</li> </ul>	25	through it. But can you just confirm that the statement
		and the same and the same same same same same same same sam		, ,
		57		59
1			1	
1 2	A.	57	1 2	59
		57 many times and we've now heard it from your daughter.		59 that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate
2		57 many times and we've now heard it from your daughter. Yes.	2	59 that you provided the Inquiry with is the evidence you
2		57 many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents	2	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do.
2 3 4	Q.	57 many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no	2 3 4	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?
2 3 4 5	Q.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely.	2 3 4 5	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do.  Q. And you accept that it can be published?  A. Yes.
2 3 4 5	Q.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely. I think that probably takes us back to the essential	2 3 4 5 6	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do.  Q. And you accept that it can be published?  A. Yes.  Q. Right. You're married and we're here for you to talk
2 3 4 5 6 7	Q.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely.	2 3 4 5 6 7	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do. Q. And you accept that it can be published? A. Yes. Q. Right. You're married and we're here for you to talk about the experience of the pandemic as experienced by
2 3 4 5 6 7 8	Q. A. Q.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely. I think that probably takes us back to the essential visitor that you've referred to earlier in your evidence.	2 3 4 5 6 7 8	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do.  Q. And you accept that it can be published?  A. Yes.  Q. Right. You're married and we're here for you to talk about the experience of the pandemic as experienced by your daughter. Now, there is a general restriction
2 3 4 5 6 7 8 9	Q. A. Q.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely. I think that probably takes us back to the essential visitor that you've referred to earlier in your evidence. Yes.	2 3 4 5 6 7 8 9	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do.  Q. And you accept that it can be published?  A. Yes.  Q. Right. You're married and we're here for you to talk about the experience of the pandemic as experienced by your daughter. Now, there is a general restriction order in effect so, please, if you can not mention the
2 3 4 5 6 7 8 9 10	Q. A. Q.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely. I think that probably takes us back to the essential visitor that you've referred to earlier in your evidence. Yes. Mrs Gibson, is there anything that you would like to say	2 3 4 5 6 7 8 9 10	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do.  Q. And you accept that it can be published?  A. Yes.  Q. Right. You're married and we're here for you to talk about the experience of the pandemic as experienced by your daughter. Now, there is a general restriction order in effect so, please, if you can not mention the name of your daughter or indeed the names of other
2 3 4 5 6 7 8 9 10 11	Q. A. Q.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely. I think that probably takes us back to the essential visitor that you've referred to earlier in your evidence. Yes. Mrs Gibson, is there anything that you would like to say further to what you've already said and what is	2 3 4 5 6 7 8 9 10 11	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do. Q. And you accept that it can be published? A. Yes. Q. Right. You're married and we're here for you to talk about the experience of the pandemic as experienced by your daughter. Now, there is a general restriction order in effect so, please, if you can not mention the name of your daughter or indeed the names of other family members. Also I'd be grateful if you wouldn't
2 3 4 5 6 7 8 9 10 11 12	Q. A. Q.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely. I think that probably takes us back to the essential visitor that you've referred to earlier in your evidence. Yes. Mrs Gibson, is there anything that you would like to say further to what you've already said and what is contained in your statement so that we have it for the	2 3 4 5 6 7 8 9 10 11 12	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do.  Q. And you accept that it can be published?  A. Yes.  Q. Right. You're married and we're here for you to talk about the experience of the pandemic as experienced by your daughter. Now, there is a general restriction order in effect so, please, if you can not mention the name of your daughter or indeed the names of other family members. Also I'd be grateful if you wouldn't mention the name of the care institution that your
2 3 4 5 6 7 8 9 10 11 12 13	Q. A. Q.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely. I think that probably takes us back to the essential visitor that you've referred to earlier in your evidence. Yes. Mrs Gibson, is there anything that you would like to say further to what you've already said and what is contained in your statement so that we have it for the record and for the Inquiry to consider?	2 3 4 5 6 7 8 9 10 11 12 13	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do.  Q. And you accept that it can be published?  A. Yes.  Q. Right. You're married and we're here for you to talk about the experience of the pandemic as experienced by your daughter. Now, there is a general restriction order in effect so, please, if you can not mention the name of your daughter or indeed the names of other family members. Also I'd be grateful if you wouldn't mention the name of the care institution that your daughter is resident in. What we can I think do is note
2 3 4 5 6 7 8 9 10 11 12 13 14 15	Q. A. Q.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely. I think that probably takes us back to the essential visitor that you've referred to earlier in your evidence. Yes. Mrs Gibson, is there anything that you would like to say further to what you've already said and what is contained in your statement so that we have it for the record and for the Inquiry to consider? Well, for me, the important thing in all of this is that	2 3 4 5 6 7 8 9 10 11 12 13 14	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do.  Q. And you accept that it can be published?  A. Yes.  Q. Right. You're married and we're here for you to talk about the experience of the pandemic as experienced by your daughter. Now, there is a general restriction order in effect so, please, if you can not mention the name of your daughter or indeed the names of other family members. Also I'd be grateful if you wouldn't mention the name of the care institution that your daughter is resident in. What we can I think do is note that your daughter is 23 —
2 3 4 5 6 7 8 9 10 11 12 13 14 15 16	Q. A. Q.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely. I think that probably takes us back to the essential visitor that you've referred to earlier in your evidence. Yes. Mrs Gibson, is there anything that you would like to say further to what you've already said and what is contained in your statement so that we have it for the record and for the Inquiry to consider? Well, for me, the important thing in all of this is that my daughter's voice is heard and what happened to her is	2 3 4 5 6 7 8 9 10 11 12 13 14 15	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do. Q. And you accept that it can be published? A. Yes. Q. Right. You're married and we're here for you to talk about the experience of the pandemic as experienced by your daughter. Now, there is a general restriction order in effect so, please, if you can not mention the name of your daughter or indeed the names of other family members. Also I'd be grateful if you wouldn't mention the name of the care institution that your daughter is resident in. What we can I think do is note that your daughter is 23 —  A. That's right.
2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17	Q. A. Q. A.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely. I think that probably takes us back to the essential visitor that you've referred to earlier in your evidence. Yes. Mrs Gibson, is there anything that you would like to say further to what you've already said and what is contained in your statement so that we have it for the record and for the Inquiry to consider? Well, for me, the important thing in all of this is that my daughter's voice is heard and what happened to her is recognised by the Inquiry.	2 3 4 5 6 7 8 9 10 11 12 13 14 15 16	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do. Q. And you accept that it can be published? A. Yes. Q. Right. You're married and we're here for you to talk about the experience of the pandemic as experienced by your daughter. Now, there is a general restriction order in effect so, please, if you can not mention the name of your daughter or indeed the names of other family members. Also I'd be grateful if you wouldn't mention the name of the care institution that your daughter is resident in. What we can I think do is note that your daughter is 23 —  A. That's right. Q. —— and she has complex medical needs; is that right?
2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17	Q. A. Q. A.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely. I think that probably takes us back to the essential visitor that you've referred to earlier in your evidence. Yes. Mrs Gibson, is there anything that you would like to say further to what you've already said and what is contained in your statement so that we have it for the record and for the Inquiry to consider? Well, for me, the important thing in all of this is that my daughter's voice is heard and what happened to her is recognised by the Inquiry. R GALE: Well, as I said, Lord Brailsford and I will have	2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do. Q. And you accept that it can be published? A. Yes. Q. Right. You're married and we're here for you to talk about the experience of the pandemic as experienced by your daughter. Now, there is a general restriction order in effect so, please, if you can not mention the name of your daughter or indeed the names of other family members. Also I'd be grateful if you wouldn't mention the name of the care institution that your daughter is resident in. What we can I think do is note that your daughter is 23 —  A. That's right. Q. — and she has complex medical needs; is that right? A. That's right.
2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18	Q. A. Q. A.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely. I think that probably takes us back to the essential visitor that you've referred to earlier in your evidence. Yes. Mrs Gibson, is there anything that you would like to say further to what you've already said and what is contained in your statement so that we have it for the record and for the Inquiry to consider? Well, for me, the important thing in all of this is that my daughter's voice is heard and what happened to her is recognised by the Inquiry. R GALE: Well, as I said, Lord Brailsford and I will have the pleasure of meeting your daughter next week and	2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do. Q. And you accept that it can be published? A. Yes. Q. Right. You're married and we're here for you to talk about the experience of the pandemic as experienced by your daughter. Now, there is a general restriction order in effect so, please, if you can not mention the name of your daughter or indeed the names of other family members. Also I'd be grateful if you wouldn't mention the name of the care institution that your daughter is resident in. What we can I think do is note that your daughter is 23 —  A. That's right. Q. — and she has complex medical needs; is that right? A. That's right. Q. You've set some of those out in your statement, but
2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20	Q. A. Q. A.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely. I think that probably takes us back to the essential visitor that you've referred to earlier in your evidence. Yes. Mrs Gibson, is there anything that you would like to say further to what you've already said and what is contained in your statement so that we have it for the record and for the Inquiry to consider? Well, for me, the important thing in all of this is that my daughter's voice is heard and what happened to her is recognised by the Inquiry. R GALE: Well, as I said, Lord Brailsford and I will have the pleasure of meeting your daughter next week and hopefully, through what you've said, her voice has been	2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do. Q. And you accept that it can be published? A. Yes. Q. Right. You're married and we're here for you to talk about the experience of the pandemic as experienced by your daughter. Now, there is a general restriction order in effect so, please, if you can not mention the name of your daughter or indeed the names of other family members. Also I'd be grateful if you wouldn't mention the name of the care institution that your daughter is resident in. What we can I think do is note that your daughter is 23 —  A. That's right. Q. — and she has complex medical needs; is that right? A. That's right. Q. You've set some of those out in your statement, but I think it's relevant that she was in a care home during
2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21	Q. A. Q. A.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely. I think that probably takes us back to the essential visitor that you've referred to earlier in your evidence. Yes. Mrs Gibson, is there anything that you would like to say further to what you've already said and what is contained in your statement so that we have it for the record and for the Inquiry to consider? Well, for me, the important thing in all of this is that my daughter's voice is heard and what happened to her is recognised by the Inquiry. R GALE: Well, as I said, Lord Brailsford and I will have the pleasure of meeting your daughter next week and hopefully, through what you've said, her voice has been heard, so we're very grateful to you. Thank you very	2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do. Q. And you accept that it can be published? A. Yes. Q. Right. You're married and we're here for you to talk about the experience of the pandemic as experienced by your daughter. Now, there is a general restriction order in effect so, please, if you can not mention the name of your daughter or indeed the names of other family members. Also I'd be grateful if you wouldn't mention the name of the care institution that your daughter is resident in. What we can I think do is note that your daughter is 23 —  A. That's right. Q. — and she has complex medical needs; is that right? A. That's right. Q. You've set some of those out in your statement, but I think it's relevant that she was in a care home during the period of the pandemic.
2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20	Q. A. Q. A.	many times and we've now heard it from your daughter. Yes. And you also say that you believe that "all residents should always have access to a relative or friend no matter what the circumstances". Absolutely. I think that probably takes us back to the essential visitor that you've referred to earlier in your evidence. Yes. Mrs Gibson, is there anything that you would like to say further to what you've already said and what is contained in your statement so that we have it for the record and for the Inquiry to consider? Well, for me, the important thing in all of this is that my daughter's voice is heard and what happened to her is recognised by the Inquiry. R GALE: Well, as I said, Lord Brailsford and I will have the pleasure of meeting your daughter next week and hopefully, through what you've said, her voice has been	2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20	that you provided the Inquiry with is the evidence you wish the Inquiry to consider and that it's as accurate as you can make it?  A. Yes, I do. Q. And you accept that it can be published? A. Yes. Q. Right. You're married and we're here for you to talk about the experience of the pandemic as experienced by your daughter. Now, there is a general restriction order in effect so, please, if you can not mention the name of your daughter or indeed the names of other family members. Also I'd be grateful if you wouldn't mention the name of the care institution that your daughter is resident in. What we can I think do is note that your daughter is 23 —  A. That's right. Q. — and she has complex medical needs; is that right? A. That's right. Q. You've set some of those out in your statement, but I think it's relevant that she was in a care home during

24

25

herself --

daughter's condition is such that she can do nothing for

25 A. Thank you.

 $24\,$  THE CHAIR: Very good. Thank you, Mrs Gibson.

- 1 A. No.
- $\mathsf{Q}.\ --$  and that she is completely reliant on the care team
- that is around her.
- 4 A. Hmm-hmm.
- 5 Q. She is, I think, non-verbal --
- 6 A. That's right.
- 7 Q. -- and has visual impairment?
- 8 A. Yes.
- 9 Q. And she also has difficulty to control epilepsy?
- 10 A. Yes.
- 11 Q. And I think, as you say, she's very rarely seizure-free.
- 12 Now, your daughter went into the particular care
- 13 home that she is currently in -- I think, as you explain
- 14 at paragraph 18 of your statement, that it was a care
- 15 centre that you identified first of all with a view to
- 16 interim care for her.
- 17 A. Yes, we just -- I was looking for respite care for her,
- 18 you know, maybe a couple of weeks a year, and this name,
- 19 this centre, came up.
- 20 Q. And you took her there and, as you say in paragraph 18
- 21 of your statement, when she visited it, as you put it,
- 22 she was "in seventh heaven".
- 23 A. Aha, she loved it. It was a bit of a shock.
- 24 Q. That came as a bit of a shock to you?
- A. Yes.

- 1 Q. A good shock obviously.
- A. Although we'd been to lots of other places that were far
- more vibrant and exciting and, oh, she just didn't like
- 4 them, but when I took her there -- I don't know what it 5 was -- she was just absolutely relaxed.
- 6 Q. Was there any particular reason that you could identify
- for that? 8
- A. No, there was no reason -- no rhyme nor reason at all. 9 Q. She went in there initially on an interim basis, as
- 10 I understand it, and then the decision was taken that
- 11 she should go there on a full -time basis?
- 12 A. Yes, we did shared care for a few months and it went
- 13 quite well but you could see her getting fed up with
- 14 this four days there and three days at home, and she has
- 15 a way of communicating by looks and just general 16 demeanour so it became obvious that she would just quite
- 17 happily stay there, so that was me told.
- 18 Q. And having been so telt, you went with the decision that
- 19 she was indicating to you?
- 20 A. Yes, we did.
- 21 Q. Now, you describe the unit that she went into -- and
- 22 again please don't name it -- but you describe the unit
- 23 at paragraphs 21 and following of your statement. As
- you say in paragraph 21, it is a complex care unit --24
- A. Yes.

- $1 \quad Q. \ --$  and there are 11 residents there.
- A. Hmm-hmm.
- Q. Your daughter is the youngest of those residents --
- 4 A. Yes.
- Q. -- and all the residents are under 65. As you say, the
- 6 care there is excellent.
- 7 A. Yes.
- 8 Q. And that has been your view notwithstanding the 9
  - pandemic --
- 10 A. Yes.
- 11 Q. -- and the restrictions that followed?
- 12 A. I can't compliment the care staff and the nursing staff
- in that unit enough. They are well trained and they get 13
- 14 to know the residents really well, who -- quite a few of
- them are non-verbal so that can be challenging in 15
- 16
- 17 Q. Can I ask you just a little bit about your contact with
- 18 your daughter pre-pandemic? How often would you see her
- 19 before the pandemic?
- 20 A. Every day. I couldn't let go. So it was every day we
- 21 would probably be over and we would be out doing things
- or, if she wasn't that keen on going out, I would just 22
- 23 potter about her room, getting stared at and sighed at.
- 2.4 So, yes.
- Q. And you were able to take your daughter out?

- 1 A. Yes, aha. We went out, we would visit friends, go out
- for lunch, go to the park, go for walks, do everything.
- It was normal.
- Q. How often would you go to see her at the care home? Was 4
- that daily?
- 6 A. Every day.
- Q. Yes, okav.
- Now, you've indicated how your daughter perhaps 8
- 9 communicates with you, and I'm assuming that, because of
- 10 your experience with her, you are able to understand her
- communications and presumably also you can communicate 11
- 12 to her certain things?
- 13 A. Yes.
- 14 Q. Would I be correct in that?
- 15 A. Yes. If you speak slowly to her and repeat, she will
- understand things. She's very good at ignoring me as 16
- 17 well . But she can understand things if it's -- given
- 18 time and maybe shown as well, like you could use props
- 19 or use a soft toy to communicate with her.
- 20 Q. Right. And, again, you repeat at paragraph 27 of your
- 21 statement the care in this institution for your daughter
- 22 was "fabulous", you put it. 23 A. Hmm-hmm.
- 24 Q. I think you indicate perhaps some insight that there was
- perhaps a degree of reticence on the part of the care

- 1 staff in telling you how she was, but that did improve 2 with time --
- 3 A. Yes.
- 4 Q. -- and there was an element of trust that built up?
- 5 A. Yes, it was trust built up because I know that she can 6
- be quite responsive in a negative way when it comes to certain things, so she would scream and shout and cause
- 8 chaos generally. You know what care staff are like,
- 9 "Oh", they say "everything's fine. She's been great",
- 10 and you knew it just wasn't true. Eventually they said,
- 11 "Yes, they can be a bit screamy and shout", or whatever.
- 12 So, yes, we got there eventually.
- 13 Q. Then came lockdown and you tell us about that in
- 14 paragraphs 28 and following in your statement. I think
- you had been out with your daughter on 16 March 2020 --15
- 16 A. Yes.
- 17  ${\sf Q}.\ --$  and when you got back to the care home, you could
- 18 tell that there was something different.
- A. Yes, there was definitely a change. I think we had all 19
- 20 been expecting it at some point, so —— but I think they
- 21 had been told, "Look, I think this is imminent", so they
- were just waiting for possibly all relatives to have 22
- 23 left before.
- 2.4 Q. Later that evening I think you got a phone call to tell

- 1 A I did
- Q. that the home was closing, and that was from the
- 3 senior nurse at the home; is that right?
- 4 A. Yes.

- 5 Q. So obviously you had gone very suddenly from being able
- 6 to take your daughter out and being out with your
- 7 daughter to a situation where the home had closed. How 8 did you approach that with your daughter or how could
- 9 you approach that with her?
- 10 A. I couldn't. I couldn't say to her. I just remember
- 11 leaving her that night, knowing that -- actually I think
- 12 I said to her I loved her and that we wouldn't be in for
- 13 a while and it might be a couple of weeks or a few weeks
- 14 and that -- but that was no good for her. She doesn't
- 15 understand the concept of weeks or days or hours or
- whatever. She just knows the people about her. So, 17
- yes, it was just -- you can't -- you just can't explain 18 to her.
- Q. This may seem very obvious, Mrs Palmer, but I take it 19 20 physical contact is important for your daughter?
- 21 A. Absolutely. Yes, [redacted] is very much a cuddles --
- 22 Q. Sorry. There's a -- don't worry. There was a naming of
- 23 the daughter. Don't worry.
- 24 (Pause)
- Thank you, my Lord. Please don't worry, Mrs Palmer.

66

- These things happen and we've had it several times so
- please don't be worried about it.
- A. Okav. thank you.
- Q. Yes, I was asking you about the situation where you had
- to leave your daughter and she was in the care home and
- she would not be able to have -- as you put it in
- paragraph 30, she would have no understanding of why her
- 8 mother and father were not there being able to cuddle
- 9 her and be physically present with her. That must have
- 10 been very difficult for you.
- 11 A. It was. My daughter relies very much on touch and
- facial expressions and being up close to her. Being
- 13 non-verbal and visually impaired, she needs to see you 14 up close. And I knew the nursing staff would give her
- 15 as much of that as possible, but then they started
- 16 wearing masks and of course that became an issue with
- 17 communication.
- 18 Q. We'll come to that in a little .
- You did think of possibly having your daughter back 19
- 20 home with you at the beginning of the --
- 21 A. We did.
- $22\,$   $\,$  Q. You thought of it but you decided that wasn't
- 23 a realistic option?
- 2.4 A. We weighed it up and obviously we wouldn't have been
  - able to get care in so it would have been the two of us

- 1 doing it, and I just don't think it would have worked. 2
  - She wouldn't have liked it because it would have just
- been the three of us.
- Q. I think you're very honest about that. You say just the
- 5 three of you, and she would have been "climbing the
- 6 walls".
- A. Hmm-hmm, she would have. At least at the care centre
- 8 she had four sets of shifts coming in and out so there
- 9 was still a bit of a buzz about the place, people moving
- 10 about, so that's why we decided not to take her out.
- 11 Q. Yes. At paragraph 33 of your statement, which will come
- up in front of you, you say that your daughter was
- "happy but she seemed to be a bit more 'sleepy' than 13
- 14 normal as she wasn't assimilating the same way because
- 15 of the lockdown". Can I just pause there? I think in
- 16 the previous paragraph you acknowledged again the care
- 17 that was being given by the care home staff.
- 18 A. Hmm-hmm.
- Q. Is that right? 19
- 20 A. Yes.

- 21 Q. But you say that she seemed a bit more "sleepy" than
- 22 normal. How were you able to identify that that was the
  - situation? Was that from what you were being told by
- 24 the care home staff?
- 25 A. What we were being told and also at that point I think

1 we had window visits, so we were able to see her through 1 A. Hmm-hmm. the window and she was just -- not that she would have Q. Could you give a little more explanation of that? engaged with us in a window visit because of her A. You -- well, in different interpretations with -4 condition, but she was very much just either in her offhand I can't remember exactly, but I just remember 5 chair, just sleepy, or in her bed, sleepy, just not as there were some people in some areas getting -- could 6 have visitation in -- I think it was garden visits to engaged as she normally is. 6 7 Q. I think you say that it was apparent that she wasn't begin with, but we weren't, and then you could have 8 getting the same stimulation -window visits, but you couldn't, and nobody was being --9 A. No. 9 you know, there was nothing straightforward. I think 10 Q. -- although the staff were doing their best and trying 10 I said in my statement somewhere it was like looking 11 to keep things as lively as possible. I think you 11 through fog. 12 describe again in paragraph 33 how your daughter could 12 Q. Yes. 13 be a bit passive, but once she absorbed a situation she 13 A. You couldn't see what applied to you or what applied to 14 was in, she would be animated and display that  $--\,$ 14 care homes, if anything. 15 A. Yes. 15 Q. You do make the point in 38 that the care centre in 16 16 which your daughter was resident was run by an Q. -- realisation to you. 17 A. Yes. So she wasn't getting anything stimulating so 17  ${\sf English-based\ company\ who\ didn't\ seem\ to\ realise\ that}$ 18 there was nothing to be animated about. 18 different guidance applied in Scotland. 19 A Hmm-hmm 19 Q. Obviously, as you say at the last sentence of paragraph 33, "She doesn't understand why [you] were not 20 20 Q. Was that an issue? 21 able to be with her or why she couldn't get out". 21 A. It was when you would go to the care home and say, "This 22 A. No, she would not have been able to understand that at 22 has come out. Surely we can have visits of some sort", 23 all. 23 et cetera, and they would defer to their head office and 24 Q. Yes. 2.4 then come back and say. "No. head office has said 'No' A. Why we weren't in, why she wasn't getting out, and there to that", and they would make an excuse of, "because they're an English care provider". And you never really 1 was no way for us to communicate to her what was going 1 2 got to the bottom of actually who was making the on 3 Q. Yes. Also some of the access to other services such as decisions, who was saying what, what they were -- where 4 4 they were getting their information from. Just physiotherapy had stopped --5 A. Hmm-hmm. constantly going round in circles. 6 Q. — for her and also I think you mention about you having 6 Q. I think you put it this way in paragraph 38, that you were "told it doesn't matter because it is Covid". to organise a hospital appointment, but that was I think 8 some time later in the pandemic and, as you put it, you 8 9 had to go through lots of hoops to be able to do that. 9 Q. What did you take from that? That sounds like --10 A. It was a bit of a farce, to be quite truthful. 10 A. I don't know. 11 Absolutely terrible. I had to take a member of staff 11~ Q. -- a rather general explanation. What was it that you 12 with me in the car with my daughter in the back, us understood from it? 13 13 A. I didn't understand a thing from it, to be quite wearing masks, windows down, and then that member of 14 staff couldn't come into the hospital with me to the 14 truthful. You just got, "Okay, it's COVID. Yes, that's 15 15 what we're allowing in at the moment", but it seemed to appointment. It was ludicrous. 16 Q. Now could we look at some of your comments about 16 apply to everything. It just made no sense at all. 17 visitation? And, again, without trying to cut you off 17 And -- I don't know -- you know when you walk away from 18 in any way, Mrs Palmer, a lot of the observations that 18 something and you go, "I did not understand anything", 19 you make are observations that we have already heard in 19 well that was me most of the time 20 different contexts, but obviously it's important to get 20 Q. You're not alone in that, that experience, I can assure

7

21

22

23

2.4

you. Mrs Palmer.

centre.'

You do also say in the last sentence:

to look at, the rules in the context of this care

"It seemed that nobody knew, and nobody was willing

21

22

23

24

this in the context of visitation or your attempts to

were different interpretations around the law and the

guidance that came out.

