

In accordance with [Restriction Order 2](#) , the Inquiry has provided excerpts of the witness statement for Witness 2. The Inquiry will only provide excerpts of the statement that do not contain information that is capable of leading to the identification of the Witnesses

Scottish Hospitals Inquiry

Excerpts of the Witness Statement of

Witness 2

OVERVIEW

1. My [REDACTED] . [REDACTED] was diagnosed with Acute Lymphoblastic Leukaemia (ALL) . [REDACTED] . [REDACTED] [REDACTED] was treated in the Royal Hospital for Children (RHC) and Queen Elizabeth University Hospital (QEUH) between [REDACTED] . [REDACTED] [REDACTED] was an in-patient during this time, except for a period she spent at home from [REDACTED] . [REDACTED] .
2. [REDACTED] spent time in wards 2A and 2B of the RHC which are known as the Schiehallion Unit. The Schiehallion Unit treats children with blood cancer. [REDACTED] . Following the closure of the Schiehallion Unit in 2018, [REDACTED] was also treated on ward 6A of the QEUH which was supposed to be the 'new' Schiehallion Unit. [REDACTED] .
I can speak to the experience which I had with [REDACTED] on ward 2A, 6A [REDACTED] .

SEQUENCE OF EVENTS: THE FAMILY'S EXPERIENCE AT RHC AND QEUH

Admission to hospital: [REDACTED].

3. They took [REDACTED] up to the Intensive Care Unit (ICU) in the children's hospital. I don't know what they did but later on that night we met Professor Gibson, who became [REDACTED]'s main consultant. She came down to basically confirm that [REDACTED] had leukaemia. It was about midnight.

[REDACTED] Ward 2A: [REDACTED].

4. [REDACTED] was transferred to ward 2A in the children's hospital on the [REDACTED]. This ward was where the cancer kids stayed for their treatment. [REDACTED] put up in the room straight across from the nurses' station [REDACTED].
5. [REDACTED] went down to surgery to get her Hickman line inserted under general anaesthetic. This line went into her chest. It had two lines off it, one was used to take bloods and the other was used to give her, her treatment.
6. [REDACTED] had lots of Hickman lines inserted. Her lines were changed because of infections. [REDACTED]. She had to go to surgery each time one was put in or taken out.
7. Every time [REDACTED] got a Hickman line inserted, she got unwell. She always got a really high temperature and I think most of the time, she was put on an antibiotic after it just in case there was an infection there.
8. [REDACTED] kept getting infections in her line. There was always a plaster over it to keep it in place, but the plaster kept coming off and we used to always have to ask to get the plaster changed. [REDACTED]. So we didn't know at the time if the infections were coming from the water, because we were told it was safe to bath her in the water, or because the plaster kept coming off.

WITNESS STATEMENT OF WITNESS 2

9. █████ started her chemotherapy on █████ .
10. █████ was in isolation the majority of the time she was in ward 2A █████ . When █████ was in isolation, she had to stay in a room within a room. In the outer room, you would take off your shoes, and your jacket and leave your bag there. There was a sink in the outer room where you would wash your hands before going into the room █████ was in. You would wipe clean anything you had brought in for █████ in the outer room before taking it to her. We were confined to the room when █████ was in isolation.

Experience on ward 2A: █████ .

11. Ward 2A is set up for children with cancer. █████ had lots of rooms in ward 2A. We were constantly getting moved. We started at the nurse station and then we were moved along because she got a wee bit better and the nurses didn't really need to be that close, so she was then moved down towards the door just as you come in. I can't remember what room it was. She was moved at least three times in ward 2A, that I can remember. I think one of the times she was moved was to allow the room she was in to be deep cleaned.
12. The rooms were fine but they weren't really that clean to be honest. The floor was never cleaned properly. They would only really mop in the middle of the room. They did not clean the entire floor. We had to use antibacterial wipes to clean the floors even after the cleaners had been in. █████ there was a bed for whoever was staying over. █████ . The rooms had their own en-suite bathroom with a shower █████ .
13. █████ got her obs, like temperature checks and things, done a few times during the day, more if she was unwell, and once during the night. When the nurses came in at night I generally pretended I was sleeping, as I know █████ did too, when we heard

them coming. We would then see that the gloves weren't used, hands weren't washed, all the stuff that was meant to be happening when the kids were in isolation wasn't happening. It seemed to be that the general hygiene slipped because they thought that we were sleeping. [REDACTED]

14. We had a kitchen in ward 2A. There was food in the fridge. Everyone had their own wee section in the fridge where you could put your own food. There were things on the tables like crisps, snacks and things for the kids, just in the middle table that anybody could go in and take. There were tea and coffee facilities, so it was quite good. The kitchen set up was pretty good.

15. There were other things there but [REDACTED] was never really allowed out of her room. She was allowed out a couple of times [REDACTED] for a wee walk around the ward but she was never really allowed to be out in amongst people.

16. [REDACTED] was admitted that day into ward 6A.

Experience in the QEUH (adult hospital): [REDACTED].

17. Ward 6A was different from 2A. In ward 2A [REDACTED] had almost like 2 rooms. You would walk in, take off your trainers, jackets and wash your hands in the outer room before you opened another door to go into hers, but in 6A you just walked straight into her room from the corridor.

18. There were no facilities in ward 6A. There was a kind of an uproar about it because it wasn't just as easy for kids to be left while you went down to get a sandwich or a drink or anything like that. If you were there on your own you would have to ask somebody to come in and sit while you went for a drink.

