

MUCKAMORE ABBEY HOSPITAL INQUIRY  
SITTING AT CORN EXCHANGE, CATHEDRAL QUARTER, BELFAST

HEARD BEFORE THE INQUIRY PANEL  
ON MONDAY, 10TH OCTOBER 2022 - DAY 18

18

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1 THE INQUIRY RESUMED ON MONDAY, 10TH DAY OF  
2 OCTOBER, 2022 AS FOLLOWS:

3  
4 CHAIRPERSON: Good afternoon. Right, good afternoon,  
5 everybody. As some of you will know, today is World 13:59  
6 Mental Health Day, the purpose of which is to raise  
7 awareness of mental health issues across the globe, and  
8 to mobilise efforts and support for mental health.

9  
10 The Panel and I are very conscious of the importance of 13:59  
11 this Inquiry and its capacity to improve the treatment  
12 of those suffering from poor mental health, the poor  
13 treatment of which affects, of course, not only those  
14 patients but also, as we have seen often in this  
15 Inquiry, their wider family and loved ones. 14:00

16  
17 We are also very aware that any recommendations for  
18 change that we make need to be timely in order to be  
19 relevant and to help those who are still being cared  
20 for, as well as those who come after them. 14:00

21  
22 To that end, we are going to continue hearing evidence  
23 from patients and their relatives. I think this  
24 afternoon the witness is going to be given evidence  
25 here in the room and needs no other special measures. 14:00

26  
27 Tomorrow, I gather, Mr. Doran, there's likely to be an  
28 application for full restriction order in relation, I  
29 think, to the first witness.

1 MR. DORAN: That's correct, Chair, yes. That's former  
2 patient P27, and he is in an equivalent position to the  
3 witness P21 who gave evidence on the 20th September and  
4 is the subject of Restriction Order 6. The application  
5 will be for a restriction order in broadly similar  
6 terms.

14:01

7 CHAIRPERSON: Similar terms. That's in order to comply  
8 with our obligations under the MoU with the police and  
9 the PPS?

10 MR. DORAN: Yes, indeed.

14:01

11 CHAIRPERSON: So that is obviously very likely to be  
12 made. Also, I ought to mention that tomorrow  
13 afternoon's witness has caring duties at home and so I  
14 have allowed that she give evidence via video-link from  
15 her home to assist her. All right. Are we ready for  
16 the next witness?

14:01

17 MR. DORAN: Yes, Chair. This afternoon's witness is  
18 the sister of the former patient P30, and Mr. McEvoy  
19 will be dealing with the witness's evidence for the  
20 Inquiry.

14:01

21 CHAIRPERSON: Excellent. Thank you very much. All  
22 right, shall we get the witness in?

23  
24 THE WITNESS, P30'S SISTER, HAVING BEEN SWORN, WAS  
25 EXAMINED BY MR. McEVROY AS FOLLOWS:

14:03

26 CHAIRPERSON: Good afternoon. Can I just welcome you  
27 to the Inquiry. I want to thank you very much for  
28 coming along to give evidence. It's always slightly  
29 nerve-wracking when you start, for every single

1 witness. But I can assure you, after a few minutes,  
2 once you have got going, you will be absolutely fine,  
3 especially in the hands of Mr. McEvoy. So, he is going  
4 to start by asking you some questions. You are  
5 accompanied by your partner today? 14:03

6 A. My brother.

7 CHAIRPERSON: Brother, I beg your pardon. Thank you  
8 very much indeed. So you are very welcome as well, but  
9 obviously there should be no communication between you  
10 while the witness is giving evidence, unless you ask me 14:04  
11 first and we will sort that out. All right? Okay.  
12 Mr. McEvoy.

13 MR. McEVROY: Thank you, Chair.

14  
15 Good afternoon. So, everybody has known you up to this 14:04  
16 point as P30 but we can take it, I think, that you are  
17 content to be known by your first name, which is  
18 Lorinda, isn't that right? You are the next-of-kin of  
19 a former patient at Muckamore, P30, but we can talk  
20 about her by her first name, which is Mavis; isn't that 14:04  
21 right?