In paragraph 38 you say that you found that there

- 1 A. No, nobody did.
- Q. Do I take it from that that you're meaning that people
- were not looking at the nature of the disabilities of
- 4 the people within the care centre and in particular your
- 5 daughter?
- 6 A. Aha, because when you have non-verbal -- people that
- can't communicate -- better word -- normally, it is very
- 8 difficult and I couldn't understand how nobody in
- 9 a position of power was taking this up, starting with
- 10 the care home -- taking it up to Public Health, taking
- 11 it to the Government or whoever, saying, "Look, surely
- 12 there is a way we can facilitate contact with families,
- 13 you know, because this is the situation we're in with
- 14 these residents". I just don't think anybody was doing
- 15 that. I don't think anybody was looking out for people
- in residential care. 16
- 17 Q. Right, we move on to window visits and garden visits
- 18 and, again, this is something we've heard quite a bit
  - about so far in the Inquiry. So much of what you say is
- 20 known to us, the problems about the weather and the
- 21 absence of any physical contact. These are familiar
- 22 refrains that we are hearing in the Inquiry. You make
- 23 the point in paragraph 41 that there was a restriction
- on one named person and that one named person was you, 2.4
- 25

- 1 A. Hmm-hmm.
- Q. But you got round that slightly by -- I won't say
- feigning illness , but you could --
- 4 A. I did. I'll be honest.
- 5 Q. All right, I will say it. You feigned illness and that 6 enabled your husband to go?
- 7 A. Yes, my husband could go. Well, we're parents. What
- 8 can I sav?
- 9 Q. I appreciate that.
- 10 A. We both want to see our daughter, and that was the
- 11 ridiculous situation we'd been put in.
- 12 Q. And I think -- again something that we are hearing --
- 13 that within all this there were instances of
- 14 compassion --
- 15 A. Yes.
- 16 Q. -- being shown by members of staff and realising the
- 17 situation and not necessarily adhering to everything
- 18 that was being dictated. You mention that in
- 19 paragraph 43. Were you able to touch your daughter in
- 20 that situation?
- 21 A. I could have but I didn't.
- 22 Q. You didn't. You say the communication between the care
- 23 home and you was good and that your daughter had one 24
- key worker and she emailed you regularly and phoned you.
  - A. Yes. So she would tell me if my daughter needed toilet

- trays or anything, giving me a general update, and she
- would email me as well. She would also facilitate
- the -- it started off with the FaceTime on an iPad so
- she would facilitate that as well. So did other staff, you know, if the key worker was off. They were very
- 6 good.
- Q. Now, you mention this thing called Facebook Portal.
- A. Yes, that was a bit of a -
- 9 Q. Can you just explain how this worked?
- 10 A. Well, we started off with the iPad with FaceTime, but
- 11 that didn't work with my daughter, so we decided to try
- something else, which is Facebook Portal, which -- we
- 13 have a set on top of our television and she has one on
- 14 her television and it's like looking at both of us on
- screen, so we could be sitting on our sofa at home and 15
- she could be in her chair and we could talk to her. So
- 17 sometimes it worked and sometimes it didn't. It
- 18 depended just how interested she was or if the staff 19
- could get her engaged with us. So it was better than 20 what we'd had, which was positive.
- 21 Q. You say at paragraph 45 that perhaps the important
- 22 aspect of this was that your daughter could hear your
- 23 voices. A. Yes.

2.4

Q. And you say "that was something".

- A. Yes, a small thing, yes.
- Q. You tell us -- I'll just skip a few paragraphs, if
- I may, and go to paragraph 48. You tell us that the
- first time that you got to see your daughter and to hold
- her and to be close to her was 5 March 2021.
- A. Hmm-hmm.
- Q. So almost a year?
- 9 Q. And you, however, were unable to hold her 21st birthday
- 10 party, which should have been in August 2021, but you
- 11 were able to see her in her room on her birthday with
- masks on, but you weren't able to touch her?
- 13 A. Hmm-hmm. There was a new restriction. I don't know if
- 14 there had been an outbreak of COVID somewhere in the
- 15 centre, but by that point I was just going along with
- 16 everything, as you do, so ...
- 17 Q. Right. I think possibly how you felt is reflected in
- 18 paragraph 50. I think you've mentioned this already,
- "looking through fog". Would you just read 19
- 20 paragraph 50, please?
- 21 A. "The whole issue of visiting rights was like looking
- 22 through fog as there were such frequent changes and
- 23 different interpretations. I felt awful, just awful.
- 2.4 The thing I wanted to do was to be with [my daughter]
  - and you would hear about guidance changing but it

- wouldn't change for care homes. When the guidance 1
- 2 changed, and people were allowed to go out to pubs and
- 3 restaurants we were at home having a facebook portal
- 4 call with [our daughter] and chatting to the care staff
- 5 who were telling us that they were going out for meals,
- 6 meeting friends etc and we couldn't be with our
- daughter. The irony of the situation was difficult to 8 swallow."
- 9 Q. Could you read paragraph 51 as well, please?
- A. "It was wrong and I think especially this was the case 10 11 with care homes as there had been such a mess with the
- 12 discharges from hospitals to care homes without testing
- 13 and we were just putting them in cotton wool. That's
- 14 wrong. These residents are people and they need contact
- 15 with other people."
- 16 Q. So just taking what you say in paragraph 51, we do know
- 17 of the issue of discharging patients from hospital into
- 18 care homes without testing in the early days of the
- 19 pandemic. We're aware of that. You see that as being
- 20 causally linked to the restrictions on your access to
- 21 your daughter in her care home?
- 22 A. I do. I definitely do. I think they made a terrible
- 23 mistake. It was a knee-jerk reaction, what they did to
- care homes, and, you know, residents have paid the price 2.4
- 25

- 1 Q. You became aware of what we've heard about and what we
- know as "essential visits". You say in paragraph 52 3 that this was something you didn't know about.
- 4 A. No.
- 5 Q. Do you feel you should have known about that? That's 6 not meant as a criticism of you, but do you feel that
- somebody should have told you about it?
- 8 A. Aha, yes, I do, absolutely. I only came across it --
- 9 I think it's in an email from Public Health
- 10 correspondence I had with them about the tier system,
- 11 and they allowed me to go from one tier to another tier
- 12 to see my daughter and they said that it would be
- 13 classed as an essential visit, and I thought, "What's
- 14 this essential visit thing?". Anyway, then I found out 15
  - what an essential visit was.
- 16 Q. Did that improve the situation?
- 17 A. No, not really.
- 18 Q. Why not?
- A. I only got the essential visit for June, that tier time. 19
- 20 and then rules changed again. It was just constantly
- 21 change -- trying to fit into all the changes.
- 22 Q. Right. Again, if we could just ask you to read what you
- 23 say at paragraph 53, please.
- A. "I don't believe that the measures put in place around 2.4
- visiting were proportionate or reviewed sufficiently

- regularly or properly understood when they were updated.
- I also think that at least one person should have been
- allowed to have contact with residents as part of the
- 4 care team."
- 5 Q. Again -- perhaps I should have asked you this before and
- forgive me for not doing so, Mrs Palmer -- did you  $\,$ 
  - regard yourself pre-pandemic as part of your daughter's
- care team within the care home?
- 9 A. Yes, I did.
- Q. And that would presumably be because of your knowledge 10
- 11 of your daughter and the way in which she reacted to
- 12 various things?
- 13 A. Hmm-hmm.
- 14 Q. But also we've heard from others that many people in
- your situation do feel that you are affording the staff 15
- 16 within the care home an opportunity -- a break from the
- 17 care that they're giving the individual.
- 18 A. Yes, hmm-hmm.
- Q. Just under the heading of "Infection Control and 19
- 20 Prevention", read what you say there. Obviously you
- 21 make the point in paragraph 56 that your daughter really
- 22 needs to see somebody's face, and that is
- 23 notwithstanding her visual impairment. She needs to be
- 2.4 able to see the face: is that correct?
- 25 A. Yes, she does. She needs to be able to -- well, if you

- 1 smile, she knows that's a good thing. If you put an
  - angry face on, she knows that you're not best pleased
- with her. You know, so she does pick up these things.
- Q. Yes. And the presence of masks was pretty distractive
- 5 of that. I think?
- A. Yes, very much. She doesn't engage. You have to really work at her getting her to give you eye contact now.
- 8 Q. Now can I take you on to paragraphs 59 and following
- 9 because this relates to an incident where you were
- 10 informed that your daughter had been tested for COVID 11 and that the result had come back negative. This was in
- the early part. This was in June 2020.
- 13 A. Hmm-hmm.
- 14 Q. I think you were concerned that you hadn't been informed
- 15 in advance that she was going to be tested; is that
- 16 right?

- 17 A. Hmm-hmm. I'd had no communication from them at all
- 18 about the possibility of testing. I am more than
- 19 certain I had a conversation on the phone with the
- 20 manager where I had said that I didn't want her tested 22 Q. Can I just understand? Was that in advance of being
- 21 without phoning us first.
- 23 told --A. Yes

2.4

Q. -- of the fact that she had been tested?

- 1 A. Yes, so that was way before, but it was a phone
- conversation
- 3 Q. And you found out that your daughter's reaction to being
- 4 tested -- well, tell us about your daughter's reaction
- 5 to being tested.
- 6 A. Well, she was hysterical and we knew that she would be
- hysterical because, well, how do you explain to somebody
- 8 who is non-verbal, visually impaired, et cetera, "Look,
- 9 we're going to put a swab down your throat and up both
- nostrils"? So I knew that there would be a way of doing 10
- 11 it if we had time and distraction. You know, I could
- 12 even -- I could have talked them through it. And anyway
- 13 she was distraught so -- and hysterical, and I think the
- 14 nurse that phoned me was phoning me to tell me it was
- 15 negative because she wanted me to know it happened.
- 16 I don't think they had intended to phone me.
- 17 Q. I see.
- 18 A. But that's my opinion.
- 19 Q. That's your surmise of it.
- 20 A. But I think she was really upset about what had happened 21 and she wanted to alert me.
- 22 Q. At paragraph 62 you say well, taking paragraphs 61
- 23 and 62 together, you say that this was obviously not
- 2.4 just a distressing experience for your daughter but you
- say it was also distressing for the staff and that they

- 1 were very anxious about it.
- A. Yes. I asked them —— I said, you know, "How was it?", 2
- and she said, "It was awful". I said, "Are you okay?".
- 4 She went -- "No", she said, "I'm really, really upset
- 5 about it". I thought, "Well, if you're upset, my
- 6 daughter is definitely upset, you know, this is
- ridiculous", and I just can't believe the people that
- 8 did this didn't see that there was a problem here.
- 9 Q. Now, forgive me again, Mrs Palmer, one thing I forgot to
- 10 take from you at the beginning of your evidence was that
- you and your husband have a joint welfare and financial 11
- 12 guardianship of your daughter.
- 13 A. We do.
- 14 Q. And that comes into play here, doesn't it?
- 15 A. Well, I would have thought so, but obviously COVID, it
- 16 doesn't.
- 17 Q. And I think you say, as far as you were concerned, this 18
- was an assault on your daughter.
- 19 A. Yes, well, she must have been restrained in some way.
- 20 Q. And, as you say, you would have thought that consent was
- 21 required and obviously you would have been the person 22 who could have given that consent if you were so minded?
- 23 A. And I wasn't so minded.
- 24 Q. No. I take it the care home knew of the existence of
- your guardianship?

1 A. Yes. It's in my daughter's care plan.

- Q. Yes. Okay. What was the position regarding any further tests for COVID on your daughter?
- 4 A. I emailed them and told them that there would be no
- further tests unless it was absolutely necessary and
- 6 they had to get our consent for it.
- 7 Q. More recently, has your daughter been tested for COVID?
- 8 A. Yes.
- 9 Q. And what were the arrangements made for that?
- 10 A. I did it. She is not she's been a bit poorly
- 11 recently and I had said to staff, "Do you want me to
- 12 test her?", and they went, "Oh, that would be great,
- 13 thanks", and it was done with a Teletubby.
- 14 Q. Okay. Right. Just looking at your comments on
- 15 isolation, you say that the whole experience was very.
- 16 very isolating for your daughter. It was difficult for
- 17 her to understand the situation and you say that you
- 18 felt that she had "receded within herself because she
- 19 couldn't understand why her world had shrunk and the two
- 20 most consistent people in her life, [her] mum and dad,
- 21 were not seeing her".

22 A. Hmm-hmm.

- 23 Q. How did she manifest that to you?
- 24 A. She was just withdrawn a wee bit. You have to be with
- her for quite a while for her to -- what you would call

- "come out her shell", interact with you. It just takes 1
- 2 more time to get her to respond to either being out or
- being with you or doing things.
- Q. And I think you indicate in paragraph 70 that your 4
- 5 husband, your daughter's father, felt a little bit left
- 6 out, and I think you say that your daughter is a daddy's
- girl .
- 8 A. Hmm, very much so.
- 9 Q. Looking at the impact on your daughter -- well, perhaps
- 10 you would just read that to us so we have it in your
- 11 words. So paragraph 71.
- 12 A. "The impact of all this on [my daughter] has been and
- 13 how she was not able to keep up her progress and
- 14 development. We have had to start again in many ways,
- 15 and we now find that if we take her out, a simple car
- 16 journey, lunch, walk, can be overstimulating for [her]
- 17 and she will have seizures. Sometimes this happens when
- 18 we are with her, but it can also happen when she has
- 19 returned to the care centre. It's like taking a step
- 20 back."
- 21 Q. Would you carry on, please?
- 22 A. "It has had a knock-on effect with [our daughter] and
- 23 I also because we are now having to do ... work to get
- 24 [her] back to where she was pre Covid and that means we
  - can't do things that we might have wanted to do like go

achieve it, but this might be the way it is for now and for a long [time]. If not for ever." 4 Q. I don't really want to upset you, Mrs Palmer, but I have 5 discussed this with you --6 A. Hmm-hmm. 7  $Q. \ --$  and you are in agreement that I can ask you about 8 this. Your daughter's life expectancy is limited? 9 A. Yes. 10 Q. And in that context can you just indicate how you feel

away for a weekend. We will carry on and hope we can

11 about what one might call "the lost days"? A. Those are precious moments that have been taken away

13 from us. We are very blessed that our daughter has 14 lived this long, the condition doesn't normally allow 15 for that and every day is precious for us.

16 Q. And could you finish off on this part of your evidence 17 by reading paragraph 73, please?

A. "Covid changed our lives completely and we need to recover and that is around [our daughter] and it takes 19 20 up a lot of time. We had thought that residential care 21 would give us more time, but it hasn't, and that is 22

because of Covid. And the lack of support for young 23 adults with complex needs."

2.4 Q. Can we go on to the "Lessons to be Learned"? Again, I think I can't do any better than ask you to read

1 paragraphs 76 through to 79, please.

2 A. Okav.

3

4

5

6

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

1

18

"I think the lessons are that the most vulnerable in our society have to be looked after but they cannot be locked away. That came about partly because of the decision to move patients untested out of hospitals into care homes and that was not a good idea and yet they were still doing that up to November 2020.

"I also wonder why the Scottish government is making guidance when every single care home and Public Health authority were doing things differently. That needs to be looked at and it needs to be understood by all.

"There was also a total lack of thought and common sense of people making these decisions that then had such an impact on so many vulnerable people. Even having gone to court to get guardianship that stipulates the need to be in contact and we have this power. All of that was taken away from myself and [my husband] and I just don't understand it.

"It is absolutely essential that Anne's Law is put in place. During the pandemic no one helped residents or residents' families. This includes professionals and charities."

24 Q. And you express your hopes for this Inquiry and, again, I think it's probably —— I simply ask you to read

paragraphs 80 and 81.

A. "I hope the Inquiry will understand that it is absolutely necessary that no matter what, when you have

a loved one in a residential or care home setting, that at least one person from the family is deemed part of

that care team and if that person becomes ill there is

a substitute. There should be no ifs, buts or maybes,

and if the resident wants that or needs it then it

should be allowed. I think that is a small, tiny thing

10 to come out of this and it is not much to ask in the 11

bigger picture of what went on.

12 "Above all, common sense has to prevail, and we have 13 to learn the lessons from this."

14 Q. Now, you also make reference to various emails that you 15 have between various organisations --

16 A. Yes.

9

17 Q. -- seeking advice, clarification, et cetera, et cetera,

18 and also emails regarding the COVID test that your

daughter had without consent and you say you're happy to

20 share these with the Inquiry.

21 A. Yes.

19

22 Q. The Inquiry team will be in touch with your solicitors 23 in order to obtain these documents as soon as we can, if 2.4 I can put it that way, so we will be obtaining those and

25 adding them to the bulk of your evidence that you've

1 given.

2 Now, Mrs Palmer, is there anything further that you'd like to tell the Inquiry?

A. I would just like to say I don't want to live in fear of this happening again, that we're going to be locked out 6 from my daughter and she's imprisoned. I just couldn't

live like that. That's why we need Anne's Law.

Q. Okav. Mrs Palmer, that's all I have to ask you. Thank 9 you very much for giving your time to the Inquiry.

10 A. Thank you.

11 Q. We are very grateful to you.

12 THE CHAIR: Yes, thank you, Mrs Palmer. That's all of the 13 questions. Thank you.

14 MR GALE: A change of counsel, my Lord.

15 THE CHAIR: A change of counsel, I know, but we'll give the 16 stenographer a break now, and I think also the other

17 witness isn't due quite yet, but I think there's

18 a prospect we might be able to start about 3.10, so can

19 I ask you to be back for 3.10? I can't promise we'll be 20 ready to start then, but with a bit of luck we might be

21 able to. Thank you.

22 MR GALE: Thank you, my Lord.

23 (2.50 pm)

24 (A short break)

25 (3.10 pm)

- THE CHAIR: Mr Caskie.
   MR CASKIE: Thank you, my Lord. I have one more witness
   today.
   MRS JANE COOPER (called)
- 5 THE CHAIR: Now, Mrs Cooper, please come in and take a seat.
  6 Make yourself as comfortable as you can.
- 7 A. Thank you.
- Questions by MR CASKIE
- 9 MR CASKIE: Do you have your statement?
- 10 A. I do.

- $11\,$  Q. Good. Would you tell the Inquiry your full name,
- 12 please?
- 13 A. My name is Jane Cooper.
- Q. And the Inquiry already has your contact details and
   personal information to allow us to identify you. We're
- here this afternoon to talk about your sister.
- 17 A. Yes.
- 18 Q. Would you tell us her name?
- 19 A. Anne MacDonald.
- $20\,$   $\,$  Q. And you've provided us with a very full and detailed
- $21\,$  statement. So far as you recall , is the content of that
- 22 statement true?
- 23 A. Yes, it is.
- $24\,$   $\,$  Q. And do you want Lord Brailsford to take account of all
- of that statement in reaching his conclusions?

89

- 1 A. Yes, please.
- 2 Q. Okay. Now, unusually in this case, it's my intention to
- 3 go directly to the conclusions that you draw at the end
- 4 of your witness statement, which begin at paragraph 227.
- If you can just flick that up. I should explain that,

  although we'll go through the conclusions, we will ther
- although we'll go through the conclusions, we will then
  go back and work out how you reached those conclusions
- 8 so you will have the opportunity to explain all of that.
- 9 A. Okay.
- 10 Q. Paragraph 227 indicates a problem with communications
- $11 \hspace{1cm} \hbox{from the care home. Can you tell us a little bit about} \\$
- 12 that problem?
- 13 A. There was actually no communication from the care home
- 14 with regards visiting . I was never told when anything
- $15\,$   $\,$  was changing. The only thing I was ever told -- and it
- $16\,$  was verbal, verbal communication and only if I asked --
- was when I could visit, and I was allowed to visit once
- 18 a week and that was it. There was nothing -- there were
- no emails, there were no letters. There was never any other form of communication other than me instigating
- 20 other form of communication other than
- 21 the communication.
- 22 Q. So they never contacted you at their instigation at all?
- 23 A. Never, no.
- 24 Q. At paragraphs 228 and 229, if you could look at those
- together, you would be met at the door, someone would

- 1 see you in and see you out but not have any engagement
- 2 with you?
- 3 A. No.
- 4 Q. It felt as though they just wanted rid of you?
- 5 A. Yes, definitely, so they could have the next person in.
- Q. Could you read paragraph 230?
- 7 A. "There seems to have been no consideration for the
- 8 impacts caused by losing all family contact and
- 9 communication, especially on those in a care home. No
- 10 understanding of what happens when people in care homes
- 11 lose contact with people that are [the] most important
- .2 to them. You just exacerbate their sense of isolation
- which affects their health and wellbeing."
- 14 Q. Does that express your view as to what happened to your 15 sister?
- 16 A. Yes, absolutely.
- 17 Q. Okay. Paragraph 231, you talk about it affecting not
- just your sister but others. Can you say a bit about
- 19 that? And I'll ask you about individual family members
- 20 in a moment.
- $21\,$   $\,$  A. Yes. It affects the whole family -- as it says, it
- $22\,$  affects the whole family and not just the person in the
- ${\it 23} \qquad {\it care home because you lose} -- {\it especially with dementia},$
- $24\,$  you're losing the contact with the person, the physical
  - contact, which can mean a lot more than anything, and

91

- 1 you don't have the reassurance. And I didn't have the
  - reassurance that I was looking after my sister properly
- 3 and then I would leave there feeling that I had
- 4 abandoned her, and that was just a horrible feeling.
- Q. At 232 and 233, you talk about the person who is
   visiting being absolutely fixed and there being no
- 7 flexibility there.
- 8 A. Yes.

- 9 Q. Was that correct?
- 10 A. Yes, absolutely. Yes.
- 11 Q. Could you read 234?
- 12 A. "I was happy that it was me, but how did it make my
- 13 brother feel? Or my aunty? If Anne had had [the]
- capacity to choose herself, how could she have chosen?
- 15 It's an impossible choice. How would it have made Anne
- 16 feel to choose? Who is your favourite brother or
- 17 sister? Or, worse; who is your favourite child?"
- $18\,$   $\,$  Q. At 235 and 236 you contrast the position of you and your
- family with the position of care home staff. What
- 20 impact did that contrast have on you?
- 21 A. It was horrible. On Anne's birthday -- I stood at the
- 22 window on her birthday, we had our hands on the window
- together and a care member of the care home staff
   came in, in a family car, she got out the car and just
  - walked into the care home. And I was standing at the

14

15

16

17

18

19

20

21

22

23

24

1

2

4

5

6

8

9

window, you know, on the other side of the window from 1 2 my sister, just wishing that I had got out that -- been able to get out the car and walk in to see my sister on 4 her birthday and give her a hug. 5 Q. At 237 you say something about the level of precautions 6 that you would take. Can you tell us what you're 7 passing on in 237? 8 A. It was that if the care home staff were doing -- were 9 allowed the same freedoms as I was within, you know, 10 lockdown or whatever, then why would they be more 11 careful about what they were doing when they went into work there than I would be more careful looking after my 13 own loved one and being in to visit her? What would be 14 the difference? Why would they be taking more care than 15 16 Q. You talk at paragraph 238 about an individual who this 17 Inquiry has heard from --18 A. Yes. Q. -- as a witness and about her taking her mum out in her 19 20 car and sharing a picture on Facebook. What was your 21 reaction to that, your personal reaction? I'll ask you 22 what you did in a moment --23 A. Yes. 24 Q. -- but your personal reaction? A. My reaction was I couldn't believe that that was

93
happening. I thought it was wonderful for her that that

2 was happening, that she was getting that level of access 3 to her mum. They were in the car. I wasn't even 4 allowed to hold my sister's hand. I was absolutely --5 I mean, whilst I was so pleased for her, I was 6 devastated for myself. You know, I couldn't understand. I was confused and frustrated that, you know. 8 I wasn't -- why was I not allowed to do that? 9 Q. Was there an inconsistency of approach between different 10 care homes in your knowledge? 11 A. Yes, definitely . When I realised that was anyway, then 12 there was definitely a difference in the approach. And 13 since finding out that the guidelines that were given 14 were obviously -- they were only considered guidelines  $\,$ 15 and were not adhered to. The care homes could do what 16 they like and nobody was able to stop them if they 17 wanted to do that. 18 Q. At the end of the conclusions at paragraphs 239 to 241

20 A. "This is ... what makes me most angry. I get there were
21 restrictions, I get there were reasons to protect people
22 in ... care [homes]. I understand it.

23 "But it was as if they didn't think with any more."

you say some things. Could you read those for us?

"But it was as if they didn't think with any more than the tunnel vision of protecting the reputation of the care home. It was simply as if they were not going to have covid in the home, regardless of how that was achieved or how that affected anybody.

3 "That's just my feeling, but it makes me so angry."

Q. Can you go on to 242?

5 A. "The rules were disproportionate. The longer a person is in a care home, generally, the worse their health is going to get. It's just a fact. All that's different is the rate of decline. Add lockdown and isolation on top of being elderly and having dementia, then it means you and they have lost all that precious time, which you will never get back, even if they [don't] die. You will never get that time back."

13 Q. I will read the next bit:

"The COVID pandemic was unprecedented but death in care homes wasn't. However, between the period of initial lockdown and my sister dying (12 months later) there appeared to be little or no change to care home rules with respect to the needs of the dying or the loved ones of that person. They did not adapt well to changes in circumstances, to try and make it better for residents and their families. It was just like 'keep it all locked down as much as we can so that we look good and in doing so, manage the risk to our reputation ...".

"So, for me, the inquiry has to help identify realistic restrictions, across the board, which cannot

9.

be changed or ignored, to stop individuals making their own judgments on what and [on] what is not allowed and what their individual rules are.

"How would we ... feel if we just put all our old and frail people in prison rather than a care home? Because that's basically what we did.

"We left them, like they were in prison, but without any rights. No access rights whatsoever, no ability to appeal for changes so I could see the sister I loved."

10 Is that how you feel?

11 A. Absolutely.

 $\begin{array}{lll} 12 & \text{Q. You talk about $--$ and this is a phrase which recurs at} \\ 13 & \text{this Inquiry $--$ about it being as if your sister was in} \\ 14 & \text{prison. Is that how you feel?} \end{array}$ 

A. Oh, completely. She might have had more rights if she
 was in prison. I might have had more rights to visit
 her if she was in a prison.

18 Q. Okay. I said we would start with the conclusions in

your evidence. We've done that now. I want to go back in the witness statement and go back to paragraph 4.

Here you tell us a bit about Anne. You explain that she was born on 4 June 1954 and is the oldest of four

children and you're the youngest.