[REDACTED]

There had been water bottles and things like that where you could get cups of water in ward 2A, but there was none of that up on 6A.

19. There were filters on the taps in 6A. I can't remember if they were there when we got there but we were using bottled water. We were still allowed to shower in the water though [REDACTED].

20. We were moved a lot in ward 6A as well. I couldn't tell you how many times but we always seemed to be moving. We were told a few times it was for a deep clean and when we were in ward 6A they put big fans in the room for the air.

21. There was also one room that we were moved to in ward 6A where the smell was really, really putrid. We asked to be moved but there weren't any spare rooms to be moved to. I can't remember what room number that was, but the smell was really, really, really bad.

WATER: EVENTS INVOLVING WATER SYSTEMS

Water incidents in RHC: [REDACTED].

22. When we first went into ward 2A, we didn't know anything about water issues so that was fine and we just kind of got on with. Then we were told, maybe after [REDACTED] we couldn't use the water to bath [REDACTED]. I don't think that that went on for a long time though then we were told it was safe to use the water.

23. I can't remember when but after that people were coming in and putting filters on taps. We were told that we could bath her again with the water but then there was one day that [REDACTED] had asked a staff nurse if it was still ok to bath her in that water, we were brushing her teeth with it as well. She told us that we could use it and she said, absolutely we could, it was safe to do so.

24. ■ did question the workmen about why the filters were going on the taps but they said they were just doing as they were told. We didn't really think it was a big deal then, we just thought they were testing the water.

25. At some point after that, I can't remember when, we were told to use bottled water to brush ■'s teeth.

HEALTHCARE ASSOCIATED INFECTIONS

HAIs: events and physical impact

26. ■ had lots of infections during the time she was an in-patient. I can't remember specific details of all of them, just that she had lots of them. It was traumatic for her to be put under anaesthetic all the time because she was always having to get new lines. ■.

27. The first time I remember ■ taking a really bad infection ■. She was put on oxygen and was really poorly. I don't know the name of the infection but she got a new line in then. Her breathing was really bad and her eyes were all puffy. She was breathless because she was struggling to breathe. Her temperature spiked, maybe to 39 or 40 degrees and they put her on antibiotics. I don't know the name of the antibiotic. ■.

28. At the start it was all kind of new to us so we just trusted in the people that were there to give her the treatment ■ we started to question why she was always so unwell, because she was never really unwell with her chemo but she seemed to be unwell at other times. We just trusted in the medical people to do what they had to do to make her better.

29. The PICC line just looks like a bit of thread, it's really, really fine and really delicate so as soon as ■ moved in the wrong direction or if anybody touched it, it just came out. They tried to put the PICC line into her wrist and into her foot but no

sooner had they done that, it just came out. Later on the PICC line came out again and the only option then was to take [REDACTED] to theatre and put her to sleep.

[REDACTED].

30. I don't remember anyone telling us how or why she had it, but her chemo was delayed that time because of the infection in her line. I don't remember dates but her chemo was delayed on more than one occasion because she had an infection. She couldn't have chemo when she had an infection.

31. She was really poorly that day. She was put on oxygen as well. That was probably one of the worst days that we had there with her because, again, we had to go through the stress of holding her down and she was upset and she was sore. It was really traumatic.

32. It was always really traumatic before she went to theatre. She always had to be fasted and she couldn't understand why we couldn't give her anything to eat. There were a couple of occasions that she was fasted, I can't remember the dates, but I know that she was fasted to go down to get new lines but then she wasn't taken that day. [REDACTED].

33. I don't really remember if or what we were told about the infections. I think we were just told it was part of getting a new line in, that it was just part and parcel that after you got a new line, you had to get an antibiotic due to infection.

Cleanliness

34. I would like to make some observations about the cleanliness in the hospital.

35. When the infection control people were coming in, the nurses would come in and put [REDACTED] or whoever was there out so that they could clean the rooms and

everybody always seemed to be scurrying about when they knew that infection control were coming in. They would come in tidy everything up [REDACTED].

36. The rooms were cleaned every day to an extent but even after the rooms were cleaned we would have to go round and clean again. [REDACTED]
We had wipes [REDACTED], so we always cleaned down everything. We took our shoes off at the door, jackets, bags, nothing was allowed in her room. Everything had to be taken off outside.

OVERSIGHT BOARD / CASE NOTE REVIEW / REPRESENTATIVE GROUPS/HEALTH BOARD

37. I don't really know about the Oversight Board.

38. I feel disappointed in the Health Board. I'm disappointed in the whole thing that's happened, with the water and that they were allowing the kids to get bathed in it and use it to brush their teeth. I mean, it potentially was serious for some of them, [REDACTED].

CONCLUDING COMMENTS

39. When we first went to the hospital, we thought it was this amazing place and the nurses were great. Then cracks started to appear when we found that they weren't washing their hands at night time.

40. I don't know how I feel about the hospital now. I don't think I would ever want to go there or have anybody treated there. If somebody says to me that they're going to the Queen Elizabeth, my first thoughts are "Oh no!". I know that hospitals are not very nice places but it does give me the fear.
[REDACTED]

it's just not a place we really want to go back or really want to be around because

even when you drive past, you just think of all the times that you were in there with and I just feel there's no trust there anymore because we had to fight for her and they weren't truthful about what was wrong with her unless we actually asked the proper questions. I just feel like it's not really somewhere I want to be, there's too many memories there for me.

41. I believe that the facts stated in this witness statement are true. I understand that this statement may form part of the evidence before the Inquiry and be published on the Inquiry's website.