22 A. That's correct.

23 1 Q. Lorinda, there is before you hopefully a statement in  
24 your name which is dated the 26th July 2022. I'm going  
25 to begin by reading that into the record. All right? 14:04  
26 At the conclusion then of that, I'm going to ask you  
27 some questions about what you have told us in that  
28 statement, okay?

29

1 "I, Lorinda, make the following statement for the  
2 purpose of the Muckamore Abbey Hospital Inquiry. In  
3 exhibiting any documents, I will use my initials so my  
4 first document will be LS1.

14:05

5  
6 My connection with Muckamore is that I am a relative  
7 of a patient who was at Muckamore. My sister, Mavis,  
8 was a patient at Muckamore. I attach a photo of Mavis  
9 to my statement. The relevant time period that I can  
10 speak is from the late 1960s to the 14th October 2016.

14:05

11  
12 Mavis was born on the 14th October 1960. There were  
13 seven children in our family, and Mavis was the fifth  
14 child. When Mavis was a toddler, she had the  
15 three-in-one vaccine. My father recalled that she was  
16 learning to walk at the time. He told us the vaccine  
17 was at the trial stage and he was against her getting  
18 it. However, he said my mother was pressured into  
19 getting it by", and then you name the person.

14:05

20  
21 "Mavis's arm became very swollen and there was a change  
22 in her overnight. They did not think she would ever be  
23 able to walk properly, and my father blamed it on the  
24 vaccine. There was a tribunal regarding this but they  
25 could not prove that Mavis's condition was linked to  
26 the vaccine.

14:06

14:06

27  
28 Mavis was diagnosed with autism and severe learning  
29 difficulties. She is non-verbal but does have the odd



1 word. She can get very uptight at times when she is  
2 agitated. She puts her hands up to her face when she  
3 is annoyed, like in the picture at LS1".

4 CHAIRPERSON: I think in the circumstances, we just  
5 call it L1. 14:06

6 MR. McEVOY: L1.

7  
8 "Mavis went to Rathcoole initially for daycare for a  
9 year or two. She was around five or six years old.  
10 When she was seven or eight years old, she started 14:06  
11 going to daycare at Muckamore. She would get the bus  
12 in the morning and would return home in the evening.  
13 She called this going to school. She became a weekday  
14 border when she was 18 years old until she was  
15 approximately 22 years old. She came home on a Friday 14:07  
16 night and returned to Muckamore on a Sunday. This  
17 allowed her to go to the day centre during the week.  
18 She seemed to be content but it was hard to tell.  
19 Sometimes she did not want to go back but I think  
20 overall she enjoyed it. 14:07

21  
22 After that, she became a full-time patient at  
23 Muckamore. Muckamore felt that they could help her  
24 more as she would be more settled with them. She was  
25 around 23 years old. There were older patients on 14:07  
26 Mavis's ward who mothered her, and she liked that. She  
27 seemed to be very content with the other patients who  
28 were verbal. Over the years, my father would visit  
29 Mavis regularly. When my father died, I usually

1 visited Mavis every week.

2  
3 My brother" -- and you gave his name -- "started to  
4 visit Mavis around 1994. He was going out with a  
5 mental health student nurse and they visited Mavis once 14:08  
6 or twice a month. Mavis moved around various wards  
7 over the years. I cannot recall all of the wards she  
8 was in. However, she ended up in Ennis Ward, which  
9 eventually merged with Erne Ward around 2013.

10 14:08  
11 It was around this time that Muckamore began to close  
12 down certain wards, and a lot of patients with  
13 difficult behaviours were placed on her ward.  
14 Initially there was a visiting room but they did away  
15 with that. We had to visit in Mavis's bedroom when we 14:08  
16 were allowed in. Most of the time she was in good form  
17 and we could see her. Mavis liked to be away from  
18 others in a back corridor. She was obsessed with other  
19 people's beds, making them tidy, but not her own.