2.4 A. Yes.

25 Q. There was another sister and a brother between you but,

1

19

sadly, as you explain later, your sister died -she probably wouldn't cope as she got older." 1 2 A. Yes. Q. Did her health deteriorate subsequently? 3  $Q. \ --$  but not in any way connected to this. A. Yes, it did. 4 You then explain about Anne having a son, and we're 4 Q. And ultimately what was she identified as suffering 5 not going to name him today, but she became a single from? 6 6 parent. A. Dementia. 7 A. Yes. Q. Dementia. Roughly what age did that kick in? 8 Q. Did she move out of the family home when that happened 8 9 or did they stay there for a period? 9 Q. Now, you explain again in the witness statement and in considerable detail how it was that you were able to A. She stayed there for a short period of time, but when 10 10 11 she went back -- she went back to work and then she got 11 identify that that was developing, in particular during 12 a house of her own and looked after both her and her 12 two trips abroad. 13 13 A. Yes. 14 Q. And when her son was initially born, were you still 14 Q. Can you tell us what you saw? 15 living in the family home? 15 A. She was unfamiliar when we went over to Dubai -- she had 16 16 been in her son's house in Dubai a number of times. She A. Yes, yes. 17 Q. And what's the age gap between you and her son? 17 used to go over and visit  $\ensuremath{\mathsf{regularly}}\ --\ \mathsf{but}\ \mathsf{she}\ \mathsf{became}$ 18 18 unfamiliar in those surroundings. She wasn't sure what 19 19 Q. Seven years? she was doing, she couldn't make herself a cup of tea 20 A. Yes. 20 there anymore, and that's when I realised something was 21 Q. What did that do with your relationship? 21 wrong, because within her own house, in her own 22 A. Oh, he's just like a little brother to me. We grew up 22 surroundings, people with dementia can cope quite well, 23 in the same house for a while and, yes, he's just like 23 but take them out their own surroundings and -- yes, she  $\,$ 2.4 24 was well out her comfort zone, and because I had a brother. Q. Now. Tell me, where is he now? 25 experienced dementia with both my mum and my dad, 97 1 A. He lives in Dubai. 1 I realised that something was wrong. 2 Q. And how long -- when did he move there? Q. Was home important to your sister? A. The year 2000. A. Very much so. 4 Q. And was he there throughout the relevant period? Q. I think it was around about that time in 2014 you took 5 A. Yes. a power of attorney. 6 Q. Throughout the pandemic period? 6 A. Yes. 7 A. Yes. Q. Things continued to deteriorate until 2017? Q. Okay, I' II ask you some more questions about him. 8 8 A. Yes. 9 Paragraph 8 -- and I'll take this part quite short 9 Q. What was it that happened then? 10 because you explain it so well in the witness 10 A. That's when she broke her arm. We were on a trip to 11 statement -- you explain that your parents' health 11 Dubai and she fell and broke her arm. We got her home 12 deteriorated and that was because they developed and she had to have an operation when she got home and 13 then she suffered a delirium as a result but she had 13 14 A. Yes. 14 taken -- I'd gone to see her because I wasn't sure that 15 Q. And then your sister gave up her job in order to look 15 she was okay and I eventually managed to get into the 16 after her parents, but ultimately your father died in 16 house -- she'd taken her cast off and she had wires --17 2007, you then had the sister who died in 2010 and then, 17 because they'd wired up her wrist -- and she had wires

18

19

22

23

25

absolute mess -

20 Q. And was that unusual?

There were no signs of any dementia or other overt physical or mental health issues. It was simply that

I always thought Anne would need my help eventually.

she had always been by herself and I always thought that

A. "Because Anne lived by herself for many, many years,

six weeks later, your mum died.

Q. Could you read paragraph 10?

she remained for three months. I visited every day and 100

hanging out and she was in a state. The house was in an

21 A. Oh, very much so, yes. There was something drastically

Q. Can you go to paragraph 24 and read that for us?

24 A. "I managed to get Anne to hospital in Dunfermline where

18

19

20

21

22

23

24

A. Yes.

- 1 initially just walked her round the ward. As time went
- by, we went further and further around the hospital
- [and] then eventually outside."
- 4 Q. And 25?

- 5 A. "This really happened her recovery, gradually expanding
- 6 her world all helped in getting back a bit more
  - independence.
- 8 Q. Did the Social Work Department put in place a care 9 package for her?
- 10 A. They did initially, but it was only initially. But,
- 11 no -- they did initially, but they withdrew a lot of the
- 12 care once they felt that she had settled in and I'd come
- 13 back from a holiday, and then all they had in place was 14 two 15-minute visits per day when she got back home.
- 15 Q. And until very close to her moving into a care home, is
- 16 that all the support that she got?
- 17 A. That's all she got. I asked Social Work repeatedly for
- 18 help and all she ever got were two 15-minute visits per
- 19 day
- 20 Q. What was your role in Anne's life at that time?
- 21 A. I tried to put in place —— I didn't live in Kirkcaldy so
- 22 I wasn't on the doorstep. I tried to -- I put her in 23
- various day centres where they would pick her up and 2.4 drop her off, so I knew she was being looked after
- 25 during the day. So I think I managed to get her into

101

- three per week. I put alarms in place and everything 1
- that I could do, that was within my power to do, I put
- 3 those in place, and obviously visited her as often as
- 4 I could, did the laundry, you know, all of these things.
- 5 Q. How was her continence at that time?
- 6 A. It wasn't good, it wasn't good, and that's why she --
- that's why I had to visit regularly to do laundry and 8
- make sure -- that was one of my biggest fears, that she 9 wasn't able to look after herself very well and, as far
- 10 as from a health point of view, it wasn't fair for her.
- 11 Q. Did she have a shower in the house?
- 12 A. She had a bath and I organised for a wet room to be put 13
- 14 Q. Aha, and was she able to use that on her own?
- 15 A. No. she wasn't. She didn't understand she didn't
- 16 understand what it was at all and it was left to me to
- 17 give her a shower, which I had to probably spend about
- 18 three hours discussing it with her and trying to --
- 19 before she would actually -- I could persuade her to
- 20 actually go for a shower. It wasn't nice. I didn't
- 21 want to have to shower my sister -- I was just her 22 sister -- but I did it for her, yes.

102

- 23 Q. You said that you got alarms put in.
- 2.4 A. Yes.
- Q. What kind of alarms?

- 1 A. The alarms that -- a community alarm. I had a community
- alarm put in and door alarms, so that if she'd opened
- the door at certain times during the day, there would
- be -- it would come through a system in the house that
- somebody would say, "What are you doing?", you know,
- "Why are you going out?", and they would speak to her
  - through that.

8

- Q. So by this stage had the Social Work Department provided
- 9 you with a key worker or someone to co-ordinate whatever
- 10 services she required?
- 11 A. Never. She was never given a social worker of her own.
- I repeatedly asked, but they said they don't -- they
- 13 just don't provide that. So any time I did speak to
- 14 Social Work, when I was asking for help, I spoke to
- 15 somebody different. I spoke to like a locum, as it
- 16 were, every time.
- 17 Q. I think in your statement you indicate that eventually
- 18 you required respite from the care that you were
- 19
- 20 A. Yes.
- 21 Q. You have respite -- did you go away?
- $22\,$   $\,$  A. I wasn't given any help. I went on holiday and wasn't
- 23 given any help from Social Work whatsoever.
- 2.4 Q. No, but what happened to your sister whilst you were on 25

- 1 A. I just tried to -- my sister stayed at home and I just
- tried to contact everybody that I knew to look in on
- her, but I couldn't expect anybody to do anything for
  - her. That was just too much. So it was -- any time
- I went away was really, really stressful for myself and
- 6 my husband.
- Q. Sorry?

- A. For myself and my husband it was really stressful. 8
- 9 Q. You talk in your statement about the Social Work
- 10 Department contacting you by telephone after a period of
- 11 respite. Can you tell us about that?
- 12 A. I had been on holiday and it wasn't long after my sister
- 13 had got out of hospital so Social Work had been there to
- 14 help her get out of hospital, and that's when they put 15
- quite a bit of help in, when she was first out. And
- 16 I went away on holiday, they knew I was going on holiday
- 17 and the day I got back from holiday, I was actually in
- 18 the supermarket, as you do when you come back, and I got
- 19 a phone call from them saying they were withdrawing the
- 20 extra care that they'd put in now that I was back from
- 21 holiday. I wasn't even at home yet, but now that I was
- 22 back from holiday they were withdrawing the extra care
- 23 and just started sort of signposting me as to what
- 24 I should be doing and giving me a whole list of
- telephone numbers and -

1 Q. In the supermarket? A. In the supermarket. And I actually just burst into tears in the supermarket. I just couldn't cope. I was 4 looking for help and I was getting nothing. 5 Q. Now, you said that you had had alarms put in the 6 house --7 A. Yes. 8 Q. -- so that, if she went out at a particular time or 9 particular times, you would be notified of that. Tell 10 us about occasions when that occurred, if it occurred. 11 A. What happened one time was I got a phone call from the 12 police at I think it was 3 o'clock on the Saturday 13 morning. The police called me and said that that was 14 the number they had and was Anne MacDonald my sister, 15 and they had found -- a worried member of the public had 16 phoned the police because my sister had been wandering 17 at 3 o'clock in the morning. It was in the winter, she 18 was drenched through, literally to her underwear, 19 because the alarm hadn't worked and she'd just walked 20 21 Q. Okay. Did you then have contact with the Social Work 22 23 A. It was the only time Social Work ever called me because the police called them and they have to do something 2.4

105

1 Q. So what did they do?

25

- A. They don't they just make sure that she's the
- alarms are in place. They don't really do anything,
- 4 Social Work. For me, they didn't do anything at that
- 5 point. They just wanted to know that -- what was the
- 6 situation. Oh, well, I was there and that was basically
- about it. Social Work didn't do anything other than
- 8 make the call to come round, make sure everything was
- 9 okay and took no more interest at that point.
- $10\,$   $\,$  Q. Did you make decisions at that stage about where Anne
- 11 should be living?
- 12 A. Yes, I realised that --
- 13 Q. Tell us about that.
- 14 A. I realised that I couldn't look after Anne on my own
- 15 anymore, that I needed to keep her safe and I couldn't
- 16 keep her safe under these circumstances and I was having
- 17 to make the decision about putting her in a care home.
- 18 I had to do it. I didn't want to do it. I knew Anne
- 19 still had enough capacity to tell me she didn't want to 20
- go there as well. But for her own health, her welfare, 21 I didn't want her to wake up in a dirty bed in the
- 22
- morning. Do you know, she needed to be safe and she 23
- needed more than I could give her and more than two
- 24 15-minute visits from Social Work.
- Q. Tell me about the selection process for the care home

- that she eventually moved into.
- A. I went to a few care homes myself, walked -- I had
- a look round them and I looked at the -- I didn't
- realise the difference between residential and nursing,
- and I had gone round a few of the care homes and --
- I went round the care homes, had a look, and then
- I phoned Social Work and I said, "I've come to the end
- of it, I can no longer look after my sister, I'm going
- 9 to have to put her in a care home", and then Social Work 10 took an interest at that point.
- 11 Q. Now, was it a care home or a nursing home --
- 12 A. It was a residential. I didn't realise that at the time
- until the social worker told me that she would not be 13
- 14 going into a nursing home; it would be a residential
- 15 care home she would be going into.
- 16 Q. When she moved into the care home, were you happy with
- 17
- 18 A. Yes, I was, very happy with it.
- 19 Q. What was good about it?
- 20 A. Anne never sat down. She was always up, she always
- 21 walked back and forward, she walked to the shops every
- 22 day, she loved movement and being around, so what was
- 23 really good, it was a big room. They had a big lounge
- 2.4 with -- their dining area was part of it and it meant that she could wander round, she could look out, there
- 1 was big windows and people could see her, staff would be
- 2 able to see her as well, which was important to me. She
- wouldn't be sort of hidden in a small lounge. So, yes,
- 4 that's -- it was just perfect for her.
- Q. And when she went into of the care home, was there
- a key worker in the care home for her?
- A. There was, yes.
- Q. And did that make communication with you better, easier?
- 9 A. Oh, definitely. It made it easier. There was one --
- 10 when I went into visit Anne, I could go straight to the
- 11 key worker and, you know, say, "Right, what's been
- happening?", and, you know, you would get all the
- 13 information then, or if I had any concerns, I could go
- 14 straight to the key worker and discuss it with her.
- 15 Q. Visits in terms of pre-pandemic, what happened?
- A. I could go in any time I like. I used to go in -- there 16
- 17 was -- at first I didn't -- because Anne went in
- 18 in January, when she first went in, I didn't want to
- 19 take her out initially , you know, for coffees and
- 20 things. I needed to make sure she was settled where she
- 21 was. But I would go in, they would have music on, we
- 22 would dance -- she loved music, she loved dancing -- we
- 23 would have fun. We would go and  $--\ {\sf I}$  would always ask
- 24 her to show me her room, just so that she knew that
  - I knew that it was okay to be there, you know, that she

- had my support to be there, she had my confidence of being there. She would show me her room and I would ask things about her room and then I would ask her to show me back to the lounge just so that I knew she knew her way about as well. So, yes, I was quite happy with the care home.

  Q. And I think, in terms of things like routine medical treatment that she might require, she was diabetic; is that right?
- 10 A. Yes, she was, yes.
- 11 Q. How was that being dealt with? Was she on pills or 12 insulin?
- 13 A. No, the district nurse would come in and give her14 an insulin injection every day.
- 15 Q. Right. What about if she had to go out to the opticians or I think she had hearing aids --
- 17 A. That's right. Then I would have to take her.
- 18 Q. So you would do that?
- 19 A. Yes, aha.
- 20 Q. Did you take a power of attorney at that time?
- A. I did. I had a power of attorney from 2014 for welfare and finance.
- 23 Q. Now, you've described frequently going in to the care
- home for visits pre-pandemic. When the pandemic
- happened, what happened to your visits?

- A. Well, they just stopped. They just stopped. I had no contact from the care home other than there would be no visits. I probably phoned them to find out because they never called me. So I would call them to find out what
- 5 was happening. There were no visits, and that's all
- that happened for quite a while until they started the window visits, but I was never informed of the window
- 8 visits until I phoned them and asked.
- 9 Q. Well, I'll come back to that. Was there telephone
- 10 contact before the window visits?
- 11 A. There was but my sister couldn't do telephone contact.
- She didn't understand. She couldn't hear well and she
- 13 would get confused and her speech was she couldn't
- always say a proper sentence and, over the phone, when
- $\ \ \, 15 \qquad \ \ \, \text{she had nothing to focus on, then } -- \text{ they were not good}.$
- They would leave you worse than when you spoke to her.
- 17 I felt that I'd no -- no, they were just horrible.
- 18 Q. Did the care home try to organise iPads or anything like 19 that?
- 20 A. Never. They never. One of the carers took in her own
- 21 iPad once and I was able to see Anne and it was on
- 22 Christmas Day, but the care home themselves didn't have any iPads.
- $24\,$   $\,$  Q. The next thing which happened were window visits. Tell
- 25 me about those for Anne.

 $1\quad$  A. The window visits, Anne couldn't hear properly and -- so

- $2\,$  she couldn't hear through the double glazing what I was
- 3 saying. And apart from, you know, the sort of hand
- 4 gestures of, you know, "Your hair's nice. How are your
- 5 nails?", then that was about it. I used to ask the
- $\,\,$  staff  $\,$  if they could open the window at the bottom -- the
- window opened that way from the bottom "Could you
   open the window so Anne could hear me?", but I was told,
- 9 "No, she'll put her hand out", and I said, "Well,
- 10 I won't touch her hand if she puts it out. I just want
  - her to be able to hear me", but they wouldn't open the
- 12 window

11

- 13 Q. How many people could visit Anne through a closed
- 14 window?
- 15 A. One.
- 16 Q. And that one was you?
- 17 A. Was me.
- 18 Q. Could you read paragraph 90?
- 19 A. "I thought that this was mad. I was outside a closed
- 20 window. Why [was] it always just me that's only allowed
- 21 to go? There were others who wanted to visit Anne, but
- the home's rules about standing outside a closed window
- 23 prevented any of them from doing that."
- 24 Q. And 91?
- $25\,$   $\,$  A. "It was so ridiculous, in fact, that when my cousin from

11

- 1 Jersey was allowed to come and stay with us, so that she
- 2 could visit Anne, for a window visit with me and my aunt
- 3 too, the home insisted that only two people were allowed
- 4 at the window and it always had to be the same named
- 5 people. So my cousin was forced to stay [in] the car
- 6 park area, shouting and waving at Anne."
- 7 Q. At 92 you say:
  - " ... Anne had no idea they were there ..." --
- 8 "... Anne 9 A. No.
- 10 Q. -- "... because of her dementia."
- 11 A. Yes.
- 12 Q. "She [could only] focus on who was at the window."
  - Is that correct?
- 14 A. Yes.

13

21

- 15 Q. Could you read 93, please?
- 16 A. "It was utterly ridiculous, we could all be in the car
- $17\,$  together but weren't allowed, by the care home, to stand
- 18 at a closed window together to see Anne."
- 19 Q. And 96, could you also read that?
- $20\,$   $\,$  A. "The whole thing was just like we were being policed,
  - staff remaining around and about to make sure we
- 22 remained as we were meant to [be]."
- 23 Q. And then at 97 you say:
- 24 "The result was that there was just no conversation,
- 25 she couldn't hear me through the double glazed window.

110

She wears hearing aids, she just couldn't hear, and this 1 Q. Okay. You then move on to talk about indoor visits. 1 was all ... too difficult for her and me. You couldn't 2 A. Yes. 3 speak. I ended up just saying how nice her nails were, 3 Q. Can I take you to paragraph 116, where you talk about 4 or asking if she had had her hair done? 4 5 "It was all just horrendous. One time, when it was A. Yes. 6 6 her birthday, we just had our hands on the window, Q. Can you tell us about masks for your sister? 7 either side of the pane. She just did not understand A. When we did -- when we had the indoor visits, which were 8 what was going on. With Anne, the only way of much better than the other visits, but I still had -9 reassuring her, properly engaging with her, was with 9 I was in a room with her and I had to stay 2 metres away 10 from her, but I had to wear a mask, but I wasn't sure 10 hugs." 11 A. Yes. 11 that when I walked into that room that she knew it was 12 Q. But you weren't allowed to do that. And at 100, "But at me. She just knew it was somebody and I wasn't sure she 13 13 knew. So I wasn't allowed to, but what I used to do was least ... I could see her". 14 A. Yes. 14 when I got into the room I'd say "Hello" and I would Q. You then describe garden visits and I'm not going to go 15 15 actually just take my mask off and say "It's me" and 16 through that in the same detail --16 then put it back on again so she could see my face, so 17 17 that she would know it was me that was in the room with 18 Q. -- but can you just tell us a bit about garden visits? 18 A. The garden visits were worse than the window visits. 19 Q. Were you permitted to do that --19 20 They were out -- because you were outside, apart from 20 A. No. 21 the noise of the traffic  $\,--\,$  on one occasion they were 21 Q. -- and did you discuss that? actually cutting the grass as we were trying to have 22 22 A. No. 23 a  $\mbox{ visit } --$  and they always had them with a member of 23 Q. Would you have discussed that with the care home? 24 A. No, no, they would have told me "No". They would have 2.4 staff sitting beside Anne, so Anne was actually -because of her dementia, because -- just the way that 25 told me "No". 115 1 she — she couldn't focus. She focused on the person  $1\,$   $\,$  Q. Okay, paragraph 121, you describe the end of a visit and who was sitting beside her. She didn't even properly how difficult you found that. 2 3 see me. I was wearing a mask, I was 2 metres away from A. "Just like in the garden, Anne would understand that 4 her with the mask on, and she was actually more I was leaving and she would always come towards me for 4 5 interested in the person that was sitting beside her. 5 6 She just —— there was too much going on —— 6 "I had to back away from her. It [was] just such 7 Q. Who was the person sitting beside her? 7 a horrible feeling, so distressing." 8 A. A member of staff. 8 Q. And at 125 you talk about Christmas Day --9 Q. Okay. During this period you say at paragraph 111 that 9 A. Yes. 10 10 Q. -- and it would appear that the care home hadn't been Anne's health was deteriorating. able to organise visits for each resident. 11 A. Yes. 11 12 Q. Is that correct? 12 A. Yes. 13 A. Yes. 13 Q. Because ...? 14 Q. And how did that manifest itself at that stage? 14 A. They didn't -- they only -- they didn't have enough 15 A. She — her son had had — his wife had had twins and 15 space in the day, not enough time in the day. Everyone 16 I took in my iPad to show the twins -- to show her 16 wanted to visit. 17 Q. And, again, at 127, you talk about January 2021. This 17 photos of the twins and handed them to the member of 18 staff who then handed -- showed Anne the pictures on the 18 is about, what, three months before Anne died? iPad. But she didn't — she couldn't comprehend that 19 19 A. Yes. 20 she'd become a grandmother. She didn't understand that. 20 Q. Is that right? 21 She started carrying around a baby with her, a doll, and 21 A. Yes. 22 called it her baby, and I think she thought from the 22 Q. You talk about her condition deteriorating really quickly. 23 pictures that I was showing her that it was actually her 23 24 baby. I just knew then she was -- things had got -- she 2.4 A. Yes. really, really didn't understand what was going on. 25 Q. She stopped eating and drinking by herself?

- 1 A. Yes.
- Q. Why do you think that happened?
- A. Obviously Anne's dementia was getting worse but Anne's
- life had been turned upside down with the lockdown, with
- 5 the lack of physical contact, with her whole -- not only
- 6 had her routine at home changed but her relationship
- with me had changed massively. I mean, she wouldn't
- 8 have been able to understand why, why I was backing away
- 9 from her, why I wouldn't give her a hug, why I wouldn't
- 10 even just sit and have a cup of tea with her as we
- 11 always did. She wouldn't have been able to understand
- 12 any of that and I just think she went into a world of
- 13
- 14 Q. At 132 you say:
- 15 "From this point, it was clear that Anne was on
- 16 end-of-life care, so I was visiting quite often for as
- 17
- 18 A. Yes.
- Q. "Anne's room was too small to keep 2 [metres] distance 19
- 20 so I had to remain in a mask and I think gown and
- 21 gloves. I was not even allowed to touch her."
- 22 Then at 134 you say what?
- $23\,$   $\,$  A. "This was just mad. Were they concerned that I was
- 2.4 going to give her Covid? She was dying. She was not
- leaving her room. She was no risk to anybody."

- 1 Q. And then at 135?
- A. "And even though Anne was clearly dying, those same
- visiting rules were imposed by the home. Nobody else
- from her family was allowed in, it was only ever me 4 5 allowed through the doors."
- 6 Q. You say that nobody else from the family was allowed in.
- She had a brother?
- 8 A. Yes.
- 9 Q. Did he see her during the last year of her life?
- 10 A. No.
- 11 Q. Could you take me to 140 and 141?
- 12 A. "I said that Anne and her brother were really close and
- 13 that he would want to come [to] visit.
- 14 "When she replied that the home didn't know Anne had
- 15 a brother. I was so upset. I asked her how could they
- 16 ever have known? He had been excluded completely, he
  - was never allowed to come and visit."
- 18 Q. 143?

17

- A. I then asked if instead of my husband coming with me, if 19
- 20 I could bring my brother and aunt instead. Neither of
- 21 them had been allowed to visit Anne at all, which upset

118

- 22 them both terribly.
- 23 Q. And the answer was ...?
- 24 A. "No".
- Q. 145?

- A. "So, as my sister was lying in her bed, dying, this
- manager was telling me who it was that was allowed to
- visit my sister, it didn't matter that Anne was dying
- and all her family wanted to come and see her."
- 5 Q. At paragraph 150, you refer to someone else.
- 6 A. Yes.
- Q. Tell us about that. Tell us about your contact with
- that person on this occasion.
- 9 A. It just so happened that there was a Facebook picture
- 10 come up and it was somebody in the car with their mum
- 11 who was in a care home, in Fife as well, and, as I said
- earlier, I was absolutely delighted for her but couldn't
- 13 understand how these two things could be happening in
- 14 parallel, two completely different things, different
- 15 forms of contact. And so we privately messaged and
- 16 I just explained the situation. She asked how Anne was
  - and I explained the situation and she put things into
- 18 motion for me.
- Q. Did she contact a senior official at the local 19
- 20 authority?
- 21 A. She did.

- 22 Q. And what was the consequence of that, as far as the care 23
  - home were concerned?
- 2.4 A. The care home backtracked on everything that they had
  - said about the visiting. They backtracked on the fact

- 1 that it was only going to be two people who they decided
- 2 the people were going to be. Those two -- they decided
- that those two people would only be able to visit once.
- They backtracked on that. They backtracked on the gown,
- the gloves, the mask, the touching. They backtracked on
- 6 everything.
- Q. And they backtracked at a time when your sister was on
- 8 end-of-life care?
- 9
- 10 Q. And we know from the guidance that those things should
- 11 not have been imposed at a time of end-of-life care.
- 12 A. Yes.
- Q. Are you aware of that now? 13
- 14 A. I am now, yes.
- 15 Q. How did you become aware of that?
- A. Well, I became aware through the emails that had gone 16
- 17 back between the people that put it in place for me and, 18
- when I read those emails, that's when I realised that
- 19 that shouldn't have been put in place. The care home 20 never contacted me about it.
- 21 Q. And even after -- and did that result in changes --
- 22 A. I ...
- 23 Q. -- for you in terms of visiting your [sister] [sic]?
- 24 A. Yes -- for me, yes, it did. It resulted in a change
- straightaway, the very next day. So when I contacted

- the person through Facebook on the Tuesday night, by the Wednesday morning everything had changed.
- 3 Q. In what way had it changed? How was it now?
- A. I was allowed as usual to go in but I didn't I only
- 5 wore my gloves, mask and apron as I was walking through
- 6 the care home, which was understandable. When I got to
- 7 my sister's room, I then was able to take off the PPE
- 8 and speak to my sister, hold my sister's hand. My
- 9 brother was allowed in, my aunt was allowed in and my
- 10 husband was allowed in, but unfortunately Anne died and
- we weren't we couldn't get anyone else in to visit
  her because Anne had died very shortly after that.
- 13 Q. So not her son?
- 14 A. No.
- 15 Q. 163 and 164, could you read those, please?
- 16 A. "Overall, the home denied not only me, but others that
- $17\,$  loved Anne, time to spend with her, so she could hear
- their voices, even just for half an hour once a week.
- "They denied it because they wanted to. I accept
- $20\,$  there were lockdown rules but the care home went over
- 21 and above the rules."
- $22\,$   $\,$  Q. And then impact on you. Could we go to 169? What does
- 23 it say there?
- 24 A. "I just felt I could not be there for Anne. Yet, when
- 25 my mum was in hospital with her dementia and dying,

- 1 regardless that there were no Covid then, I was in
- hospital all the time, I was there for days. Because
- 3 it's family and that's what you do."
- 4 Q. At paragraphs 170 and 171, you speak about the care
  5 home. Could you just read the final sentence of 171?
- home. Could you just read the final sentence of 171?
   A. "And they never supported me in any way whilst I was
- 7 there."
- 8 Q. Sorry, give me a moment.
- 9 At 183 you talk about being aware that Anne was
- about to die and speaking with the care home and asking
- 11 the care home to contact you if the moment was imminent.
- 12 A. Yes.
- 13 Q. What happened?
- 14 A. I got a phone call from the care home about 2 o'clock in
- $15 \hspace{1cm} \hbox{the morning to say that Anne's breathing $--$ she just} \\$
- wanted to let me know that Anne's breathing had changed.
- So I called my brother and we both went to the care home
- straightaway. When I got there, I said to a member of
- 19 staff -- I said, "Thank you so much for calling me. It
- 20 was really important because I need to be here", and she
- said, "Oh, that was fine. It was just that Anne's
- 22 breathing changed and I thought you might want to know",
- and I said, "No, I asked specifically to be called if
- 24 Anne's condition had changed in any way. I wanted —
- I needed to be there for Anne", and she said, "Well,

- I didn't know that. I just gave you a call because
- 2 I thought that I should maybe do that". She said,
- 3 I didn't realise that you specifically had asked for 4 it".
- 5 Q. At 196 you describe the funeral arrangements and you
- 6 found those difficult .
- A. Oh, very.

13

23

- 8 Q. What specific things caused you problems?
- 9 A. Having to invite people to the funeral and tell people
- 10 they couldn't come to the funeral.
- 11 Q. Is that because the numbers were restricted?
- $12\,$   $\,$  A. Because of numbers -- yes, because of numbers. That was
  - really bad. But one of the things that I'd done for my
- 14 mum and my dad and my sister, when they had died, was to
- 15 hold a cord for them to lower the coffin and I wasn't
- 16 allowed to do that because of COVID. I couldn't hold
- 17 a cord for my sister.
- 18 Q. When was it your sister died? Just remind us.
- 19 A. March 2021.
- 20 Q. Did you feel as though you'd had the opportunity to
- 21 grieve at the funeral?
- 22 A. No, no, we weren't allowed to hug. Even the funeral
  - directors were acting a bit like COVID police at the
- 24 time and we were under strict instructions that we
- 25 weren't allowed to hug. And people were coming up to me

123

- 1 and, again -- it was like my sister all over -- you're
- backing off from people who just want to comfort who
- 3 are grieving themselves and just want to comfort you and
- 4 want to be comforted themselves.
- $5\,$   $\,$  Q. You speak about the overall impact and talk about at 213  $\,$ 
  - and 214 could you just read that?
- $7\,$   $\,$  A. "My sister was dying and receiving end of life care, the
- 8 Care Home insisted on me being 2 [metres] apart [from
- 9 her]. They decided that only 2 others could visit and
- 10 that they could only visit once."
- 11 Q. The next one?
- 12 A. "They also chose who those visitors would be."
- 13 Q. Next one?
- 14 A. "There is nothing in the guidelines showing this."
- 15 Q. And then your conclusion you give at 217.
- 16 A. "It would appear that these rules were made up by the
- 17 staff at the time with no reference to guidelines or the
- 18 needs of the families ."
- 19 Q. And 218?

21

- 20 A. "It felt like neither my sister nor I had any rights.
  - We were at the mercy of whatever the Care Home decided."
- 22 Q. And then you say something more generally at 220, again,
- and 221. Can you read those?
- 24 A. "It was like I was made to walk away from her, as though
- 25 she had been taken away and put in prison and I couldn't

122

1		get to her.	1	THE CHAIR: Thank you, Mrs Cooper. That's all.
2		"It makes me angry that because of decisions made	2	Very good. Tomorrow morning at 10 o'clock.
3		either at head office, or in the home, which far	3	MR CASKIE: With someone else.
4		exceeded what the lockdown rules were, I was prevented	4	(4.04 pm)
5		from being with my sister more."	5	(The hearing adjourned until
6	Q.	Did that have an impact on her wider family? You talk	6	Wednesday, 22 November 2023 at 10.00 am)
7	٠,	about that at paragraph 22.	7	,
8	Α	Yes — I mean, yes, my brother only was allowed to see	8	
9	15 100	my sister and, like me, touch her in the last few hours	9	
10		of her life . And my brother especially — I mean,	10	
11		I only got to touch her probably six or seven hours in	11	
12		the last days of her life and my brother in the last	12	
13		hour of her life, and that was within the last year.	13	
14	0		14	
	Q.	You say something at 224. Again can I ask you to read that?	15	
15	۸			
16	Α.	"Anne went into the home on 13th January 2020 and by the	16	
17		end of March that same year, it was like I abandoned	17	
18		her. When she tried to give me a hug, I walked away	18	
19	-	from her."	19	
20		Have you said everything you wanted to say?	20	
21	Α.	I feel —— and like, as you said before, recurring	21	
22		themes, but guidelines can be ignored and they	22	
23		absolutely were.	23	
24	Q.	But guidance can be ignored in two different ways. You	24	
25		can ignore the guidance by having guidance which you	25	
		125		127
1		don't apply or it can be ignored by adding to the	1	INDEX
2		guidance.	2	MRS VERONA GIBSON1
3	Λ	Yes.	3	(called)
4		What happened in your sister's case?	4	Questions by MR GALE1
5		They just didn't apply the guidance. They didn't make	5	MRS MORVEN PALMER59
6	Α.		6	(called)
7		it any better. They just decided they were just going	7	
		to do what they wanted to do and make it as rigorous as		
8	_	they could, and that's what they did.	8	MRS JANE COOPER (called)89
9	Q.	I asked you this before we came in. Why do you think	9	Questions by MR CASKIE89
10		they did that?	10	
11	Α.	I think they did it to protect themselves. I think they	11	
12		did it —— I feel they did it to protect a reputation of	12	
13		not having COVID in the care home. I think that's what	13	
14		they did. They certainly didn't make any changes to	14	
15		those guidelines or even conform to those guidelines for	15	
16		any benefit of the family or any benefit of certainly	16	
17		of $$ definitely not of the residents . They did it $$	17	
18		I feel that they did it to protect themselves.	18	
19	Q.	Now have you said everything that you wanted to?	19	
20	Α.	Yes, thank you.	20	
21	Q.	If you haven't, tell us now. Have you said everything?	21	
22	Α.	Yes, thank you.	22	
23	М	R CASKIE: Thank you. I don't have anything else for you.	23	
24		Thank you very much.	24	
25	Α.	Thank you.	25	
				100
		126		128

abandoned (2) 92:4 125:17 abiding (1) 28:10 abilities (1) 11:1 ability (1) 96:8 able (70) 5:17,25 6:6,7,17 7:21 8:10,14,15,15,23 9:3 10:13 12:20,23 13:14,15 15:12 16:19 18:23 21:5,21 27:14 31:6 32:9,21 33:6,21 36:19,23 39:14 41:19,21,23 42:5 50:6,11 55:3 63:25 64:10 66:5 67:6,8,25 68:22 69:1,21,22 70:9 74:19 76:11.12 79:24.25 84:13 88:18.21 93:3 94:16 99:10 102:9,14 108:2 110:21 111:11 116:11 117:8,11 120:3 121:7 above (3) 43:3 87:12 121:21 abroad (1) 99:12 absence (2) 53:7 73:21 absolute (1) 100:19 absolutely (25) 4:11 6:4 9:16 13:8 14:23 22:6 28:6,6 47:2 57:11 58:6 62:5 66:21 70:11 78:8 83:5 86:20 87:3 91:16 92:6,10 94:4 96:11 119:12 125:23 absorbed (1) 69:13 accept (4) 24:2 56:11 60:5 121:10 accepting (1) 11:8 access (7) 15:12 36:12 58:4 70:3 77:20 94:2 96:8 accommodated (1) 48:2 accorded (1) 57:16 account (2) 2:11 89:24 accounts (1) 21:25 accurate (1) 60:2 achieve (1) 85:2 achieved (1) 95:2 acknowledge (1) 48:12 acknowledged (1) 68:16 across (6) 37:18 45:8 49:9 57:25 78:8 95:25 acting (1) 123:23 activities (2) 5:23 17:10 activity (1) 29:8 actually (15) 3:6 7:2 37:19 66:11 72:2 90:13 102:19,20 104:17 105:2 113:22,24 114:4,23 115:15 adapt (1) 95:19 add (1) 95:8 adding (2) 87:25 126:1 additional (1) 38:9 adept (1) 8:21 adhered (1) 94:15 adhering (1) 74:17 adjourned (1) 127:5 adjournment (1) 59:6 adult (2) 12:14 45:19 adults (5) 3:12 6:8,13 54:4 85:23 advance (2) 80:15,22 advice (1) 87:17 adviser (1) 19:23 advisors (1) 46:20 advisory (1) 54:4 affected (1) 95:2 affecting (4) 41:1 53:22 56:23 91:17 affects (3) 91:13.21.22 affording (1) 79:15 after (15) 21:16 24:6 86:4 92:2 93:12 97:12 98:16 101:24 102:9 104:10,12 106:14 107:8 120:21 121:12 afternoon (2) 59:8 89:16 again (45) 11:20 15:10 16:15 20:13 22:10 25:10 28:15,24 31:8,9 34:6 35:24

37:21 39:21 40:16 22:17 33:19,20 35:8 44:21 42:15,16,17 48:12,19 53:17 78:11 96:25 50:5,10 55:23 57:14 62:22 answer (2) 20:19 118:23 64:20 68:16 69:12 70:17 answers (4) 41:16,17 43:6,7 73:18 74:12 78:20.22 79:5 anxiety (9) 3:23,24 12:23 82:9 84:14 85:24 86:24 20:10 21:9,10,14 43:25 88:5 99:9 115:16 116:17 44:3 anxious (3) 38:2 40:21 82:1 124:1,22 125:14 age (2) 97:17 99:7 anybody (5) 73:14,15 95:2 104:3 117:25 agencies (1) 56:6 anymore (2) 99:20 106:15 ago (1) 13:10 agree (1) 2:7 anyone (5) 15:16 16:25 agreed (1) 34:24 48:1.6 121:11 agreement (3) 34:6,16 85:7 anything (16) 9:14 55:10 58:11 69:17 71:14 72:18 aha (6) 61:23 64:1 73:6 78:8 75:1 88:2 90:14 91:25 102:14 109:19 aids (2) 109:16 113:1 104:3 106:3,4,7 110:18 air (2) 29:5.8 126:23 alarm (3) 103:1.2 105:19 anyway (3) 78:14 81:12 alarms (7) 102:1,23,25 94:11 103:1,2 105:5 106:3 apart (3) 111:3 113:20 124:8 alert (2) 52:12 81:21 apparent (3) 49:10 50:4 69:7 alighted (1) 19:4 apparently (1) 35:25 appeal (1) 96:9 allow (5) 25:22 30:22 33:2 85:14 89:15 appear (2) 116:10 124:16 allowed (43) 11:14 16:14 appeared (1) 95:17 22:11,11,12,12,13 29:1 applicable (2) 49:8,10 34:1,17 47:12 55:9 57:13 application (1) 49:25 applied (7) 18:18,20 37:18 77:2 78:11 79:3 87:9 90:17 93-9 94-4 8 96-2 111-20 49:11 71:13 13 18 apply (5) 23:20 27:25 72:16 112:1,3,17 113:12 115:13 117:21 118:4,5,6,17,21 126:1,5 119:2 121:4,9,9,10 applying (2) 32:4 49:5 123:16,22,25 125:8 appointment (3) 8:12 allowing (1) 72:15 70:7,15 almost (3) 15:25 20:11 76:7 appreciate (5) 11:3 12:5 alone (1) 72:20 13:9 22:15 74:9 along (2) 28:20 76:15 appreciated (1) 10:19 already (9) 16:15 21:10 approach (5) 32:15 66:8,9 35:23 36:10 47:16 58:12 94:9,12 70:19 76:18 89:14 appropriate (1) 29:6 alright (1) 40:14 april (1) 30:10 also (53) 2:17 3:23 5:14 6:6 apron (2) 29:3 121:5 8:4 12:18 16:24 17:4,14 area (3) 24:20 107:24 112:6 18:19 19:13 20:22 23:8 areas (1) 71:5 26:7 27:4,5 31:12 33:16,20 arm (2) 100:10,11 37:13 38:2 43:25 44:21 around (22) 10:11 16:2 45:5.6 46:3 47:6 49:24 21:17 22:12 29:4 32:13.25 53:4 54:8.12 57:16 58:3 33:1 50:20 52:16 54:7 55:9 57:9 61:3 70:24 78:24 60:12 61:9 64:11 68:25 70:3.6 72:22 75:2 79:2.14 85:19 100:4 101:2 107:22 81:25 84:18.23 86:9.13 112:21 114:21 87:14.18 88:16 112:19 arrangements (3) 7:7 83:9 124:12 123:5 alter (1) 54:25 arrival (1) 25:4 although (4) 5:24 62:2 69:10 ascertained (1) 24:19 ask (21) 3:15 10:22 31:22 always (20) 7:1 8:13 14:2 43:2 46:14 63:17 78:22 20:19 22:3 49:16 56:12 85:7,25 86:25 87:10 58:4 98:22 25 25 88:8 19 91:19 93:21 98:8 107:20.20 108:23 110:14 108:23 109:2.3 111:5 111:20 112:4 113:23 116:4 125:14 117:11 asked (17) 8:19 16:6 18:14 amount (2) 25:1 52:7 33:10,11 79:5 82:2 90:16 anathema (1) 30:13 101:17 103:12 110:8 anger (1) 56:1 118:15,19 119:16 122:23 angles (1) 48:15 123:3 126:9 angry (5) 42:4 80:2 94:20 asking (9) 16:14 19:16 38:7 95:3 125:2 41:15 43:5 67:4 103:14 animated (2) 69:14,18 113:4 122:10 anne (47) 1:25 59:20 89:19 aspect (2) 24:21 75:22 aspects (1) 44:18 92:13,15 96:21 97:4 98:21,22 100:24 105:14 assault (1) 82:18 106:10,14,18 107:20 assessment (1) 26:13 108:10,17 110:21,25 assessments (4) 27:24 30:22 111:1,8,13,21 112:2,6,8,18 31:2,13 113:8,24,24 114:18 assimilating (1) 68:14 116:3,18 117:15 associated (2) 2:12 11:21 118:2.12.14.21 119:3.16 assume (1) 19:21 assuming (1) 64:9 121:10,12,17,24 122:9,25 assure (1) 72:20 125:16 annes (15) 47:1,3 57:10 attempts (1) 70:21

55:4 100:5 109:20,21 au (1) 24:12 august (6) 11:18,18 15:8 43:21 54:2 76:10 aunt (3) 112:2 118:20 121:9 aunty (2) 40:19 92:13 authorities (1) 56:15 authority (2) 86:11 119:20 available (1) 45:4 average (1) 52:15 avoid (2) 2:15,17 aware (26) 2:13 6:18 10:4 11:10.11.23 13:17 25:24,25 27:4,14,17 32:12.13 41:4 50:3 53:10,11 54:4 56:17 77:19 78:1 120:13.15.16 122:9 away (20) 21:16 33:21 37:14 54:22 55:17 72:17 85:1.12 86:5,18 103:21 104:5,16 114:3 115:9 116:6 117:8 124:24,25 125:18 awful (4) 55:12 76:23,23 82:3 awkward (1) 16:10 baby (4) 35:5 114:21.22.24 back (42) 15:21 24:6 34:24 35:14 39:10 40:15,16,25 41:2.22 42:16 51:22 56:9 58:7 65:17 67:19 70:12 71:24 80:11 84:20.24 88:10 00:7 05:11 12 96:19.20 97:11.11 101:6,13,14 104:17.18.20.22 107:21 109:4 110:9 115:16 116:6 120:17 background (1) 43:10 backing (2) 117:8 124:2 backtracked (6) 119:24,25 120:4,4,5,7 ackwards (1) 34:4 bad (6) 5:13,14 21:25 41:1 55:20 123:13 badly (1) 39:9 balance (3) 53:22,23 54:9 balancing (1) 54:10 bang (2) 36:22,22 bank (3) 6:17,25,25 bans (2) 27:25 57:18 barrier (1) 32:10 barriers (2) 31:9 56:12 based (4) 31:20,25 32:1,8 basically (2) 96:6 106:6 basis (2) 62:9,11 bath (1) 102:12 became (13) 6:18 10:4

99:17 120:16

becomes (2) 17:2 87:6

20:7 38:1,3 52:19

116:18 125:21 126:9

begin (2) 71:7 90:4

67:20 82:10

beholden (1) 37:17

being (47) 5:25 11:3

begs (1) 50:22

120:15

bus (1) 51:5 business (1) 33:11 businesses (1) 50:13 buts (1) 87:7 11:10,10 14:3 16:2 33:17 62:16 67:16 78:1 97:5 buzz (1) 68:9 become (4) 38:5 44:3 114:20 cafes (1) 6:17 calculate (1) 2:20 becoming (6) 14:25 17:15 call (14) 2:14 40:8 45:12,23 65:24 77:4 83:25 85:11 bed (3) 69:5 106:21 119:1 104:19 105:11 106:8 110:4 before (20) 3:7 7:8,17 9:8 122:14 123:1 15:23 36:15 38:10 15 called (15) 1:16 45:12 59:13 39:9.21 50:11 63:19 65:23 75:7 89:4 105:13.23.24 110:4 114:22 122:17,23 79:5 81:1 102:19 110:10 128:3,6,8 calling (1) 122:19 beginning (8) 10:11 11:4 calls (6) 8:24 13:12 14:7 27:21 43:21 51:22 55:8 22:22 27:3 33:18 came (18) 10:9 18:12 19:22 21:11 24:16 38:16 45:8 49:14 50:14 52:24 61:19,24 65:13 70:25 78:8 13:14.15 16:6 25:6.22 29:7 86:5 92:24 126:9 31:24 33:25 36:8 37:17 campaign (1) 47:1 46:3 47:21 49:11 52:10 campaigning (2) 47:3 57:1 cannot (3) 7:21 86:4 95:25 57:2 66:5,6 67:8,12,12 68:17,23,25 71:8 74:16,18 cant (19) 5:11 14:13 33:24 77:19 80:22 81:3,5 84:2,3 34:24 40:18 41:16

92:6,6 93:13 95:9 96:13 42:10,14 43:6 53:18 63:12 66:17,17 71:4 73:7 82:7 101:24 107:22 109:2,11 112:20 122:9 124:8 125:5 84:25 85:25 88:19 beliefs (1) 14:25 capacity (2) 92:14 106:19 believe (10) 26:2,3 34:24 car (12) 38:19 49:20 70:12 54:22 55:2 57:5 58:3 78:24 84:15 92:24,24 93:3,20 82:7 93:25 94:3 112:5.16 119:10 believed (1) 18:8 care (208) 1:8 2:18,23,25 benefit (3) 20:13 126:16,16 3:5,6 4:10,12,19 5:7,7 8:18 beside (5) 22:5 113:24 9:1,22 13:15,17 15:1,19 114:2,5,7 16:8,12 17:6,21,22,24,25 best (5) 37:2 48:24 49:22 18:2.4.15.18 19:10.13 69:10 80:2 24:1.4 25:5 better (9) 51:18 56:11 73:7 26:4,7,9,13,16,19 27:6 75:19 85:25 95:20 108:8 29:10.15.17.24 115:8 126:6 30:9,12,16,20,23,25 between (8) 74:22 87:15 31:2,10,17,19,19,25 94-9 95-15 96-25 97-17 32.7 22 34.23 37.25 41.5 107:4 120:17 43:20 45:6.14.22 46:12 47:7,19,25 48:4 big (5) 8:6 41:1 107:23,23 49:3.5.14.21 108:1 bigger (1) 87:11 50:7,14,17,18,18 51:18 biggest (1) 102:8 52:1,4,5,11,14,16 54:2,20 bigs (1) 16:8 56:13.16.21 57:13.22.23 birthday (6) 76:9.11 60:13.20 61:2.12.14.16.17 62:12,24 63:6,12 92:21,22 93:4 113:6 bit (27) 2:4 13:11 14:22 64:4.21.25 65:8.17 67:5.25 68:7,16,17,24 71:14,15,21 48:19 61:23,24 63:17 65:11 68:9 13 21 69:13 72:1,24 73:4,10,16 74:22 70:10 73:18 75:8 83:10 24 77:1 4 11 12 18 21 24 84:5 88:20 90:11 91:18 79:4,8,8,16,17 82:24 83:1 95:13 96:21 101:6 104:15 84:19 85:20 86:7,10 87:4,6 113:18 123:23 90:11,13 91:9,10,23 blackeyed (1) 16:23 92:19,23,23,25 93:8,14 blanket (2) 27:25 57:18 94:10,15,22,25 95:6,15,17 blessed (1) 85:13 96:5 101:8.12.15 103:18 board (2) 37:18 95:25 104:20,22 106:17,25 107:2,5,6,9,11,15,16 born (2) 96:22 97:14 both (9) 14:8 28:24 74:10 108:5,6 109:6,23 75:14 81:9 97:12 99:25 110:2,18,22 112:17 115:23 118:22 122:17 116:10 117:16 bottom (3) 72:2 111:6.7 119:11.22.24 120:8.11.19 brailsford (3) 42:21 58:18 121:6.20 122:4,10,11,14,17 89:24 break (6) 34:23 35:11,16 124:7,8,21 126:13 careful (3) 43:24 93:11,12 79:16 88:16,24 breathing (3) 122:15,16,22 carer (1) 28:17 bring (2) 7:10 118:20 carers (1) 110:20 broke (2) 100:10.11 caring (3) 6:4 25:2 44:13 brother (14) 92:13,16 96:25 carry (3) 5:22 84:21 85:1 97:22,24 118:7,12,15,20 carrying (1) 114:21 121:9 122:17 125:8,10,12 caskie (7) 89:1,2,8,9 126:23 brought (1) 7:17 127:3 128:9 built (2) 65:4.5 cast (1) 100:16 bulk (1) 87:25 causally (1) 77:20 burst (1) 105:2 cause (1) 65:7 caused (3) 12:4 91:8 123:8 centre (9) 57:9 61:15,19 68:7 71:15 72:25 73:4 76:15 84:19 centres (1) 101:23 certain (7) 43:25 53:4 55:23 64:12 65:7 80:19 103:3

cetera (5) 28:9 71:23 81:8 87:17.17 chair (26) 1:3,6,10,12,15,17 15:22 22:11 29:18 35:12,14,18 50:22 58:24 59:2,4,8,12,14 69:5 75:16 88:12,15 89:1,5 127:1 challenge (2) 10:19 50:24 challenges (4) 3:25 4:1,2 12:10 challenging (2) 57:4 63:15 chance (1) 10:23 change (10) 39:18 47:21 48:25 65:19 77:1 78:21 88:14.15 95:17 120:24 changed (16) 18:11.12 38:17,18 48:23 77:2 78:20 85:18 96:1 117:6,7 121:2,3 122:16,22,24 changes (17) 12:25 13:2.6.7.10 16:20 23:19 24:12 38:13.20 48:1 76:22

78:21 95:20 96:9 120:21

126:14 changing (3) 48:7 76:25 90:15 chaos (2) 50:20 65:8 charities (1) 86:23 chatting (2) 6:24 77:4 check (4) 55:5.5.6.7 checked (1) 55:10 checkups (1) 8:11 chief (1) 24:19 child (4) 12:13,16 35:6 92:17 children (2) 45:19 96:23 choice (2) 37:13 92:15 choose (3) 37:16 92:14,16 chose (2) 50:19 124:12 chosen (1) 92:14 christmas (4) 28:7,11 110:22 116:8 chrs (1) 56:3 cigarette (1) 56:9 cinema (1) 6:11 circles (1) 72:5 circumstances (12) 4:9 11:22 20:16 21:17 23:20 28:7 32:13 34:9 51:25 58:5 95:20 106:16 clarification (2) 17:22 87:17 clarify (1) 3:19 clarion (1) 45:23 clarity (1) 18:3 classed (1) 78:13 clear (1) 117:15 clearly (1) 118:2 climbing (1) 68:5 clinical (3) 14:16 52:6 54:3 close (6) 22:21 67:12,14 76:5 101:15 118:12 closed (5) 66:7 111:13,19,22 112:18 closing (1) 66:2 clothes (1) 55:7 clubs (1) 6:7 coexisting (1) 20:8 coffee (1) 6:10 coffees (1) 108:19 coffin (1) 123:15 colleagues (2) 52:2 57:9 collect (1) 7:10 combine (1) 38:11 come (39) 4:12,22 26:5 34:17 35:14 36:4 37:7 39:8 48:20,21 49:6,9,23 50:16 57:25 59:24 67:18 68:11 70:14 71:22.24 80:11 84:1 87:10 89:5 101:12 103:4 104:18 106:8 107:7 109:13 110:9 112:1 116:4 118:13,17 119:4,10 123:10 comes (2) 65:6 82:14 comfort (5) 21:6,24 99:24 124:2.3 comfortable (7) 1:18 9:11 16:5 46:6,10 57:3 89:6 comforted (1) 124:4 coming (12) 15:16 24:4,6 31:9 48:15 51:17 54:11,24,25 68:8 118:19 123:25 comment (1) 44:4 comments (2) 70:16 83:14 commission (1) 53:13 common (2) 86:13 87:12 communal (1) 45:18 communicate (7) 9:4,13 11:23 64:11,19 70:1 73:7 communicates (2) 9:9 64:9 communicating (2) 9:8 62:15 communication (11) 9:10 44:17 67:17 74:22 80:17 90:13,16,20,21 91:9 108:8 communications (3) 27:18 64:11 90:10 communicative (1) 13:11

86:20 88:7 92:21 101:20

another (11) 8:3 14:3 17:13

114:10 117:3.3.19

122:15.16.21.24

attend (1) 41:7

attendance (1) 27:12

attending (2) 41:5 46:19

attorney (7) 4:5 54:16,19

103:1,1

community (5) 6:18 25:1,3

didnt (60) 10:5,23 11:3,16

14:19 17:11 21:9,12

76:4,24 77:4,7,21 78:12

79:11,21 80:10 81:24

82:6,12,18 83:3,7,16

84:6,9,12,22 85:13,19

daughters (35) 3:3,16 4:4.15

5:7 10:15 11:1 15:1.12.19

27:10,23 28:2 40:6 51:4,25

16:8,13,17 20:15,20,23

56:18 58:16 60:24 79:7

81:3.4 83:1 84:5 85:8

day (30) 5:18.21 9:9 13:23

14:3 22:22 23:4 37:16

63:20,20 64:6 85:15

103:3 104:17 107:22

days (7) 62:14,14 66:15

120:25

deal (1) 47:15

dealt (1) 109:11

death (1) 95:14

december (1) 3:1

124:9 21 126:6

38:15 39:18 42:10 53:18

100:25 101:14,19,23,25

109:14 110:22 116:8.15.15

77:18 85:11 122:2 125:12

dealing (3) 31:25 48:4 53:16

decided (11) 3:4 21:8 30:14

decision (7) 25:22,25 32:24

62:10,18 86:6 106:17

decisions (5) 21:12 72:3

86:14 106:10 125:2

decline (2) 22:24 95:8

defer (2) 49:16 71:23

definitely (10) 7:16 14:23

65:19 77:22 82:6 91:5

94:11,12 108:9 126:17

deduce (1) 32:9

deemed (1) 87:5

degree (1) 64:25

delete (1) 29:18

121:25

den (1) 55:3

delighted (1) 119:12

delirium (1) 100:13

demeanour (1) 62:16

dementia (12) 91:23 95:9

98:13.23 99:6.7.22.25

112:10 113:25 117:3

denied (3) 49:2 121:16,19

67:22 68:10 75:11 120:1,2

22:24 25:14 26:11,22

87:19 88:6

communitybased (1) 7:13 company (2) 32:3 71:17 compare (1) 49:7 compassion (1) 74:14 compelled (1) 14:4 complete (2) 30:13 39:3 completely (14) 7:24 16:3 22:10,14 29:2 37:14 51:5 53:2 55:14 61:2 85:18 96:15 118:16 119:14 complex (5) 3:13 18:21 60:17 62:24 85:23 compliment (1) 63:12 comprehend (1) 114:19 compromised (3) 54:13 55:2.8 concentrating (1) 46:25 concentration (1) 57:21 concept (1) 66:15 concern (6) 16:25 17:3,13 22:24 26:11 38:4 concerned (11) 15:2 17:8,8 22:23 26:19,21 51:23 80:14 82:17 117:23 119:23 concerns (5) 16:13 17:14 26:25 27:6 108:13 conclusion (2) 48:21 124:15 conclusions (6) 89:25 90:3,6,7 94:18 96:18 condition (6) 3:16 60:24 69:4 85:14 116:22 122:24 confidence (1) 109:1 confined (2) 3:21 51:12 confirm (2) 2:5 59:25 confirmation (1) 30:4 confirmed (2) 7:25 24:20 confirming (1) 27:9 conform (1) 126:15 confused (2) 94:7 110:13 confusion (1) 50:20 connected (1) 97:3 connection (4) 10:1 30:18 41:4 45:5 connections (1) 47:12 consent (4) 82:20,22 83:6 consequence (1) 119:22 consider (2) 58:14 60:2 considerable (1) 99:10 consideration (1) 91:7 considered (2) 9:21 94:14 considering (1) 7:13 consistent (2) 54:6 83:20 console (2) 12:16 21:21 consoled (1) 12:14 consoling (1) 28:17 conspicuous (1) 53:7 constantly (2) 72:5 78:20 constructive (1) 30:20 contact (31) 2:1 15:16 16:18 17:22 18:8 26:1 29:23 59:21 63:17 66:20 73:12,21 77:14 79:3 80:7 86:17 89:14 91:8,11,24,25 104:2 105:21 110:2,10,11 117:5 119:7 15 19 122:11 contacted (5) 27:5 45:14 90:22 120:20,25 contacting (3) 29:9 45:1 104:10 contained (1) 58:13 content (1) 89:21 context (4) 27:7 70:21 72:24 85:10 contexts (1) 70:20 continence (1) 102:5 continued (3) 46:22 56:17 100:7 continuing (1) 27:25 contrast (2) 92:18,20 control (2) 61:9 79:19 conversation (6) 7:24 8:6

128:8 coordinate (1) 103:9 cope (7) 5:15 12:17 47:10,13 99:1,22 105:3 сору (2) 26:6,7 cord (2) 123:15.17 core (5) 31:3 46:18 47:7 56:3 57:9 correct (15) 3:2,6,7,14,20 4:3,6 26:15,18 31:21 64:14 79:24 92:9 112:13 114:12 correspondence (3) 19:13 32:8 78:10 cotton (1) 77:13 couldnt (51) 11:14.15.16 24:3,3,7,8,24 25:4,21 29:7 32:18 33:14 36:22 50:13 51:10 10 55:10 63:20 66:10.10 69:21 70:14 71:8,13 73:8 77:6 83:19 88:6 93:25 94:6 99:19 104:3 105:3 106:14,15 110:11,12,13 111:1,2 112:25 113:1 2 114:1 19 119:12 121:11 123:10.16 124:25 council (2) 5:20 45:16 counsel (2) 88:14,15 country (2) 25:18 28:20 couple (3) 41:7 61:18 66:13 course (10) 2:8 15:18 16:21,25 17:13 19:20 36:21 39:17 49:6 67:16 cousin (2) 111:25 112:5 covered (1) 29:2 covid (30) 20:7 24:25 25:1 33:13 36:15 42:6,7,12,14 52:20 53:24 56:25 72:7,14 76:14 80:10 82:15 83:3,7 84:24 85:18,22 87:18 95:1,14 117:24 122:1 123:16,23 126:13 creative (1) 32:15 critical (1) 27:10 criticism (2) 44:7 78:6 crossparty (1) 46:1 cuddle (2) 22:13 67:8 cuddles (2) 41:23 66:21 cup (2) 99:19 117:10 currently (1) 61:13 cut (4) 31:5 33:15,16 70:17 cutting (1) 113:22

dental (1) 8:11 dentist (2) 30:5 33:3 department (5) 27:22 101:8 dad (5) 21:18,20 83:20 99:25 103:8 104:10 105:22 123:14 depended (1) 75:18 daddys (1) 84:6 dependent (1) 38:3 daily (1) 64:5 depressed (2) 17:16 36:8 dance (1) 108:22 depression (1) 17:19 dancing (1) 108:22 deputy (1) 26:13 dashed (2) 19:7,9 describe (6) 62:21.22 69:12 date (1) 39:25 113:15 116:1 123:5 dates (1) 40:10 described (1) 109:23 daughter (156) desperate (1) 46:8 2:12.14.18.21.23 3:11 despite (3) 47:21 49:21 4:10,19 5:13,17 6:3,12,16 7:1.16.19 8:4.8.11.20.21 56:14 destroying (1) 41:11 9:9 10:1 11:3,6,17 12:5,8,9 detail (4) 12:6 49:7 99:10 13:22 14:8 15:5,24 17:5 113:16 18:19.20 20:8 21:1.2.13 detailed (2) 36:11 89:20 22:6.7.21 23:2.4.21 24:6 details (5) 2:1 3:15 59:21,21 25:2,7,16,23 26:1,17 89:14 27:1,2 28:11 30:4,9,23 deteriorate (2) 99:2 100:7 31:4,16 32:13,21 33:2,9,15 deteriorated (1) 98:12 34:20.25 35:22 36:1.14 deteriorating (2) 114:10 37:4 39:13.18.22 40:3 41:4 116:22 42:22 43:11 44:15.22 detrimental (1) 11:13 47:21 48:2.8.25 49:2.15 devastated (1) 94:6 50:6 52:17 54:4,17,23 devastating (1) 43:22 55:16,16,21 56:4,5,13,24 develop (1) 39:3 58:1.19 60:9.11.14.15 developed (1) 98:12 61:12 63:3.18.25 64:8.21 developing (1) 99:11 65:15 66:6,7,8,20,23 development (1) 84:14 67:5.11.19 68:12 69:12 diabetic (1) 109:8 70:12,22 71:16 73:5 dictated (1) 74:18 74:10,19,23,25 75:11,22

23:10,20 27:18 34:22,25 35:5 38:9 43:13,13 48:22,25 62:3 71:17 72:13 74:21.22 75:11.17 78:3 80:20 82:8 92:1 94:23 101:21 102:15,15,20 106:4,7,18,19,21 107:3,12 108:17,18 110:12,22 114:2,19,20,25 116:14,14 118:14 119:3 121:4 123:1.3 126:5.5.14 die (2) 95:11 122:10 died (10) 20:21 97:1 98:16,17,18 116:18 121:10,12 123:14,18 difference (6) 20:18 25:5 56:20 93:14 94:12 107:4 different (19) 3:7,8 5:22 8:2 40:10 52:9 53:3 65:18 70:20,24 71:3,18 76:23 94:9 95:7 103:15 119:14 14 125:24 differently (1) 86:11 differing (1) 49:3 difficult (15) 11:13 12:16 14:7 16:21 22:15 23:23 31:15 43:15 67:10 73:8 77:7 83:16 113:2 116:2 123:6 difficulties (3) 7:20 24:2 32:14 difficulty (4) 10:17 30:14 31:22 61:9 dining (1) 107:24 direct (1) 18:5 directly (3) 37:21 42:24 90:3 directors (1) 123:23 dirty (1) 106:21 disabilities (7) 3:13 6:8 18:16,21 30:19 45:16 73:3 disability (1) 20:6 disappeared (3) 7:24 39:1,20 disappointed (1) 24:23 discharges (1) 77:12 discharging (1) 77:17 discovered (1) 45:18 discrimination (1) 23:24 discuss (2) 108:14 115:21 discussed (2) 85:5 115:23 discussing (2) 23:13 102:18 discussion (2) 7:17 39:20 discussions (1) 48:5 disengaging (1) 17:12 dismantled (1) 55:14 dismiss (1) 29:19 display (1) 69:14 disproportionate (1) 95:5 disruption (1) 27:9 distance (1) 117:19 distraction (1) 81:11 distractive (1) 80:4 distraught (1) 81:13 distress (3) 12:4,7 21:14 distressed (3) 12:11 16:18 48:9 distressing (6) 28:14,17 33:20 81:24,25 116:7 district (1) 109:13 document (2) 18:13,15 documents (1) 87:23 does (8) 5:11 7:24 8:19 12:10 79:25 80:3 91:14 121:22 doesnt (12) 8:9 20:8 38:25 51:1 55:6 66:14 69:20 72:7 80:6 82:14.16 85:14 doing (25) 2:15 17:5.10 24:5 42:8,13 43:10,14 49:22 63:21 68:1 69:10 73:14 79:6 81:10 84:3 86:8,11

93:8,11 95:23 99:19 103:5

done (5) 36:20 83:13 96:19

104:24 111:23

doll (1) 114:21

113:4 123:13 dont (41) 3:15 9:25 11:6 12:5 13:19 17:25 22:18,20 35:8,23 42:17 44:5 47:2 50:9 53:20 55:21 62:4.22 66:22.23.25 67:2 68:1 72:10.17 73:14.15 76:13 78:24 81:16 85:4 86:19 88:4 92:1 95:11 103:12,13 106:2,3 126:1,23 door (6) 15:13,19,21 90:25 103:2.3 doors (1) 118:5 doorstep (2) 34:20 101:22 double (2) 111:2 112:25 down (17) 5:25 10:13,24 15:23 38:15 39:9,23,25 41:10 47:17 50:16 53:8 70:13 81:9 95:22 107:20 117:4 drastically (1) 100:21 draw (1) 90:3 drenched (1) 105:18 drinking (1) 116:25 drop (1) 101:24 dubai (4) 98:1 99:15,16 100:11 due (4) 2:7 19:20 49:6 88:17 dunfermline (1) 100:24 during (8) 5:12 60:20 86:21 99:11 101:25 103:3 114:9 118:9 dying (8) 95:16,18 117:24 118:2 119:1,3 121:25 124:7 dystopian (1) 15:25 earlier (3) 38:23 58:8 119:12

early (2) 77:18 80:12 easier (3) 48:11 108:8.9 eating (1) 116:25 effect (3) 57:2 60:10 84:22 effort (1) 56:14 eight (1) 38:1 either (7) 16:6 21:21 25:16 69:4 84:2 113:7 125:3 elder (1) 4:6 elderly (2) 52:13 95:9 element (3) 12:7 55:23 65:4 else (15) 15:17 23:25 31:1 42:12 48:1,6 53:24 54:24 75:12 118:3.6 119:5 121:11 126:23 127:3 email (5) 8:25 16:12 54:8 75:2 78:9 emailed (2) 74:24 83:4 emails (10) 8:25 9:1,2 27:25 37:24 87:14,18 90:19 120:16,18 emanating (3) 26:1,2,3 emotional (1) 13:16 emphasise (2) 12:3 25:9 enable (1) 29:16 enabled (1) 74:6 end (15) 14:17,18 16:11 28:16 37:18 41:3 51:21 53:1 55:25 90:3 94:18 107:7 116:1 124:7 125:17 ended (1) 113:3 endoflife (3) 117:16 120:8.11 enforce (3) 50:12,13,24 engage (1) 80:6 engaged (3) 69:3,6 75:19 engagement (3) 46:3,14 91:1 engaging (1) 113:9 england (7) 31:20,25 32:3.8 47:20 49:4.9 english (4) 32:4 49:5,12 72:1 englishbased (1) 71:17 enjoy (1) 23:24 enough (7) 35:12 53:21,21 63:13 106:19 116:14.15 enshrined (1) 47:4 enter (1) 15:19 entire (1) 56:1

entirety (1) 2:6 express (7) 22:24 36:19,23 entitled (2) 18:14 50:23 37:4 39:14 86:24 91:14 entrance (1) 34:19 expressed (2) 37:6 50:25 entrenched (1) 14:25 expressing (1) 23:11 expression (2) 44:17 57:25 epilepsy (1) 61:9 escorted (2) 15:20,20 expressions (1) 67:12 especially (4) 77:10 91:9,23 extension (1) 4:15 125:10 extensively (1) 4:21 essential (11) 14:9,15 15:3 extent (3) 12:4 16:17 31:23 56:14 58:7 extra (2) 104:20,22 78:2,13,14,15,19 86:20 extremely (1) 28:24 essentially (1) 38:12 eye (2) 57:3 80:7 et (5) 28:9 71:23 81:8 87:17,17 etc (1) 77:6 even (26) 21:12 22:13 23:13 25:20 38:17.18 39:6.7 43:14 52:14 53:25 55:8

fabulous (1) 64:22 face (5) 12:20 79:22,24 80:2 115:16 facebook (6) 75:7,12 77:3 56:2 81:12 86:15 94:3 93:20 119:9 121:1 95:11 104:21 114:2 facetime (2) 75:3,10 117:10.21 118:2 120:21 facial (2) 44:17 67:12 121:18 123:22 126:15 facilitate (3) 73:12 75:2,4 evening (1) 65:24 fair (2) 42:18 102:10 events (2) 10:3 15:18 fait (1) 24:12 eventually (9) 33:1 34:1 fall (1) 49:8 65:10,12 98:22 100:15 fallout (1) 5:15 101:3 103:17 107:1 familiar (1) 73:21 ever (9) 9:25 14:14 47:25 families (5) 24:5 73:12 86:22 85:3 90:15 101:18 105:23 95:21 124:18 118:4 16 family (23) 2:16 21:13 22:18 every (19) 9:9 14:3 22:22 27:12 35:1 41:24,25 60:12 23:4 38:7,17 39:18 42:10 87:5 91:8,19,21,22 45:20 53:2 63:20,20 64:6 92:19,24 97:8,15 118:4,6 85:15 86:10 100:25 103:16 119:4 122:3 125:6 126:16 107:21 109:14

fantastic (2) 13:21 27:1 everybody (7) 14:24 23:25 far (11) 11:20 15:1 31:22 26:21 27:14 32:17 59:8 51:1 62:2 73:19 82:17 104:2 89:21 102:9 119:22 125:3 everyone (4) 29:19 54:24 farce (1) 70:10 father (8) 3:3 4:4 21:5,21 35:2 67:8 84:5 98:16

56:25 116:15 everything (22) 8:20 9:17 13:8 32:24 38:16 43:10 fathers (2) 20:21 21:7 47:13 49:18 53:23 55:5 fault (1) 34:14 64:2 72:16 74:17 76:16 favour (1) 24:21 102:1 106:8 119:24 120:6 favourite (3) 8:22 92:16,17 121:2 125:20 126:19,21 fear (1) 88:4 everythings (1) 65:9 fears (1) 102:8 evidence (9) 2:6 44:24 48:21 february (1) 43:3 58:9 60:1 82:10 85:16 fed (3) 41:13 42:4 62:13 87:25 96:19 feedback (1) 48:3

exhaustion (1) 56:2

exhusband (1) 20:24

existence (1) 82:24

expanding (1) 101:5

expectancy (1) 85:8

expecting (1) 65:20

experience (9) 46:6,10 56:1

57:4 60:8 64:10 72:20

experienced (2) 60:8 99:25

expected (1) 57:1

81:24 83:15

experts (1) 56:10

explain (24) 4:18 7:14

10:6.14.20 13:2.6 26:5

61:13 66:17 75:9 81:7

90:5,8 96:21 97:1,4

explained (2) 119:16,17

explanation (3) 47:25 71:2

98:10,11 99:9

72:11

28:25 43:23 48:19 54:15

expect (1) 104:3

exacerbate (2) 21:14 91:12 feel (42) 7:3,5 10:12 11:2 exactly (2) 45:20 71:4 14:22 16:4 28:1 example (3) 8:11 49:19 50:3 39:1.5.15.18 40:14.17.25 examples (2) 49:9.13 41:3,10,13,14,22,25 42:4,9 exceeded (1) 125:4 43:8,12,22 44:20 47:19 excellent (2) 6:2 63:6 48:9 53:20 78:5,6 79:15 except (1) 35:1 85:10 92:13,16 96:4,10,14 excited (1) 7:23 123:20 125:21 126:12.18 exciting (1) 62:3 feeling (8) 36:3 42:2 excluded (1) 118:16 45:18,20 92:3,4 95:3 116:7 excuse (1) 71:25 feelings (1) 39:14 executive (1) 24:20 feels (8) 41:11,15,19 exhausting (1) 57:4 42:12,15,16,17 43:5

feigned (1) 74:5 feigning (1) 74:3 fell (1) 100:11 felt (26) 15:25 17:15 20:10 27:21,22 29:5 36:1,1,18 43:22 46:7 48:16 53:8 55:16 56:1 11 12 76:17 23 83:18 84:5 91:4 101:12

110:17 121:24 124:20 few (10) 35:9 40:1 51:8 62:12 63:14 66:13 76:2 107:2.5 125:9 experiencing (2) 13:14 32:14 fife (1) 119:11 fighting (1) 43:19 final (3) 1:8 36:25 122:5

finally (1) 38:19 finance (1) 109:22 financial (1) 82:11 find (11) 10:16 14:12,13 21:17 22:14 23:22 30:21 32:15 84:15 110:3,4 finding (1) 94:13

fine (3) 35:13 65:9 122:21

Opus 2 Official Court Reporters

39:1 80:19 81:2 112:24

cooper (5) 89:4,5,13 127:1

conveys (1) 15:4

convinced (1) 20:17

transcripts@opus2.com 020 4518 8448 finish (1) 85:16 first (11) 1:11 18:5 24:23 41:8 43:19 61:15 76:4 80:21 104:15 108:17,18 fit (2) 56:8 78:21 five (1) 13:22 fivesix (1) 53:9 fix (1) 9:16 fixed (1) 92:6 flexibility (1) 92:7 flick (1) 90:5 flip (1) 32:18 floor (1) 23:3 focus (4) 53:25 110:15 112:12 114:1 focused (2) 20:15 114:1 fog (3) 71:11 76:19,22 folder (1) 37:24 follow (2) 33:10.11 followed (2) 22:3 63:11 following (3) 62:23 65:14 forced (1) 112:5 foresaw (1) 10:9 forever (1) 51:13 forgetting (1) 37:18 forgive (3) 35:23 79:6 82:9 forgot (2) 53:1 82:9 form (2) 9:10 90:20 forms (1) 119:15 fortnightly (1) 27:4 forward (1) 107:21 found (13) 12:16,21 14:14 18:14 21:15 37:4 38:14 70:23 78:14 81:3 105:15 116:2 123:6 four (4) 24:18 62:14 68:8 96:22 frail (1) 96:5 frankly (1) 32:25 free (7) 4:12,22,25 7:9 37:15.16 54:25 freedom (3) 37:13 40:15 56:6 freedoms (2) 23:25 93:9 freely (1) 16:2 freeman (3) 19:22 43:20 46:14 frequent (1) 76:22 frequently (2) 18:14 109:23 fresh (2) 29:5.8 friends (2) 64:1 77:6 frightening (1) 10:16 front (2) 59:24 68:12 frustrated (2) 56:2 94:7 frustrating (1) 37:5 full (4) 1:24 59:19 89:11,20 fulltime (3) 3:5,6 62:11 fully (2) 29:4 46:18 fun (1) 108:23 funeral (5) 123:5.9.10.21.22 funnel (1) 18:4 further (10) 14:20 21:14 48:5 57:19 58:12 83:2,5 88:2 101:2.2 future (5) 8:8 38:25 53:15.17.17

gale (30) 1:4.5.7.11.13.19.20.21.22 29:21,22 35:13,18,19 51:2.3 55:21 58:18 59:1,3,9,10,15,16,17,18 88:14.22 128:4.7 gap (1) 97:17 garden (11) 11:19.21 15:13 18:13 34:17 71:6 73:17 113:15.18.19 116:3 gave (5) 20:5 30:1 56:4 98:15 123:1 general (6) 2:13 23:19 60:9

62:15 72:11 75:1

generally (3) 65:8 95:6

gestures (1) 111:4

get (61) 10:5,23 11:14,15,16,16 12:10 13:15 16:14 17:11 18:24 20:21 23:17 24:8,10 27:7 29:16 30:11,23 31:4,4 32:24 33:15 39:7,13 40:15 41:21.23 42:6 43:11 45:15 46:9 49:15,20,22 50:5,7 56:14 63:13 67:25 69:21 70:20 75:19 83:6 84:2,23 86:16 93:3 94:20,21 95:7,11,12 100:15,24 101:25 104:14 108:12 110:13 121:11 125:1 getting (25) 11:11 26:16 30:8,12,25 41:11,14,15 43:5 49:14,19 56:13,20 62:13 63:23 69:8 17 25 71:5 72:4 80:7 94:2 101:6

105:4 117:3 gibson (19) 1:11,16,17,22,25 2:10 12:6 23:17 24:11 29:23 35:10,20 44:7,25 51:22 55:23 58:11 24 128:2 girl (1) 84:7

girls (1) 6:22 give (20) 41:16,17 43:6,7 50:3 59:18 67:14 71:2 80:7 85:21 88:15 93:4 102:17 106:23 109:13 117:9,24 122:8 124:15 125:18 given (17) 2:21 4:2 10:25 16:16 17:4,18 40:2 47:25

59:23 64:17 68:17 82:22 88:1 94:13 103:11.22.23 giving (7) 13:18 23:6 40:23 75:1 79:17 88:9 104:24 glazed (1) 112:25 glazing (1) 111:2 gloves (4) 29:3 117:21 120:5

121:5 goes (2) 7:5 36:16 going (51) 5:23 6:13,21 8:14 10:9,14 11:11 14:6 15:14 16:9 20:19 22:16 24:5 25:3.19 29:16 30:15.21 36:17 37:23 41:3 43:23 45:23 47:13 48:6 53:14 63:22 70:1 72:5 76:15 77:5 80:15 81:9 88:5 94:25 95:7 97:5 103:6 104:16 107:8.14.15 109:23

113:8.15 114:6.25 117:24 120:1.2 126:6 gone (9) 52:8,22 55:15,18 66:5 86:16 100:14 107:5 120:16

good (29) 1:3,4,5,15,17 5:10 6:1 12 13:18 35:14 42:8 58:24 59:8,12 62:1 64:16 66:14 74:23 75:6 80:1 86:7 89:11 95:22 102:6,6 107:19,23 110:15 127:2

government (20) 20:4 24:16 31:24 41:6 7 9 18 42:3 43:15 45:19 46:20 48:14 50:11 52:3,12 54:25 56:8,16 73:11 86:9

gown (2) 117:20 120:4 gradually (1) 101:5 grandmother (1) 114:20 grass (1) 113:22 grateful (6) 45:3 55:22,24 58:21 60:12 88:11 great (7) 16:23 20:13 29:11 47:8 53:23 65:9 83:12 grew (1) 97:22 grieve (1) 123:21

grieving (1) 124:3 group (8) 1:9 6:11 31:3 46:19 47:7 53:8 54:4 57:9 groups (2) 52:9 53:6 guarantee (1) 39:17 guardianship (3) 82:12,25 86:16 35:25 39:21 50:11 57:8

guess (1) 31:6 guid (1) 32:4 guidance (39) 18:12 19:4,6 24:12,16,21 31:23 32:4,5 33:10.12 48:14.16 49:4.5.7.8.12 50:12.15.16.21.23 52:24 54:6 56:6,7,9 70:25 71:18 76:25 77:1 86:10 120:10 125:24,25,25 126:2,5 guidelines (7) 94:13,14 124:14,17 125:22 126:15.15 guilty (1) 14:22

hadnt (9) 13:20 15:5 23:15 30:10 38:1 51:16 80:14 105:19 116:10 hair (8) 31:5 33:15,16,17,19,22 55:6 113:4 hairdresser (3) 8:14 30:5 33:3 hairs (1) 111:4 half (1) 121:18

hand (5) 94:4 111:3,9,10 121:8 handed (2) 114:17.18 hands (2) 92:22 113:6 handyman (1) 4:24 hanging (1) 100:18

happen (6) 10:9,14 32:19 57:13 67:1 84:18 happened (24) 39:15 51:1.17 52:8,24 57:12 58:16 81:15.20 91:14 97:8 100:9 101:5 103:24 105:11 108:15 109:25.25 110:6.24

117:2 119:9 122:13 126:4 happening (10) 10:7.21 32:2 33:13 88:5 94:1,2 108:12 110:5 119:13

happens (2) 84:17 91:10 happily (1) 62:17 happy (6) 68:13 87:19 92:12 107:16.18 109:5 hard (10) 13:8 21:18,20

39:11,13 41:22 43:9,23 56:11 57:6 harder (2) 17:2 20:15

harm (1) 54:9 harms (3) 53:21.23.25 hasnt (1) 85:21 hated (4) 12:19,21 44:11

havent (2) 37:21 126:21 having (29) 5:14 7:18 9:14 11:7.12.23 19:4 22:6 26:17 27:5 30:13 31:1,3 33:16

36:13 47:23 56:18 62:18 67:19 70:6 77:3 84:23 86:16 95:9 97:4 106:16 123:9 125:25 126:13 hazard (1) 31:6

head (16) 26:3,8 31:9 32:3,7,12 43:20 47:20 49:17,18,23 54:1 55:6 71:23.24 125:3 heading (1) 79:19

health (36) 3:24 4:1 16:14,17,20 18:1,9 19:10 20:10 22:25 24:20 25:14 26:2,12,14 27:15,22 31:12 42:8 48:14 50:17.17 54:3 56:16 18 73:10 78:9 86:10 91:13 95:6 98:11.24 99:2 102:10 106:20 114:10

heap (1) 21:9 hear (15) 8:13 36:4 41:17 43:7.16 75:22 76:25 110:12 111:1.2.8.11 112:25 113:1 121:17 heard (19) 8:5 9:20 11:20 12:1 15:11 22:1 25:11

58:1,16,21 70:19 73:18 78:1 79:14 93:17 hearing (6) 48:13 73:22 74:12 109:16 113:1 127:5 heaven (1) 61:22 heavier (1) 17:2 hello (4) 1:22.23 59:18 115:14 help (14) 8:15 19:5,8 42:14

45:15 95:24 98:22 101:18 103:14,22,23 104:14,15 105:4 helped (2) 86:21 101:6 helping (1) 55:16 here (15) 2:10 34:13.21 40:14,17,22 41:22 42:14

51:1 60:7 82:8,14 89:16 96:21 122:20 herself (10) 33:22 36:23 60:25 83:18 92:14 98:21.25 99:19 102:9

116:25 hes (2) 97:22,23 hidden (1) 108:3 high (1) 25:1 highly (1) 5:11 highrisk (1) 29:8 hindsight (1) 20:13 hmm (2) 13:5 84:8

hmmhmm (20) 14:10 22:19 61:4 63:2 64:23 68:7,18 70:5 71:1,19 74:1 76:6,8,13 79:13,18 80:13,17 83:22 85:6 hold (6) 76:4,9 94:4 121:8

123:15.16 holiday (9) 101:13 103:22,25 104:12,16,16,17,21,22 home (179) 1:8 2:23,25 3:11 4:10,12,15,16,19,21,25 5:1,2,7 7:7,10 8:18 9:1

10:5.24 11:7 13:15.17 14:16 15:1.19 16:8.12.15 17:6,21,22,23,24,25 18:4,17,19,20,21,24 19:10,11 24:1,4,5 25:5,17 26:4,7,9,13,16,19 27:6 28:22 29:15,17 30:9,21,23 31:1.3.10.17.25 32:22 34:1,17,22,23 36:1 37:15 41:5.21 42:6.7 45:6 46:12 47:7,19,25 48:4 49:3,21 50:7.18.18 52:1.11.16.18 56:13.21 57:23 60:20 61:13 62:14 64:4 65:17 66:2,3,7 67:5,20 68:17,24 71:21 73:10 74:23 75:15 77:3,21 79:8,16 82:24 86:10 87:4 90:11.13 91-9 23 92-19 23 25 93-8 94:25 95:1.6.17 96:5 97:8.15 100:2.11.12 101:14,15 104:1,21 106:17,25 107:9.11.11.14.15.16 108:5,6 109:6,24

110:2.18.22 112:3.17 115:23 116:10 117:6 118:3,14 119:11,23,24 120:19 121:6,16,20 122:5,10,11,14,17 124:8,21 125:3,16 126:13 homes (27) 18:16 30:12 32:7 49:5 50:14 51:18 52:4,5,7,14 57:13 71:14 77:1,11,12,18,24 86:7 91:10 94:10,15,22 95:15 107:2.5.6 111:22 honest (7) 16:1.8.10 47:9

55:20 68:4 74:4 honestly (1) 31:10 hoops (2) 31:4 70:9 hope (3) 23:16 85:1 87:2 hopefully (1) 58:20 hopes (2) 19:7 86:24 hoping (1) 18:22

horrendous (1) 113:5 horrible (4) 92:4,21 110:17 116:7 hospital (10) 8:12 70:7,14 77:17 100:24 101:2 104:13.14 121:25 122:2 hospitals (2) 77:12 86:6 hour (3) 35:7 121:18 125:13 hours (6) 15:6 24:19 66:15 102:18 125:9,11 house (12) 34:19 40:24 97:12.23 99:16.21 100:16.18 102:11.13 103:4 105:6

however (4) 2:20 47:19 76:9 95:15 hub (3) 17:22,24,25 hug (8) 25:7,23 93:4 116:5 117:9 123:22.25 125:18

huge (5) 14:2 30:17 32:5 38:8 56:25 hugely (1) 24:23 hugs (1) 113:10 human (2) 51:5 53:13 husband (11) 25:18 34:18 74:6,7 82:11 84:5 86:18 104:6.8 118:19 121:10

hysterical (3) 81:6,7,13 id (9) 43:19 55:24 60:12 80:17 100:14 101:12 110:17 115:14 123:13 idea (2) 86:7 112:8 identified (2) 61:15 99:4 identify (5) 62:6 68:22 89:15 95:24 99:11 identifying (1) 52:8 ifs (1) 87:7 ignore (1) 125:25 ignored (4) 96:1 125:22,24 126:1 ignoring (2) 27:24 64:16 ill (14) 20:7 21:7,12 40:10,11 52:20 74:4 76:2 87:6 91:19 93:21 98:8,9 110:9 illness (4) 20:9.9 74:3.5 illnesses (1) 20:8 im (41) 4:20 5:1 7:1,1 14:6

16:8 20:17 21:19 23:11 29:5,6 32:9 34:12 37:8 40:14,14,17 41:10.11.13.15.19.21.23 42:2,15,16,17 43:5 52:7,21,22 53:11 55:22 57:17,18 59:3 64:9 82:4

107:8 113:15 immediately (1) 43:3 imminent (2) 65:21 122:11 impact (16) 2:11 3:17 5:13 11:13 26:14 27:5 35:21 47:22 56:17 84:9,12 86:15

92:20 121:22 124:5 125:6 impacts (2) 52:23 91:8 impaired (2) 67:13 81:8 impairment (2) 61:7 79:23 implement (2) 50:19 56:7 important (13) 10:7,8 20:22

44:18 50:22 58:15 66:20 70:20 75:21 91:11 100:2 108:2 122:20 imposed (2) 118:3 120:11 impossible (1) 92:15

impression (2) 20:21 24:10 imprisoned (1) 88:6 imprisonment (2) 56:17 57:23 improve (2) 65:1 78:16

incident (2) 35:2 80:9 included (2) 37:8 56:15 includes (1) 86:22 including (1) 9:23 inconsistency (1) 94:9 inconsistent (1) 49:24 incorrectly (1) 44:2 increase (2) 13:25 14:2

increased (1) 11:10 increasing (1) 26:11 independence (3) 33:21 37:13 101:7 index (1) 128:1

indicate (4) 64:24 84:4 85:10 103:17 indicated (1) 64:8 indicates (1) 90:10 indicating (1) 62:19 indication (1) 16:16 indications (1) 17:18

individual (6) 20:16 57:21 79:17 91:19 93:16 96:3 individuals (2) 57:17 96:1 indoor (3) 15:10 115:1,7 infection (1) 79:19

infer (1) 6:15 information (9) 2:1.4.20 17:4 18:4 42:24 72:4 89:15 108:13

informed (5) 47:21 56:10 80:10,14 110:7 initial (2) 10:3 95:16 initially (7) 62:9 97:14 101:1,10,10,11 108:19 injection (1) 109:14

inquiry (28) 2:2,2,6,24 40:4 45:1 49:6 57:7 58:14,17 59:18,22,22 60:1,2 73:19,22 86:24 87:2,20,22 88:3,9 89:11,14 93:17 95:24 96:13 inside (5) 21:22,25 22:7,9

34:19 insight (1) 64:24 insisted (2) 112:3 124:8 inspectorate (5) 29:10,24 30:16 31:19 37:25 inspectors (1) 30:17 instances (1) 74:13 instead (2) 118:19.20 instigating (1) 90:20 instigation (1) 90:22

institution (2) 60:13 64:21 institutions (1) 50:13 instructions (1) 123:24 insufficient (1) 51:24 insulin (2) 109:12.14 intend (1) 3:15

intended (1) 81:16 intention (1) 90:2 interact (2) 37:2 84:1 interaction (1) 17:6 interest (4) 7:12.14 106:9 107:10

interested (2) 75:18 114:5 interesting (1) 45:7 interim (2) 61:16 62:9 interpret (1) 56:7 interpretations (3) 70:24

71:3 76:23 interpreting (1) 15:3 interviewed (1) 46:3 into (40) 6:22 7:6.13 12:6 14:6 15:16 19 21 34:17 40:1 47:3,4 52:8,22 54:6 55:15 61:12 62:21 70:14 77:17 78:21 82:14 86:6

92:25 93:11 100:15 101:15,25 105:2 107:1.14.15.16 108:5.10 115:11,14 117:12 119:17 125:16 introduced (1) 45:13 inundated (1) 48:13

invaluable (1) 47:12 invisible (1) 45:19 invite (1) 123:9 involve (1) 5:19 involved (12) 4:21 7:15 9:22 29:14 39:12 46:9,18,23,23 52:11 56:3 57:1

involvement (1) 46:12 ipad (12) 8:21.23.23 13:4.4 16:22 40:8 75:3,10 110:21

114:16,19 ipads (2) 110:18,23 irony (1) 77:7 isnt (2) 35:8 88:17 isolating (1) 83:16 isolation (3) 83:15 91:12

95:8 issued (1) 31:24 issues (3) 47:15 53:10 98:24 items (1) 19:12 its (51) 2:6 4:20 5:20,21 9:5 12:18 13:7.10 16:21 21:23 22:14.18 25:10 33:23 37:12 39:1,3 40:20,23,25 41:1.2.10.13.14.22 42:8.8 43:3,3 44:5,6 45:7 52:13 57:21 59:20 60:2.20 64:17 70:20 72:14 75:14 78:9 83:1 84:19 86:25 90:2 92:15 95:7 115:15 122:3 itself (3) 44:3 63:16 114:14 ive (8) 4:21 7:25 37:8 41:25

42:7 48:22 59:23 107:7

jane (3) 89:4,13 128:8 january (7) 40:2 43:4,17,18 108:18 116:17 125:16 jeane (3) 19:22 43:20 46:14 jersey (1) 112:1 iob (2) 28:18 98:15 join (1) 46:15 joint (1) 82:11 journey (1) 84:16 judgments (1) 96:2 iuly (1) 16:11 june (5) 35:4,6 78:19 80:12 96:22 justification (1) 20:11

keen (1) 63:22 keep (11) 9:7 14:5,6 17:10 41:23 69:11 84:13 95:21 106:15.16 117:19 keeping (1) 41:2 kept (1) 33:7 key (6) 74:24 75:5 103:9 108:6,11,14 kick (1) 99:7 kind (11) 7:4 13:7 17:10.12 18:3,22 32:15 34:12 45:18 53:9 102:25 kinds (1) 38:20 kirkcaldy (1) 101:21 kneejerk (1) 77:23 knees (1) 41:10 knew (31) 6:19 16:7,7 22:2,3 30:11 45:20 48:7,7,8 50:6 56:11,22 65:10 67:14 72:23 81:6,10 82:24 101:24 104:2.16 106:18 108:24.25 109:4.4 114:24 115:11,12,13 knockon (1) 84:22 know (107) 4:23,23 5:14,21 6:2,9,12,21,23,25 7:2,4

10:11.15 11:6 12:13 13:13.16.19 14:4 17:9.25 21:12,22 23:13 25:17 28:15 29:5 30:10.19 31:15 32:4,12,17,18 33:10,24 36:4 37:1.2.17 38:17 39:2.9 42:21 43:16 44:15 45:14,22 46:9 47:13 48:24 49:14.16 51:18 52:13.17 54:16,21,24 55:3,5,15,21 56:22 61:18 62:4 63:14 65:5.8 71:9 72:10.17.17 73:13 75:5 76:13 77:16.24 78:2,3 80:3 81:11,15 82:2.6 88:15 93:1.9 94:6.7 102:4 103:5 106:5,22 108:11,12,19,25 111:3,4

122:8,11

115:17 118:14 120:10 122:16,22 123:1 knowing (1) 66:11 knowledge (3) 32:1 79:10 94:10 known (8) 2:1 4:20 5:1 20:25 59:21 73:20 78:5 118:16 knows (5) 2:24 8:4 66:16 80:1,2

lack (4) 52:5 85:22 86:13 ladies (1) 4:24 lady (1) 4:24 lane (1) 28:20 language (3) 9:2 36:12,14 last (12) 25:13,15 34:22 42:5 55:11 69:19 72:22 118:9 125:9,12,12,13 later (6) 8:7 65:24 70:8 95:16 97:1 98:18 laundry (3) 4:24 102:4,7 lead (1) 14:16 leading (1) 49:25 learn (1) 87:13 learned (1) 85:24 learning (7) 3:12 10:17 18:16,21 20:6 30:19 45:16 least (6) 11:22 25:23 68:7 79:2 87:5 113:13 leave (6) 31:16 37:15 49:2 67:5 92:3 110:16 leaving (3) 66:11 116:4 117:25 led (3) 45:24 46:3 50:19 left (4) 65:23 84:5 96:7 102:16 length (3) 10:10 15:4 52:15 less (3) 13:11 51:1 52:19 lessen (1) 32:16 lessons (3) 85:24 86:3 87:13 let (5) 15:21 39:9 42:10 63:20 122:16 lets (1) 59:4 letter (3) 19:22 26:6.8 letters (1) 90:19 level (5) 14:3 25:6 27:10 93:5 94:2 life (24) 4:21,22 10:2 12:10 14:17 18 20:23 38:15 39:17 40:22.23 41:11 51:18 55:14 57:5 83:20 85:8 101:20 117:4 118:9 124:7 125:10,12,13 like (69) 9:1,8 18:3 20:11 27:22 32:11.25 35:10 36:1.3 39:8 40:14,15,16,17,19,22,25 41:3,10,11,15,19,20,21,25 42:1,2,15,16,17 43:5 44:15,22 52:17 54:4,21 56:22 58:11 62:3 64:18 65:8 71:10 72:9 75:14 76:21 84:19,25 88:3,4,7 94:16 95:21 96:7 97:22.23 103:15 108:16 109:7 110:18 112:20 116:3 123:23 124:1 20 24 125:9.17.21 liked (1) 68:2

living (8) 25:2,17,18 44:16 52:14,18 97:15 106:11 local (10) 5:20 6:7,17,17,18 17:22,23 24:20 27:22 119:19 location (2) 2:17.24 lock (1) 56:24 lockdown (12) 10:4,8,10 11:10 65:13 68:15 93:10 95:8,16 117:4 121:20 125:4 locked (6) 10:24 38:14 42:15 86:5 88:5 95:22 locum (1) 103:15 logic (2) 24:3.8 long (11) 5:23 6:5 13:10 16:9 33:17 39:6 85:3.14 98:2 104:12 117:17 longer (2) 95:5 107:8 look (20) 32:19 34:23 49:7 51:2 57:7 65:21 70:16 72:24 73:11 81:8 90:24 95:22 98:15 102:9 104:2 106:14 107:3,6,8,25 looked (7) 23:5 54:6 86:4.12 97:12 101:24 107:3 looking (16) 13:13 19:18 20:5 24:6 61:17 71:10 73:3 15 75:14 76:19 21 83:14 84:9 92:2 93:12 105:4 looks (2) 9:16 62:15 lose (2) 91:11,23 losing (3) 34:12 91:8,24 lost (7) 39:2,4,4 41:25 56:5 85:11 95:10 lot (11) 5:15 6:21 44:7 46:25 50:20 55:12,17 70:18 85:20 91:25 101:11 lots (2) 62:2 70:9 lottery (1) 50:1 lounge (4) 15:13 107:23 108:3 109:4 loved (10) 61:23 66:12 87:4 93:13 95:19 96:9 107:22 108:22,22 121:17 loves (1) 8:22 low (3) 17:8 36:6 42:9 lower (1) 123:15 luck (1) 88:20 lucky (1) 27:1 ludicrous (1) 70:15

macdonald (2) 89:19 105:14 mad (2) 111:19 117:23 main (2) 15:19 31:11 majority (1) 52:15 makes (5) 7:3 43:3 94:20 95:3 125:2 making (9) 40:20 41:13 42:8 45:3 56:19 72:2 86:9.14 96:1 manage (5) 9:11 21:10 47:11 54:7 95:23 managed (4) 30:10 100:15.24 101:25 manager (15) 8:25 16:12 17:21 19:11 26:13.19 29:15 30:21 34:23 48:5,24 49:21 50:18 80:20 119:2 managers (3) 17:15 26:7 48:13 manifest (2) 83:23 114:14 manifestations (1) 17:19 manifested (1) 13:2 many (17) 7:2 9:20 11:20 15:12 25:11 30:9,9 32:20 46:19 47:22 58:1 79:14 84:14 86:15 98:21,21

111:13

married (1) 60:7

march (6) 15:8 28:19 65:15

76:5 123:19 125:17

lunch (2) 64:2 84:16

lying (1) 119:1

mask (13) 12:19,22,24 29:2 38:20 44:14 114:3,4 115:10,15 117:20 120:5 masks (10) 12:21,21 44:12,22 67:16 70:13 76:12 80:4 115:4.6 massively (1) 117:7 material (1) 45:2 matter (8) 20:15 48:23 50:23 57:10 58:5 72:7 87:3 119:3 matters (1) 3:18 maybe (8) 11:17 13:11 16:5 18:5 23:10 61:18 64:18 maybes (1) 87:7 mdt (1) 27:12 meals (2) 4:25 77:5 mean (25) 11:5 12:9.10.12 13:7 14:2 15:25 17:6 20:24 22:2.13 23:22.23 29:5 33:7 39:6 43:16 48:7 53:10 55:18 91:25 94:5 117:7 125:8:10 meaning (1) 73:2 means (2) 84:24 95:9 meant (4) 15:1 78:6 107:24 112:22 measures (1) 78:24 mechanism (1) 18:23 media (1) 46:4 medical (3) 56:10 60:17 109:7 medication (2) 38:4,9 meet (2) 28:23 36:17 meeting (11) 6:13 8:18 9:25 42:22 43:15 44:11 53:13,18,19 58:19 77:6 meetings (9) 9:22 29:14 30:20 41:6,7 45:24 46:16,19,24 member (14) 8:19 9:21 22:17 44:14 46:19 56:3 70:11,13 92:23 105:15 113:23 114:8,17 122:18 members (7) 2:16 27:12 35:1 44:13 60:12 74:16 91:19 memory (4) 19:9 28:10 34:16 54:8 mental (12) 3:24 4:1 16:13.17 20:10 22:25 26:12 27:15,23 28:2 56:18 98:24 mention (13) 8:7 14:9 20:20 22:17 39:7 54:10 57:18.23 60:10,13 70:6 74:18 75:7 mentioned (6) 8:3,4 14:11

16:16 37:21 76:18

mess (2) 77:11 100:19

message (2) 41:8,18

messaged (1) 119:15

met (3) 47:9,10 90:25

metres (4) 114:3 115:9

might (20) 7:19 8:1 18:23

33:22 35:7 40:7,8 44:2

85:2,11 88:18,20 96:15,16

50:4,24 66:13 84:25

messages (1) 8:24

117:19 124:8

midway (1) 47:17

109:8 122:22

minds (1) 29:20

minefield (1) 56:5

minister (1) 19:14

ministers (1) 46:20

minutes (1) 35:12

misfortune (1) 24:1

missing (1) 57:22

mistake (1) 77:23

mobilise (1) 17:1

missed (3) 10:1 32:21 39:19

mitigations (2) 25:21 33:12

moment (7) 23:17 28:14

72:15 91:20 93:22

minded (2) 82:22,23

mercy (1) 124:21

moments (1) 85:12 months (11) 8:3,3 21:7 30:9 40:1 49:1 56:24 62:12 95:16 100:25 116:18 mood (3) 13:11 17:8 36:6 more (40) 2:4 5:11 7:13 13:7 20:6 21:9 23:5,5 33:14 36:1 38:2,2,3,3 39:14 51:8 62:3 68:13,21 71:2 80:18 83:7 84:2 85:21 89:2 91:25 93:10.12.14 94:23 96:15.16 98:8 101:6 106:9,23,23 114:4 124:22 morning (11) 1:3,4,5,17 35:8 105:13,17 106:22 121:2 122:15 127:2 morven (4) 59:10,13,20 128:5 most (9) 9:5 12:12.15 57:4 72:19 83:20 86:3 91:11 94:20 mostly (1) 56:2 mother (5) 12:14.15 28:18 54:13 67:8 mothers (1) 45:8 motion (1) 119:18 move (8) 7:13 22:11,11 73:17 86:6 97:8 98:2 115:1 moved (3) 15:10 107:1,16 movement (2) 46:9 107:22 moving (3) 16:2 68:9 101:15 ms (1) 59:14 much (24) 10:19 20:17 41:14 42:25 44:6 56:19 58:22 66:21 67:11,15 69:4 73:19 80:6 84:8 87:10 88:9 95:22 100:3,21 104:4 114:6 115:8 122:19 126:24 multidisciplinary (3) 3:4 9:23 27:13 mum (20) 8:19 25:8 29:6 38:18 41:15,16,17,20 43:5,6,7 45:20 83:20 93:19 94:3 98:18 99:25 119:10 121:25 123:14 mums (2) 45:13 47:10 music (4) 36:17.25 108:21.22 must (3) 57:13 67:9 82:19 myself (10) 5:13 14:8 29:14 32:6 47:10 86:18 94:6 104:5 8 107:2 mystery (1) 9:5

nails (2) 111:5 113:3 name (15) 1:24 2:15,16 22:18.20 53:5 59:19 60:11,13 61:18 62:22 89:11,13,18 97:5 named (3) 73:24,24 112:4 names (1) 60:11 naming (2) 2:17 66:22 natural (3) 2:14 12:12.15 nature (2) 31:23 73:3 navigate (1) 9:3 near (3) 15:23 22:12 28:22 necessarily (1) 74:17 necessary (3) 44:6 83:5 87:3 necessity (1) 57:10 need (12) 22:20 38:9 53:16 54:5 55:6 59:24 77:14 85:18 86:17 88:7 98:22 122:20 needed (8) 44:20.20 74:25 106:15,22,23 108:20 122:25 needs (16) 3:13 5:22 17:1 18:22 55:7 60:17 67:13 79:22 23 25 85:23 86:11.12 87:8 95:18 124:18 negative (3) 65:6 80:11

neither (2) 118:20 124:20

never (29) 7:10 18:3 22:1,4 23:9 41:3 44:14 56:3 57:1,3,5,13 72:1 90:14,19,22,23 95:11,12 103:11.11 107:20 110:4.7.20.20 118:17 120:20 122:6 next (10) 30:15 42:22 58:19 59:10 91:5 95:13 110:24 120:25 124:11.13 nice (4) 7:3 102:20 111:4 113:3 night (5) 23:13 37:22 38:7 66:11 121:1 nights (1) 38:1 nobody (15) 10:9 31:13 32:14,18,22,23 53:24 71:8 72:23 23 73:1 8 94:16 118:3.6 nods (1) 2:9 noise (1) 113:21 nonsense (1) 40:20 nonverbal (5) 61:5 63:15 67:13 73:6 81:8 noone (1) 42:19 nor (2) 62:8 124:20 normal (8) 15:18 27:10 38:16 40:16 41:22 64:3 68:14,22 normally (4) 6:14 69:6 73:7 85:14 nostrils (1) 81:10 note (2) 45:7 60:14 nothing (11) 18:11,12 48:6,23 60:24 69:18 71:9 90:18 105:4 110:15 124:14 notice (1) 27:23 notified (1) 105:9 notwithstanding (2) 63:8 79:23 november (3) 1:1 86:8 127:6 nowhere (3) 41:12,15 43:5 number (6) 5:24 12:2 19:12 51:4 99:16 105:14 numbers (4) 104:25 123:11,12,12 nurse (3) 66:3 81:14 109:13 nursing (5) 63:12 67:14 107:4.11.14

obeying (1) 25:19 observations (3) 43:2 70:18,19 observed (1) 23:4 obtain (4) 2:4 42:24 45:2 87:23 obtaining (1) 87:24 obvious (2) 62:16 66:19 obviously (40) 2:24 4:19 7:19 8:1 9:6 11:15 12:9 14:4 15:18 16:17 18:18 20:4 21:2,11 23:10,20 24:10 27:14 35:22 36:16 38:5 43:12.22 47:5 48:4 49:22 54:5 57:25 62:1 66:5 67:24 69:19 70:20 79:20 81:23 82:15,21 94:14 102:3 117:3 occasion (2) 113:21 119:8 occasions (2) 47:22 105:10 occupied (1) 17:11 occurred (2) 105:10,10 oclock (5) 59:1 105:12,17 122:14 127:2 october (1) 24:17 offer (1) 21:6 offhand (1) 71:4 office (13) 26:3,8 31:10 32:3,7,12 47:20 49:17.18.23 71:23.24 125:3

official (1) 119:19

officials (1) 41:8

often (7) 13:12 36:3 48:16

63:18 64:4 102:3 117:16

oh (15) 5:3 6:20 9:16 13:19 38:14 62:3 65:9 83:12 96:15 97:22 100:21 106:6 108:9 122:21 123:7 okay (26) 9:19 20:20 34:15 55:5.7 56:23 64:7 67:3 72:14 82:3 83:2.14 86:2 88:8 90:2,9 91:17 96:18 98:8 100:15 105:21 106:9 108:25 114:9 115:1 116:1 old (2) 2:21 96:4 older (1) 99:1 oldest (1) 96:22 once (8) 42:5 69:13 90:17 101:12 110:21 120:3 121:18 124:10 ones (1) 95:19 onesizefitsall (1) 52:25 online (4) 11:2 27:12 36:16 46:16 open (7) 15:23 28:13 49:14 50:24 111:6,8,11 opened (2) 103:2 111:7 operated (1) 52:6 operating (1) 4:18 operation (1) 100:12 opinion (1) 81:18 opportunities (1) 32:21

opportunity (14)

10:6 20 22 25

79:16 90:8 123:20

opposed (2) 32:1,5

opticians (1) 109:15

39:2,3,4,16,19 40:3 48:10

opting (1) 17:9 option (1) 67:23 order (5) 2:13 29:1 60:10 87:23 98:15 organisation (1) 53:19 organisations (4) 53:5,11,20 87:15 organise (3) 70:7 110:18 116:11 organised (1) 102:12 originally (1) 45:13 others (7) 44:10 56:11 79:14 91:18 111:21 121:16 124:9 outbreak (1) 76:14 outings (2) 6:6.10 outline (1) 27:6 outlining (2) 24:18 26:14 outside (7) 29:4,4,7 101:3 111:19.22 113:20 over (8) 31:15 34:21 63:21 99:15.17 110:14 121:20 124:1

overall (3) 52:4 121:16 124:5

overstimulating (1) 84:16

own (16) 4:15 7:7 16:15

28:18 93:13 96:2 97:12

99:21.21.23 102:14 103:11

106:14,20 110:20 117:13

overt (1) 98:23

package (1) 101:9 packet (1) 56:9 paid (1) 77:24 pallor (1) 16:23 palmer (16) 59:10.13.14.18.20 66:19,25 70:18 72:21 79:6 82:9 85:4 88:2.8.12 128:5 pamis (7) 45:5,11,12,13,17 47:6.9 andemic (23) 2:11 3:17 4:9 5:12 7:8,17 9:9 10:3 27:3 40:1 47:16 51:23 56:25 60:8.21 63:9.19 70:8 77:19 86:21 95:14 98:6 109:24 pane (1) 113:7 paragraph (80) 4:14 5:18 6:16 7:12 9:19 11:19 12:3,25 14:19 15:4 16:11

18:25 19:25 22:17 24:17

25:10 27:8,17,21 28:10

29:10 31:18 34:14,25 35:21,25 37:22 44:11 45:7 46:15 47:17,18 48:12 49:1 51:8 55:11,25 57:19 60:23 61:14.20 62:24 64:20 67:7 68:11.16 69:12.20 70:23 72:6 73:23 74:19 75:21

76:3,18,20 77:9,16 78:2,23 79:21 81:22 84:4,11 85:17 90:4,10 91:6,17 93:16 96:20 98:9.20 100:23 111:18 114:9 115:3 116:1 119:5 125:7 paragraphs (15) 5:4 26:10 38:11 44:5.24 62:23 65:14 76:2 80:8 81:22 86:1 87:1 90.24 94.18 122.4 narallel (1) 110:14 paraphrasing (2) 57:17,18 parcel (2) 32:25 33:1 parent (1) 97:6 parents (3) 74:7 98:11,16 park (2) 64:2 112:6 part (12) 9:21 18:17 45:22 54:19 64:25 79:3.7 80:12 85:16 87:5 98:9 107:24 particular (12) 3:15 6:22 7:20 37:9 46:13 49:9 61:12 62:6 73:4 99:11 105:8,9 particularly (2) 5:12 28:14 partly (1) 86:5 partner (3) 20:21,25 21:7 partnership (2) 18:2 50:17 parts (1) 2:3 party (2) 48:5 76:10 passed (3) 21:16 32:24 33:1 passing (1) 93:7 passive (1) 69:13 patients (2) 77:17 86:6 patio (2) 15:13,21 pause (3) 29:20 66:24 68:15 pay (3) 47:5.6.6 people (73) 5:21 6:21 7:2.4 9:1,20 11:23 12:2 17:11 18:16,21 25:1,3 28:16,23 30:11,18,25 32:6,20 33:10,23 36:18,24 39:12 42:14 44:12,15,20,21 45:16 49:16.19 50:6 51:18 52:13,15,23 53:1,22 56:22 66:16 68:9 71:5 73:2,4,6,15 77:2,14,15

perfect (1) 108:4 perfectly (1) 9:11 perhaps (22) 3:16,18 17:18 20:13 21:23 35:11 36:10.11.11 37:21 38:11 45:7 47:16 51:2 22 55:12 64:8,24,25 75:21 79:5 84:9 period (9) 5:12 60:21 95:15 97:9,10 98:4,6 104:10 permission (4) 49:2,21,22,23 permitted (2) 28:19 115:19 person (30) 10:6 15:5 20:22 25:13,15 35:1 37:19,19

79:14 82:7 83:20 86:14.15

91:10.11 94:21 96:5 99:22

108:1 111:13 112:3.5

per (3) 101:14,18 102:1

peoples (1) 52:7

perceived (1) 9:13

120:1,2,3,17 123:9,9,25

52:3,18,21 53:2,2 73:24,24 79:2 82:21 87:5,6 91:5,22,24 92:5 95:5,19 114:1,5,7 119:8 121:1 personal (3) 89:15 93:21.24 personality (1) 6:20 personally (1) 57:2 personcentred (1) 57:22 perspective (1) 25:10 persuade (1) 102:19 phone (10) 14:15 17:7 65:24 80:19 81:1,16 104:19

limited (1) 85:8

linked (1) 77:20

list (1) 104:24

101:21

lively (1) 69:11

listening (1) 42:20

literally (1) 105:18

little (11) 2:4 8:25 20:15

live (5) 25:16,17 88:4,7

lived (2) 85:14 98:21

lives (2) 85:18 98:1

48:19 63:17 67:18 71:2

84:5 90:11 95:17 97:22

line (1) 52:9

regards (1) 90:14

105:11 110:14 122:14 phonecalling (1) 14:4 phoned (6) 74:24 81:14 105:16 107:7 110:3,8 phoning (2) 80:21 81:14 photos (1) 114:17 phrase (1) 96:12 phrases (1) 35:24 physical (10) 16:13,20 27:24 28:2 56:18 66:20 73:21 91:24 98:24 117:5 physically (1) 67:9 physiotherapy (1) 70:4 piano (1) 36:22 pick (4) 44:1.2 80:3 101:23 picture (3) 87:11 93:20 119:9 nictures (2) 114:18:23 piece (3) 19:4.6 40:20 pills (1) 109:11 place (16) 7:14 9:23 25:21 34:13 56:12 68:9 78:24 86:21 101:8,13,21 102:1,3 106:3 120:17 19 placed (1) 34:20 places (1) 62:2 plan (4) 51:9,17,20 83:1 planning (1) 51:24 plastic (2) 15:22 29:3 play (1) 82:14 please (28) 1:17,24 2:15,16 22:18 29:20 34:11 40:5 54:15 55:13,25 59:14,19 60:10 62:22 66:25 67:2 76:20 77:9 78:23 84:21 85:17 86:1 89:5,12 90:1 112:15 121:15 pleased (2) 80:2 94:5 pleasure (1) 58:19 plenty (1) 23:15 pm (4) 59:7 88:23,25 127:4 poa (2) 54:13 55:2 pointing (1) 33:8 points (1) 51:8 police (5) 105:12,13,16,24 123:23 policed (1) 112:20 policy (2) 19:23 46:20 politicians (1) 45:24 poorly (1) 83:10 portal (3) 75:7.12 77:3 pose (1) 51:8 position (8) 10:16 13:25 22:14 33:25 73:9 83:2 92:18.19 positive (1) 75:20 possibility (4) 7:19 15:16 39:5 80:18 possible (3) 20:14 67:15 69:11 possibly (4) 43:10 65:22 67:19 76:17 postcode (1) 49:25 potter (1) 63:23 pounced (1) 18:22 power (10) 4:4 54:16,19 55:4 73:9 86:17 100:5 102:2 109:20,21 powerlessness (1) 56:2 ppe (2) 29:2 121:7 pped (1) 29:4 practical (1) 19:8 praise (2) 5:2,11 pre (1) 84:24 precautions (1) 93:5 precedence (2) 48:17 49:12 precious (3) 85:12,15 95:10 precovid (1) 55:14 prefaced (1) 35:22 premises (1) 7:6 prepandemic (6) 5:17 14:1 63:18 79:7 108:15 109:24 prepare (1) 4:24 prepared (1) 47:20 prescribed (1) 38:6 presence (1) 80:4

present (4) 30:22 53:16,17 5:2,4,6,10,17 6:2,6,15 7:7,12 8:7,10,21 9:5,13,19 presented (1) 48:23 10:3,22,25 11:15,19 presents (2) 28:9,13 12:1,18,22,25 13:2,6,9,17,22.25 preserving (1) 45:3 pressure (1) 35:9 14:9,11,19,22 15:4,8,10,16 presumably (6) 8:12 10:25 16:11 17:4.14.18.21 13:4 44:13 64:11 79:10 18:8,11,25 presume (1) 13:3 19:2,4,8,12,16,18,20,25 pretty (2) 43:21 80:4 20:2,13,20 21:2,5,19,22 22:7,9,17,20 23:2,8,17 prevail (1) 87:12 prevent (1) 25:25 24:10.15 25:9.13.24 prevented (2) 111:23 125:4 26:5.10.16.19.22.25 27:7,17,20 28:4,7,13,19,22 preventing (1) 56:13 prevention (1) 79:20 29:9.13 30:1.3.7 previous (2) 33:7 68:16 31:6,18,22 33:1,5 price (1) 77:24 34:1,4,6,9,11,14,25 35:4,7 prior (1) 4:9 36:6 8 10 37:4 7 10 12 21 38:11.22.25 39:5.21.25 prism (1) 53:24 prison (7) 36:2 40:13 42:21,24 43:18 96:5,7,14,16,17 124:25 44:4.10.24 45:11.24 prisoner (3) 36:3 41:19 42:17 46:1,3,6,12,18,22,25 privately (1) 119:15 47:5,15,25 48:12,19 probably (13) 9:5 32:20 49:1-24-50:3-10 38:15 49:13 52:16 55:11 51:12.15.21 53:4 58:7 63:21 86:25 99:1 54:10,15,18 55:11,23 102:17 110:3 125:11 57:7,12,16,21,23,25 problem (12) 9:14,17 14:24 58:3,7,11 59:21 29:21 32:6 38:8 41:3 44:21 60:5 7 17 19 23 50:15 82:8 90:10.12 61:2,5,7,9,11,20,24 problematic (2) 33:17 38:21 62:1,6,9,18,21 problems (6) 11:21 13:13 63:1,3,5,8,11,17,25 32:10,16 73:20 123:8 64:4,7,14,20,24 65:4,13,17,24 66:2,5,19,22 proceed (1) 30:7 process (1) 106:25 67:4,18,22 68:4,11,19,21 produce (1) 31:1 69:7.10.16.19.24 70:3.6.16 produced (1) 54:7 71:2,12,15,20 72:6,9,11,20 professional (2) 39:12 54:3 73:2,17 74:2,5,9,12,16,22 professionals (2) 27:11 86:22 75:7,9,21,25 76:2,7,9,17 programme (1) 18:18 77:9,16 78:1,5,16,18,22 progress (2) 28:3 84:13 79:5,10,14,19 progressed (1) 21:22 80:4,8,14,22,25 progressing (2) 20:11 24:13 81:3.17.19.22 82:9,14,17,20,24 promise (1) 88:19 prone (1) 20:7 83:2,7,9,14,23 84:4,9,21 proper (1) 110:14 85:4,7,10,16,24 86:24 properly (6) 16:22 79:1 92:2 87:14,17,22 88:8,11 111:1 113:9 114:2 89:11.14.18.20.24 proportionate (1) 78:25 90:2.10.22.24 91:4.6.14.17 props (1) 64:18 92:5,9,11,18 93:5,16,19,24 prospect (1) 88:18 94:9.18 95:4.13 protect (6) 21:13 53:6 94:21 96:12,18,25 126:11,12,18 97:3,8,14,17,19,21,25 protecting (1) 94:24 98:2.4.6.8.15.20 proud (1) 11:8 99:2.4.7.9.14 100:2,4,7,9,20,23 provide (4) 2:10 19:16 33:12 101:4.8.15.20 102:5,11,14,23,25 provided (6) 2:2 5:20 59:22 60:1 89:20 103:8 103:8,17,21,24 104:7,9 provider (9) 26:4.9 105:1.5.8.21 31:10.19.25 47:19 50:18 106:1.10.13.25 56:16 72:1 107:11.16.19 108:5.8.15 providers (3) 48:14,16 49:5 109:7,11,15,18,20,23 provides (1) 3:12 110:9,18,24 providing (2) 42:25 103:19 111:13.16.18.24 provision (1) 49:4 112:7 10 12 15 19 23 ps4 (1) 8:23 113:12,15,18 public (16) 18:9 19:10 23:19 114:7,9,12,14 24:20 26:2,14 27:22 31:12 115:1,3,6,19,21,23 48:14 50:17 56:16 57:3 116:1,8,10,13,17,20,22,25 117:2,14,19 73:10 78:9 86:10 105:15 published (2) 2:7 60:5 118:1,6,9,11,18,23,25 pubs (1) 77:2 119:5,7,19,22 120:7,10,13,15,21,23 purposes (1) 3:17 pushed (2) 14:23 20:14 121:3,13,15,22 122:4,8,13 pushing (2) 53:9,21 123:5,8,11,18,20 puts (1) 111:10 124:5,11,13,15,19,22 putting (3) 16:24 77:13 125:6,14,20,24 106:17 126:4.9.19.21 pyjamas (1) 17:12 question (5) 14:9 22:5 30:8 50:22 51:9 questions (11) 1:21 18:15 Q 41:16 43:6 59:17 88:13 89:8 98:8 128:4.7.9

quite (30) 6:20 7:23 8:21 10:16,18 13:12 16:1 21:11 31:10 32:25 38:20 44:19 47:9 50:20 55:20 62:13,16 63:14 65:6 70:10 72:13 73:18 83:25 88:17 98:9 99:22 104:15 109:5 110:6 117:16 quote (1) 23:2 rain (1) 34:18 raised (2) 19:6 28:15 raising (1) 16:12 rarely (1) 61:11 rate (1) 95:8 rather (4) 15:11 57:17 72:11 96:5 rationalise (2) 10:18 23:23 reached (1) 90:7 reaching (1) 89:25 react (2) 22:7,9 reacted (1) 79:11 reaction (8) 24:22 77:23 81:3,4 93:21,21,24,25 read (28) 27:20 40:4,10 44:4 55:13,25 76:19 77:9 78:22 79:20 84:10 85:25 86:25 91:6 92:11 94:19 95:13 98:20 100:23 111:18 112:15.19 120:18 121:15 122:5 124:6,23 125:14 reading (1) 85:17 ready (4) 1:19 35:18 59:15 88:20 real (3) 32:9 38:4 55:19 realisation (1) 69:16 realise (5) 7:21 71:17 107:4.12 123:3 realised (6) 94:11 99:20 100:1 106:12.14 120:18 realising (1) 74:16 realistic (2) 67:23 95:25 really (43) 5:7 7:4 11:3,6,8,12 13:16 17:25 20:17 23:22 24:2,3,24 31:14 33:16 39:11.13 40:22 43:9 45:18 53:25 55:20 63:14 72:1 78:17 79:21 80:6 81:20 82:4,4 85:4 101:5 104:5,5,8 106:3 107:23 114:25,25 116:22 118:12 122:20 123:13 reason (4) 38:7 62:6,8,8 reasons (2) 50:25 94:21 reassurance (2) 92:1,2 reassuring (1) 113:9 recall (3) 34:18 53:12 89:21 receded (1) 83:18 receiving (1) 124:7 recently (3) 8:18 83:7,11 recognised (1) 58:17 recognition (1) 57:12 record (3) 1:13 32:19 58:14 recorded (3) 39:22 40:7.9 recording (3) 37:9 42:5,25 recordings (1) 37:6 recover (1) 85:19 recovery (1) 101:5 recurring (1) 125:21 recurs (1) 96:12 redacted (2) 29:16 66:21 refer (9) 8:9 20:9 35:2 36:6 37:1 49:1,17,18 119:5 reference (8) 1:14 19:12 24:10 49:24 59:11,23 87:14 124:17 references (1) 51:4 referred (5) 36:3 37:25 45:15,17 58:8 reflected (1) 76:17 refrains (1) 73:22 refused (1) 19:10

regard (2) 28:1 79:7

regarding (2) 83:2 87:18

regardless (2) 95:1 122:1

quickly (3) 19:7.9 116:23

quietly (1) 10:14

registered (1) 18:20 regular (1) 9:24 regularly (5) 36:15 74:24 79:1 99:17 102:7 relates (1) 80:9 relation (3) 19:21 34:9 50:12 relationship (3) 5:10 97:21 117:6 relative (4) 8:4 49:19 50:7 58:4 relatives (8) 1:9 32:7 41:5 45:6 46:12 47:7 52:11 65:22 relaxed (1) 62:5 relevant (2) 60:20 98:4 reliant (2) 38:5 61:2 relies (1) 67:11 relieved (1) 34:22 remain (1) 117:20 remained (2) 100:25 112:22 remaining (2) 44:4 112:21 remember (9) 13:8 14:13,17 53:15.18 54:1 66:10 71:4.4 remind (2) 29:19 123:18 repeat (2) 64:15,20 repeatedly (2) 101:17 103:12 repetition (1) 44:8 replied (1) 118:14 reply (3) 27:18 54:1.2 report (2) 20:4 36:25 reported (1) 17:14 reputation (3) 94:24 95:23 126:12 requests (1) 22:4 require (1) 109:8 required (5) 36:13 38:6 82:21 103:10,18 requires (1) 4:1 resident (5) 2:23 60:14 71:16 87:8 116:11 residential (6) 73:16 85:20 87:4 107:4.12.14 residents (20) 5:16 18:17 25:16 28:1 44:16,23 51:12 58:3 63:1,3,5,14 73:14 77:14,24 79:3 86:21,22 95:21 126:17 respect (4) 4:5 56:20 57:16 95:18 respite (4) 61:17 103:18,21 104:11 respond (2) 20:3 84:2 response (3) 19:20,21 20:2 responsibilities (2) 54:19.22 responsibility (5) 30:18 32:23 52:4 54:20.20 responsive (1) 65:6 restaurants (1) 77:3 restrained (1) 82:19 restricted (2) 24:7 123:11 restriction (4) 2:13 60:9 73:23 76:13 restrictionfree (1) 4:13 restrictions (12) 2:12 4:11 5:15 7:11 47:22 52:10 54:10 56:23 63:11 77:20 94:21 95:25 result (5) 20:5 80:11 100:13 112:24 120:21 resulted (1) 120:24 results (1) 43:11 reticence (1) 64:25 returned (1) 84:19 returning (1) 39:5 review (2) 27:13,13 reviewed (1) 78:25 reviews (1) 9:24 rhyme (1) 62:8 rid (1) 91:4 ridiculous (4) 74:11 82:7 111:25 112:16 rights (8) 51:5 53:13 76:21 96:8.8.15.16 124:20 rigorous (1) 126:7

108:24 109:2,3 121:7 roughly (1) 99:7 107:3,5,6,25 routines (1) 27:10 rumour (1) 10:11 run (1) 71:16 sad (1) 43:12 sadly (2) 21:16 97:1 safe (6) 33:8.9 36:18 106:15,16,22 same (12) 28:5 36:21 42:11 45:21 68:14 69:8 93:9 97:23 112:4 113:16 118:2 125:17 sanitised (2) 15:22 28:9 sat (3) 15:23 22:10 107:20 saturday (1) 105:12 saw (7) 4:18 12:25 35:6 36:15 44:14 56:8 99:14 saying (11) 6:24 11:24 12:1 24:24 38:12 53:15 72:3 73:11 104:19 111:3 113:3 scientific (1) 56:10 sciwt0382000001 (1) 59:11 sciwt0452000001 (1) 1:14 scotland (10) 32:1 41:5 45:6 46:13 47:7 49:4,6,11 52:11 71:18 scottish (12) 19:13 24:16 31:24 32:4,5 43:20 45:14,16 54:2 56:8,16 86:9 scream (1) 65:7 screamy (1) 65:11 screen (2) 59:24 75:15 seat (3) 1:17 59:14 89:5 second (2) 27:20 41:18 secretary (1) 54:3 section (1) 35:20 see (49) 5:4 11:12 12:20 13:14 16:21,24 24:3 27:18 28:8,17 29:7 34:25 35:5 36:15 42:14 46:8 48:3 51:20 60:23 62:13 63:18 64:4 67:13 69:1 71:13 74:10 76:4.11 77:19 78:12 79:22,24 81:17 82:8 91:1,1 93:3 96:9 100:14 108:1.2 110:21 112:18 113:13 114:3 115:16 118:9 119:4 125-8 seeing (5) 13:3 27:4 42:22 44:12 83:21 seeking (2) 17:22 87:17 seem (7) 33:22 48:23 51:1 53:12 56:19 66:19 71:17 emed (14) 20:18 31:2.13 32:15,18,22,23,24 52:3 53:24 68:13.21 72:15.23 seems (2) 56:5 91:7 seen (3) 15:5 45:22 53:24 sees (1) 36:16 seizurefree (1) 61:11 seizures (1) 84:17 selection (1) 106:25

27:24 30:22 31:1,13 33:14 52:19 95:23 117:25 risks (2) 27:23 55:19 role (2) 54:12 101:20 room (22) 4:23 15:21,24 16:1 22:12 29:19 55:5.9 63:23 76:11 102:12 107:23 115:9,11,14,17 117:19,25 round (11) 4:25 6:24 15:21 72:5 74:2 101:1 106:8 routine (2) 109:7 117:6 rules (20) 25:19 37:17,19 52:24 25 53:1 54:23 24 55:1 72:24 78:20 95:5.18 96:3 111:22 118:3 121:20.21 124:16 125:4

senior (2) 66:3 119:19

sense (5) 31:14 72:16 86:14 87:12 91:12 sent (8) 16:12 18:6,7 19:22 26:6,8,13 41:8 sentence (6) 27:20 55:11 69:19 72:22 110:14 122:5 september (2) 23:19 40:1 serious (1) 51:9 seriously (2) 20:7 52:20 service (4) 5:18,20,21 39:8 services (3) 36:24 70:3 103:10 set (9) 18:1 30:20 35:21 37:17 39:25 40:3 52:25 sets (1) 68:8 setting (5) 3:7,8 7:13 40:25 87.4 settings (1) 52:6 settle (1) 5:25 settled (2) 101:12 108:20 seven (3) 97:18,19 125:11 seventh (1) 61:22 several (1) 67:1 share (1) 87:20 shared (3) 23:8 27:11 62:12 sharing (1) 93:20 shed (7) 38:15 39:11 42:5 100:16 103:2 105:19 114:20 shell (4) 9:17,18 84:1 111:9 shes (17) 2:25 5:23 6:20,20,23 7:2,5 8:2,23 9:3 12:13 61:11 64:16 65:9 83:10 88:6 106:2 shifts (1) 68:8 shock (4) 21:11 61:23.24 62:1 shocking (1) 40:18 shoes (1) 10:15 shop (2) 6:22,23 shopping (1) 41:20 shops (2) 6:17 107:21 short (5) 35:16 59:6 88:24 97:10 98:9 shortly (1) 121:12 should (23) 3:4 10:12 14:23 33:6 42:7 48:9 53:5 57:5.16 58:4 62:11 76:10 78:5,7 79:2,5 87:7,9 90:5 104:24 106:11 120:10 123:2 shouldnt (1) 120:19 shout (3) 36:22 65:7.11 shouting (1) 112:6 show (5) 108:24 109:2,3 114:16.16 showed (2) 28:1 114:18 shower (4) 102:11,17,20,21 showing (2) 114:23 124:14 shown (2) 64:18 74:16 shrunk (1) 83:19 sic (1) 120:23 sick (1) 40:21 side (3) 15:24 93:1 113:7 sighed (1) 63:23 significant (3) 3:24 36:11 57:2 signing (1) 31:12 signposting (1) 104:23 signs (1) 98:23 similar (1) 45:8 similarly (3) 2:15,17 26:25 simple (2) 9:2 84:15 since (8) 2:25 3:12 15:8 31:16 35:4 43:19 46:19 94:13 single (4) 38:7,17 86:10 97:5 sister (49) 4:6.7 22:18.23 23:3,4,12,12,14 34:19 35:5 89:16 91:15,18 92:2,17 93:2,3 95:16 96:9,13,25 97:1 98:15,17 100:2 102:21.22 103:24 104:1.12 105:14.16 107:8 110:11

q (469) 1:24 2:1,10,20,23

3:3,8,10,15,21,23

4:1,4,7,9,14,18

115:6 119:1,3 120:7,23

sends (2) 8:24,25

risk (12) 25:6,14,16 26:13

121:8 123:14,17,18 124:1,7,20 125:5,9 sisters (4) 94:4 121:7,8 126:4 sit (4) 10:13,20 15:22 117:10 sitting (7) 22:5 40:9 75:15 113:24 114:2.5.7 situation (21) 12:12 16:10 23:14 47:11 51:25 57:12 66:7 67:4 68:23 69:13 73:13 74:11.17.20 77:7 78:16 79:15 83:17 106:6 119:16.17 situations (3) 45:9 50:4 54:7 six (4) 13:23 21:7 98:18 skip (1) 76:2 sleep (1) 37:22 sleeping (1) 38:3 sleepy (4) 68:13,21 69:5,5 slept (1) 38:1 slightly (1) 74:2 slowly (1) 64:15 small (7) 33:22,23 38:20 76:1 87:9 108:3 117:19 smile (1) 80:1 sobbing (1) 28:11 social (23) 6:6 7:18 18:2 26:22 27:2,8 50:17 101:8,17 103:8,11,14,23 104:9.13 105:21.23 106:4,7,24 107:7,9,13 socialisation (1) 54:21 socialise (3) 5:22 6:7,17 socialising (1) 6:13 society (1) 86:4 sofa (1) 75:15 soft (1) 64:19 solicitors (2) 45:2 87:22 solved (1) 29:21 somebody (12) 8:18 16:22 24:11 33:23 42:2,3 78:7 81:7 103:5,15 115:12 119:10 somebodys (1) 79:22 someone (8) 21:9 42:12 44:22 52:17 90:25 103:9 119:5 127:3 something (36) 7:22 8:2,8 9:6.20 12:1.7 14:11 21:2 23:22 33:6 36:13,18 37:21 39:7 42:1 44:2.19 46:22 47:16 54:5,10 65:18 72:18 73-18 74-12 75-12 25 78-3 93:5 99:20 100:1.21 105:24 124:22 125:14 sometimes (5) 8:1 17:12 75:17.17 84:17 somewhere (2) 71:10 76:14 son (6) 97:4,13,14,17 114:15 121:13 sons (1) 99:16 soon (3) 6:23 11:12 87:23 sort (7) 9:18 13:13 53:16 71:22 104:23 108:3 111:3 sorts (2) 6:11 17:3 sounds (1) 72:9 space (2) 36:19 116:15 speak (11) 10:13 14:2,5,15 64:15 103:6,13 113:3 121:8 122:4 124:5 speaking (4) 8:1 23:12 42:19 122:10 specialist (1) 4:2 specific (4) 12:19 23:9 51:24 specifically (2) 122:23 123:3 spectrum (1) 51:21 speech (4) 9:1 36:12,14 110:13 spend (2) 102:17 121:17 spent (1) 32:17 spirits (1) 14:5 spoke (6) 14:14 22:21 54:8 103:14.15 110:16 spread (1) 33:12 square (1) 42:16

staff (48) 4:23 5:7,11,14 6:2 8:1,2,19 13:17,20,21 16:4,5 17:5,14 22:2 24:4 39:12 42:11 44:14 63:12,12 65:1,8 67:14 68:17.24 69:10 70:11.14 74:16 75:4.18 77:4 79:15 81:25 83:11 92:19,23 93:8 108:1 111:6 112:21 113:24 114:8,18 122:19 124:17 stage (6) 25:20 43:16 46:8 103:8 106:10 114:14 stand (2) 34:19 112:17 standing (2) 92:25 111:22 stared (1) 63:23 start (5) 18:17 84:14 88:18.20 96:18 started (8) 22:23 34:18 67:15 75:3.10 104:23 110:6 114:21 starting (1) 73:9 stated (1) 18:15 statement (36) 1:13 2:2,4,5 4:14 6:16 8:7 9:19 19:2 24:18 29:11 35:20 58:13 59:11,22,23,25 60:19,23 61:14.21 62:23 64:21 65:14 68:11 71:10 89:9,21,22,25 90:4 96:20 98-11 99-9 103-17 104-9 stay (10) 5:25 11:7 24:1 42:7 52:16 62:17 97:9 112:1,5 115:9 stayed (2) 97:10 104:1 staying (2) 40:22,23 stenographer (1) 88:16 step (1) 84:19 still (14) 28:2,4 30:10 35:10 36:16 46:23,23 49:20 50:7 68:9 86:8 97:14 106:19 115:8 stimulating (1) 69:17 stimulation (1) 69:8 stipulates (1) 86:16 stood (1) 92:21 stop (3) 47:3 94:16 96:1 opped (5) 36:24 70:4 110:1.1 116:25 stopping (1) 42:13 straight (2) 108:10,14 straightaway (2) 120:25 122:18 straightforward (1) 71:9 stressful (2) 104:5.8 strict (1) 123:24 struck (1) 40:17 struggled (2) 28:18 38:13 struggling (13) 14:6 21:10 27:15 30:8 33:18.24 37:20 22 45:14 47:10 49:15.20 50:8 stuck (3) 40:14 41:14,22

subject (2) 7:16 34:6

subjected (1) 54:23

subsequent (1) 30:3

substitute (1) 87:7

successful (1) 11:2

suffered (1) 100:13

suffers (1) 3:23

33:2 78:25

summary (1) 55:24

supermarket (4) 104:18

supervised (2) 22:1,2

support (10) 3:12 13:18

85:22 101:16 109:1

suppose (3) 25:9 33:2 50:5

supported (1) 122:6

supporting (1) 55:16

29:11 30:1,17 44:18 47:8

summer (1) 33:7

sums (1) 55:12

105:1.2.3

subsequently (1) 99:2

suddenly (2) 10:16 66:5

suffering (2) 53:2 99:4

sufficiently (4) 22:23 26:19

system (2) 78:10 103:4 taken (11) 25:6 37:14 39:23 54:22 55:17 62:10 85:12 86:18 100:14,16 124:25 takes (3) 58:7 84:1 85:19 taking (15) 7:14 27:23 31:12 33:21 34:4 38:2.18 73:9.10.10 77:16 81:22 84:19 93:14,19 talk (24) 7:25 26:10,22 28:7 38:25 39:10 46:13 53:14 60:7 75:16 89:16 91:17 92:5 93:16 96:12 104:9 115:1.3 116:8.17.22 122:9 124:5 125:6 talked (2) 23:5 81:12 talking (3) 8:5 29:15,23 talks (1) 8:8 tambourine (1) 36:22 tape (1) 29:18 task (1) 17:2 tea (2) 99:19 117:10 team (12) 3:4 9:22,23 13:21 27:13 45:1.22 61:2 79:4.8 87:6 22 tears (2) 23:14 105:3 technology (2) 8:22 11:1 telephone (4) 104:10,25 110:9,11 teletubby (1) 83:13 television (2) 75:13,14 telling (5) 17:7 32:17 65:1 77:5 119:2 telt (1) 62:18 terms (7) 10:9 13:14 19:8 51:7 108:15 109:7 120:23 terrible (2) 70:11 77:22 terribly (1) 118:22 test (3) 42:10 83:12 87:18 tested (7) 80:10,15,20,25 81:4,5 83:7 testing (4) 25:20 77:12,18 80:18 tests (3) 56:19 83:3.5 thank (33) 1:12,20 3:10 29:22 35:13,19 42:25 57:7 58:21,23,24,25 59:4,12,14,16 66:25 67:3 88:8.10.12.13.21.22 89:2.7 122:19 126:20.22.23.24.25 127:1 thanks (1) 83:13 thats (58) 2:22 3:2,6,7,14,20 4:3,6 10:16 15:7,9 16:25 23:22 26:15 18 31:11 21 33:6 35:3.7 36:21 39:1 40:11 42:18 46:5 50:15 55:1 60:16,18 61:6 68:10 72:14 77:13 78:5 80:1 81:18.19 88:7.8.12 95:3.7 96:6 99:20 100:10 101:17 102:6.7 104:14 108:4 109:17 110:5 111:20 120:18 122:3 126:8,13 themes (1) 125:22 themselves (6) 13:3 110:22 124:3,4 126:11,18 therapist (3) 9:2 36:14 37:1 therapy (2) 36:12,17 therefore (1) 55:1

supposed (1) 18:7

sure (16) 23:11 37:8 40:6

52:7,21,22 59:3 99:18

100:14 102:8 106:2,8

surely (2) 71:22 73:11

surmise (1) 81:19

surprised (1) 7:1

swab (1) 81:9

switch (1) 8:23

108:20 112:21 115:10,12

surroundings (3) 99:18,22,23

survived (2) 13:19 55:21

swallow (2) 31:15 77:8

theres (6) 6:21 9:17 39:5 tough (1) 24:2 towards (1) 116:4 55:23 66:22 88:17 theyd (2) 100:17 104:20 toy (1) 64:19 theyre (7) 6:24 12:13 33:25 traction (2) 39:4,19 45:12 52:6 72:1 79:17 traffic (1) 113:21 theyve (2) 6:4 40:9 trained (1) 63:13 thing (22) 7:3 12:3.12.15 transfer (1) 17:1 20:14 33:19,22,23 38:17 trays (1) 75:1 treatment (1) 109:8 45:21 58:15 72:13 75:7 trenchant (1) 51:7 76:1,24 78:14 80:1 82:9 87:9 90:15 110:24 112:20 tribute (3) 47:5,6,6 thinking (1) 52:23 tried (5) 101:21,22 104:1,2 though (8) 43:14 52:14 125:18 trigger (2) 43:25 44:3 53:25 56:3 91:4 118:2 123:20 124:24 trip (1) 100:10 thought (15) 56:23 67:22 trips (1) 99:12 78:13 82:5.15.20 85:20 true (2) 65:10 89:22 86:13 94:1 98:22 25 truly (1) 57:5 trust (4) 22:3 34:23 65:4.5 111:19 114:22 122:22 123:2 truthful (2) 70:10 72:14 thoughts (5) 23:8 39:22 40:3 try (9) 21:13 32:16 43:11,23 57:7,8 46:8 59:4 75:11 95:20 three (11) 1:7,8 10:12 28:4 110:18 62:14 68:3 5 100:25 trying (13) 10:18 14:5 28:13 102:1.18 116:18 45:21 48:24 50:5 52:12 56:4 69:10 70:17 78:21 throat (1) 81:9 through (49) 2:3 13:3,20 102:18 113:22 tuesday (2) 1:1 121:1 15:8,13,14,19 16:22 18:5 27:3,15 31:3 35:10,24 36:5 tunnel (1) 94:24 37:23 40:2 11 44:6 24 turn (1) 30:15 turned (3) 20:19 30:15 117:4 45:1,11,20 47:25 48:1 52:23 53:24 55:22 58:20 twice (1) 77:25 twin (2) 34:19 35:5 59:25 69:1 70:9 71:11 76:19,22 81:12 86:1 90:6 twins (3) 114:15,16,17 103:4,7 105:18 111:2,13 types (1) 50:12 112:25 113:16 118:5 120:16 121:1,5 throughout (3) 56:1 98:4,6 thrown (1) 51:5 ultimately (2) 98:16 99:4 tier (4) 78:10,11,11,19 umbrella (1) 34:21 till (1) 46:22 time (70) 3:3 4:12 5:24 6:5 31:16 76:9 7:9.23 10:10.21 11:9.9.11 13:10 14:16 15:2,5 19:11

25:6,19 26:12 27:16 29:15

31:12,14 32:17 35:9 36:20

39:6 40:23,24 43:10 45:21

65:2 70:8 72:19 76:4 78:19

81:11 84:2 85:3,20,21 88:9

101:1,20 102:5 103:13,16

104:4 105:8.11.23 107:12

95:10.12 97:10 100:4

108:16 109:20 113:5

122:2 123:24 124:17

116:15 120:7.11 121:17

times (8) 13:23 40:7.10 58:1

67:1 99:16 103:3 105:9

today (3) 1:7 89:3 97:5

together (6) 41:23 81:23

90:25 92:23 112:17,18

told (17) 10:23 20:3 23:2

62:17 65:21 68:23 25 72:7

78:7 80:23 83:4 90:14,15

107:13 111:8 115:24,25

too (6) 41:14 104:4 112:3

took (13) 8:12,17 39:6 48:16

49:12 56:25 61:20 62:4

touch (13) 9:7 22:13 24:19

27:2 31:19 67:11 74:19

touched (3) 36:10 38:22

touching (1) 120:5

76:12 87:22 111:10 117:21

100:4 106:9 107:10 110:20

113:2 114:6 117:19

tiny (1) 87:9

tired (1) 16:23

toilet (1) 74:25

toll (1) 56:25

114:16

topic (1) 8:6

125:9,11

47:17

total (1) 86:13

toothbrush (1) 55:6

tomorrow (1) 127:2

49:17 51:20 52:10 64:18

unable (5) 3:19 21:6 23:24 understand (48) 11:14 19:10 24:4,7,15,24 25:4,22 30:3 31:18 33:14 24 38:12 43:13 13 44:21 50:9 51:6.19 52:14 54:11 62:10 64:10,16,17 66:15 69:20,22 72:13,18 73:8 80:22 83:17,19 86:19 87:2 94:6,22 102:15,16 110:12 113:7 114:20,25 116:3 117:8.11 119:13 understandable (1) 121:6 understanding (5) 3:17 31:23 52:5 67:7 91:10 understands (1) 44:1 understood (6) 11:4 44:19 52:19 72:12 79:1 86:12 underwear (1) 105:18 undignified (1) 28:24 unfamiliar (2) 99:15,18 unfortunately (1) 121:10 unit (9) 4:2 13:21 15:20 17:10 44:23 62:21.22.24 63:13 unless (1) 83:5 unlikely (1) 28:22 unnatural (6) 12:12 15:11 16:3 21:20 22:10.14 unprecedented (1) 95:14 untested (1) 86:6 until (10) 35:4,6 47:3,9 100:7 101:15 107:13 110:6.8 127:5 unusual (2) 12:7 100:20 unusually (1) 90:2 unwell (3) 5:25 23:5 41:13 update (1) 75:1 updated (1) 79:1 upset (13) 12:13 13:12 21:3 23:10 24:23 48:8 81:20 82:4,5,6 85:4 118:15,21 upsetting (2) 14:7 36:20 upside (1) 117:4

urgency (2) 31:14 57:10

used (10) 8:6 9:10 33:18 38:6 39:9 40:18 99:17 108:16 111:5 115:13 using (1) 8:21 usual (2) 35:9 121:4 utterly (1) 112:16 vaccination (1) 51:16 vaccinations (1) 51:10 vaccines (1) 56:19

valued (2) 7:4,5 various (9) 2:3 8:10 24:12 40:7 56:6 79:12 87:14,15 101:23 varying (1) 6:8 venues (1) 33:8 verbal (2) 90:16,16 verona (5) 1:11,16,25 14:18 128:2 via (1) 15:21 vibrant (1) 62:3 video (4) 8:24 22:22 27:3 33:18 videocalling (1) 13:22 views (1) 50:25 virus (3) 11:5,5,7 visible (2) 53:11,21 vision (1) 94:24 visit (37) 11:15.16.17.17 16:15 18:19 26:16 34:1 64:1 69:3 70:22

78:13,14,15,19 90:17,17 93:13 96:16 99:17 102:7 108:10 111:13 21 112:2 2 113:23 116:1.16 118:13,17,21 119:3 120:3 121:11 124:9.10 visitation (3) 70:17,21 71:6 visited (3) 61:21 100:25 102:3 visiting (11) 4:10.11 7:7 76:21 78:25 90:14 92:6

120:23 visitor (1) 58:8 visitors (1) 124:12 visits (47) 11:19,21 14:9,15 15:3.10 17:23 18:13.17 19:11 21:22,25 22:6,7,9 24:18 30:4 44:5 56:14 69:1 71:6.8.22 73:17.17 78:2 101:14.18 106:24 108:15 109:24,25 110:3,5,7,8,10,24 111:1 113:15,18,19,19 115:1,7,8 visual (2) 61:7 79:23 visually (2) 67:13 81:8

117:16 118:3 119:25

voice (4) 8:24 56:4 58:16.20 voices (2) 75:23 121:18 vulnerabilities (1) 52:22 vulnerable (4) 52:9 53:6 86:3,15

waiting (1) 65:22 wake (1) 106:21 walk (8) 3:19 28:20 29:7 55:9 72:17 84:16 93:3 124:24 walked (8) 92:25 101:1 105:19 107:2,21,21 115:11 125:18

walking (2) 29:4 121:5 walks (1) 64:2 walls (1) 68:6 wander (1) 107:25 wandering (1) 105:16 wants (1) 87:8 ward (1) 101:1 wasnt (44) 11:11.14 12:20.23 16:23 17:5 36:23 37:2,15,16 48:5 53:10,23 54:25 55:3,9 63:22 65:10

67:22 68:14 69:7,17,25 82:23 94:3,8 95:15 99:18 100:14 101:22 102:6,6,9,10,15,20 103:22,22 104:12,21 115:10.12.13 123:15 watch (1) 33:18 waving (1) 112:6 way (38) 9:4,6 15:2 16:19 24:8 30:22 33:20 36:23 37:2 38:10 41:1 44:1 49:12 53:3 55:1.11 56:7 62:15 65:6 68:14 70:1.18 72:6 73:12 79:11 81:1,10 82:19 85:2 87:24 97:3 109:5 111:7 113:8,25 121:3 122:6.24 ways (2) 84:14 125:24 wear (4) 12:23 38:19 44:20 115:10 wearing (7) 12:19,22 44:12,22 67:16 70:13 114:3 wears (1) 113:1 weather (2) 11:22 73:20 wed (4) 9:8 62:2 74:11 75:20 wednesday (2) 121:2 127:6 wee (1) 83:24 week (5) 42:22 58:19 90:18 102:1 121:18 weekend (1) 85:1 weekly (1) 27:3 weeks (7) 10:12 21:16 61:18

66:13,13,15 98:18 weighed (1) 67:24 weight (1) 16:24 welcomed (1) 7:5 welfare (4) 28:2 82:11 106:20 109:21 wellbeing (2) 27:24 91:13

went (32) 3:11 11:9 13:20 61:12 62:9.12.18.21 64:1 82:4 83:12 87:11 93:11 97:11,11 99:15 101:1,2 103:22 104:5,16 105:8 107:2,6 108:5,10,17,18 117:12 121:20 122:17

125:16 werent (13) 15:14 33:7.8.9 48:11 69:25 71:7 76:12 112:17 113:12 121:11 123:22,25

wet (1) 102:12 weve (20) 6:1.20 9:20 11:20 15:11 22:1 25:11 35:25 36:10 39:21 47:16 50:11 57:8.25 58:1 67:1 73:18 78:1 79:14 96:19

whatever (6) 33:11 65:11 66:16 93:10 103:9 124:21 whats (3) 78:13 97:17 108:11

whatsoever (2) 96:8 103:23 wheelchair (2) 3:21 17:1 wherever (2) 18:6 20:18 whilst (4) 2:14 94:5 103:24

122:6 whoever (1) 73:11 whole (8) 23:14 76:21 83:15 91:21,22 104:24 112:20 117:5 whose (2) 32:6 47:19 wider (1) 125:6 wife (1) 114:15

willing (1) 72:23 window (29) 15:23 69:1,2,3 71:8 73:17 92:22,22 93:1,1 110:7,7,10,24 111:1.6.7.8.12.14.20.22 112:2,4,12,18,25 113:6,19

windows (2) 70:13 108:1 winter (1) 105:17 wiped (1) 15:23 wired (1) 100:17 wires (2) 100:16.17 wish (2) 14:20 60:2

		1	1	1	1
wishing (1) 93:2	107 (2) 49:1,24	239 (1) 94:18			
withdrawing (2) 104:19,22	108 (1) 50:10	24 (1) 100:23			
withdrawn (1) 83:24	11 (4) 16:2 52:18 60:23 63:1	241 (1) 94:18			
withdrew (1) 101:11 witness (12) 1:11,13 35:8	1100 (1) 35:15	242 (1) 95:4			
59:10,11 88:17 89:2 90:4	111 (1) 114:9 1115 (1) 35:14	25 (1) 101:4 250 (1) 88:23			
93:19 96:20 98:10 99:9	112 (1) 51:8	26 (1) 9:19			
witnesses (5) 1:7,8 11:20	1120 (1) 35:17	27 (2) 10:5 64:20			
15:12 25:11	114 (2) 54:11 55:11	28 (1) 65:14			
women (1) 53:9	1156 (1) 59:5	(=)			
wonder (4) 30:15 35:7 40:4	116 (1) 115:3	3			
86:9	119 (1) 55:25				
wonderful (1) 94:1	12 (2) 4:14 95:16	3 (2) 105:12,17			
wont (2) 74:2 111:10	121 (1) 116:1	30 (1) 67:7			
wool (1) 77:13	124 (1) 55:25	310 (3) 88:18,19,25			
wore (1) 121:5	125 (1) 116:8	<b>33 (5)</b> 11:19 12:3 68:11			
work (24) 48:10 52:7,22	127 (1) 116:17	69:12,20			
55:18 75:11 80:7 84:23	13 (1) 5:4	34 (1) 12:25			
90:7 93:12 97:11 101:8,17	132 (1) 117:14	36 (1) 14:19			
103:8,14,23 104:9,13	134 (1) 117:22	37 (1) 15:4			
105:21,23 106:4,7,24	135 (1) 118:1	38 (3) 70:23 71:15 72:6			
107:7,9	13th (1) 125:16	39 (1) 2:21			
worked (4) 68:1 75:9,17	14 (4) 4:20 5:4 49:1 56:24	4			
105:19 worker (12) 7:18 26:23	140 (1) 118:11 141 (1) 118:11				i l
worker (12) 7:18 26:23 27:2,8 74:24 75:5 103:9,11	141 (1) 118:11 143 (1) 118:18	4 (3) 40:1 96:20,22			i l
107:13 108:6,11,14	145 (1) 116.16 145 (2) 59:2 118:25	404 (1) 127:4			i l
working (3) 39:11,13 43:9	15 (2) 5:18 35:12	41 (2) 16:11 73:23			i l
world (4) 38:13 83:19 101:6	150 (1) 119:5	42 (1) 18:25			
117:12	157 (1) 59:7	43 (1) 74:19			
worried (2) 67:2 105:15	15minute (3) 101:14,18	<b>45 (2)</b> 19:25 75:21			
worry (3) 66:22,23,25	106:24	48 (2) 22:17 76:3			i l
worrying (1) 9:15	16 (2) 43:4 65:15				
worse (5) 92:17 95:6 110:16	163 (1) 121:15	5			
113:19 117:3	164 (1) 121:15	5 (1) 76:5			
wouldnt (12) 60:12 66:12	169 (1) 121:22	50 (3) 24:17 76:18,20			
67:24 68:2 77:1 99:1 108:3	17 (1) 6:16	51 (2) 77:9,16			
111:11 117:7,9,9,11	170 (1) 122:4	52 (2) 25:10 78:2			
wrist (1) 100:17	171 (2) 122:4,5	53 (3) 26:10,12 78:23			
write (2) 26:20 56:8	18 (3) 40:2 61:14,20	54 (2) 26:10 27:8			
wrong (5) 77:10,14 99:21 100:1,22	183 (1) 122:9	55 (2) 27:17,21			
wrote (1) 43:19	19 (3) 7:12 35:4,6 1954 (1) 96:22	56 (1) 79:21			
wrote (1) 45.19	196 (1) 123:5	57 (1) 28:10			
	130 (1) 123.3	59 (3) 80:8 128:5,7			
	2				
year (8) 28:11 31:16 61:18	2 (7) 59:1 114:3 115:9	6			
76:7 98:3 118:9 125:13,17	117:19 122:14 124:8,9	60 (1) 22 2			
years (12) 2:21 4:20 5:24	20 (1) 20:25	60 (1) 99:8			
16:2 20:25 28:4 44:15	2000 (1) 98:3	61 (3) 29:10 35:25 81:22 62 (2) 81:22,23			
52:16,18 97:18,19 98:21	2007 (1) 98:17	64 (1) 31:18			
yet (4) 86:7 88:17 104:21	2009 (1) 3:1	<b>65</b> (1) 63:5			
121:24	2010 (1) 98:17	67 (1) 34:14			
youd (3) 17:4 88:3 123:20 youll (1) 36:4	2014 (2) 100:4 109:21	68 (1) 34:25			
young (1) 85:22	2017 (1) 100:7	69 (1) 35:21			
younger (4) 6:8,13 52:18,20	2020 (9) 16:11 23:19 24:17				
youngest (2) 63:3 96:23	28:8 54:2 65:15 80:12 86:8	7			
youre (22) 1:19 11:24 12:1	125:16				
28:4 30:15 34:14 35:18	2021 (11) 28:19 30:10 34:4	70 (1) 84:4			i l
38:12 46:25 54:11 59:15	35:4 43:3,4,18 76:5,10 116:17 123:19	71 (2) 36:10 84:11			i l
60:7 68:4 72:20 73:2 80:2	2022 (1) 40:2	73 (2) 37:22 85:17 74 (1) 38:11			
82:5 87:19 91:24 93:6	2022 (1) 40.2	74 (1) 38:11 75 (2) 38:11,22			
96:23 124:1	21 (3) 1:1 62:23,24	76 (1) 86:1			i l
yourself (7) 1:18 9:21	213 (1) 124:5	77 (1) 44:5			i l
10:15,17 22:14 79:7 89:6	214 (1) 124:6	79 (1) 86:1			i l
youve (23) 2:21 10:17 17:18	217 (1) 124:15				
26:5 35:22,23 39:22,25	218 (1) 124:19	8			
44:10 46:18,22 51:6,6 55:12 58:8,12,20 60:19	21st (1) 76:9				
64:8 76:18 87:25 89:20	22 (2) 125:7 127:6	8 (1) 98:9			
109:23	220 (1) 124:22	80 (2) 44:5 87:1			i l
_03.20	221 (1) 124:23	81 (1) 87:1			i l
Z	224 (1) 125:14	83 (1) 44:11			i l
	227 (2) 90:4,10	86 (1) 44:24			
zone (1) 99:24	228 (1) 90:24	89 (2) 128:8,9			
zoom (2) 36:21 45:24	229 (1) 90:24				
	23 (1) 60:15	9			
1	230 (1) 91:6	90 (1) 111:18			
1 (2) 128:2,4	231 (1) 91:17 232 (1) 92:5	91 (2) 44:25 111:24			
1 (2) 128:2,4 10 (2) 98:20 127:2	232 (1) 92:5	92 (1) 112:7			
10 (2) 98:20 127:2	234 (1) 92:11	93 (1) 112:15			i l
1000 (2) 1:2 127:6	235 (1) 92:18	94 (1) 45:7			i l
101 (1) 46:15	236 (1) 92:18	96 (1) 112:19			i l
104 (1) 47:17	237 (2) 93:5,7	97 (1) 112:23			
106 (1) 48:12	238 (1) 93:16				i l
			ž.		×