20 14:08  
21 Mavis has behavioural issues. For example, over the  
22 years she has had certain obsessions, like only wearing  
23 black. Mavis used to enjoy going to the Cosy Corner at  
24 Muckamore but she stopped going there or out at all.  
25 Due to the visiting problems in Ennis Ward, the staff 14:09  
26 tried to encourage Mavis to go to the Cosy Corner  
27 again. This had only limited success. Mavis had not  
28 been outside in around ten years when a staff member"  
29 -- whose name you have given -- "began to work with

1 her. I cannot remember the time frame of this, but she  
2 was very good with Mavis. She broke some of the  
3 habits, like her obsession with wearing black and being  
4 able to go out. She was strict with Mavis and told her  
5 she was going out. We saw a very positive change in 14:09  
6 Mavis around this time and it showed us what Mavis  
7 could do with the right person.

8  
9 When that staff member left, things went backwards  
10 again. Mavis's obsessions got worse when the new 14:09  
11 patients were transferred to her ward. She developed  
12 an obsession with wearing black again, and another with  
13 always wanting to flush the toilet. She would get very  
14 agitated and distressed if she could not access the  
15 toilet to flush it. 14:10

16  
17 As a family, we had various different issues with  
18 Mavis's care at Muckamore over the years, but we became  
19 more concerned after my father died in 2012. I was  
20 more involved in Mavis's care after this time and 14:10  
21 became her next-of-kin. This also coincided with the  
22 closing of other Muckamore wards and the transfer of  
23 patients to Mavis's ward who we thought were  
24 incompatible with her.

25  
26 I am aware of one particularly upsetting incident which  
27 happened sometime before my father died. Mavis lost  
28 part of her nose in an incident at Muckamore and is  
29 permanently disfigured as a result. The injury is 14:10

1 visible in the picture at L1. I do not know the exact  
2 date of the incident and my father did not like to talk  
3 about it. However, I believe it predated my brother  
4 visiting Mavis with my sister, so it would have been  
5 before 1994.

14:10

6  
7 I only once heard my father raise the incident with  
8 staff at Muckamore. At a meeting he became angry and  
9 he said that not one person had said they were sorry  
10 for what they had done to Mavis. I feel that my father 14:11  
11 may have been referring to the vaccine Mavis received,  
12 as my other sister told him that none of these people  
13 were alive when it happened. He may have been  
14 referring to both the nose incident and the vaccine, I  
15 cannot be certain.

14:11

16  
17 Mavis started a habit of drinking water from the tap.  
18 It was in Mavis's care plan that this should not happen  
19 as she needs her liquids thickened. We reported it to  
20 the nursing staff at the time and discussed it at the 14:11  
21 monthly ward meetings. The ward sister said she had  
22 never seen it and was not aware of it. The speech and  
23 language therapist said Mavis could drown if it goes  
24 down the wrong way. It was quite serious, but there  
25 did not seem to be communication across departments and 14:11  
26 staff.

27  
28 We always thought that Mavis was not getting enough to  
29 eat. There did not seem to be enough supervision at

1 meal times, and patients would steal food from each  
2 other when the staff were not looking. Mavis was slow  
3 to eat. I once saw a patient try to steal her tea one  
4 day. I cannot recall the date. On Christmas Day, I  
5 cannot recall the year, another lady tried to take the 14:12  
6 food off Mavis's plate. I thought to myself that this  
7 must be happening all the time. Mavis would go  
8 straight to our pockets looking for food, or my bag for  
9 sweets. She always seemed to be hungry.

10  
11 She does not have these behaviours where she lives now,  
12 Triangle Housing Association", and then you give the  
13 place.

14  
15 "Another concern for us was her clothing and we raised 14:12  
16 this with the staff on a number of occasions. Some of  
17 the complaints that I made are detailed in the ward  
18 meeting minutes dated the 13th August at L2. We found  
19 Mavis on occasions with her trousers falling down, in  
20 ill-fitting and inappropriate clothing. As a result, I 14:13  
21 took over control of buying her clothes. My diary  
22 entries attached at L3 detail some of the clothes I had  
23 to buy for Mavis on a very regular basis.

24  
25 For a long period of time, Mavis would not come outside 14:13  
26 with us due to her phobias, and we could not get on to  
27 the ward which meant we could not visit. I am not  
28 certain when this started but perhaps in the early  
29 1990s, as my mother died in 1996 and Mavis was not

1 happy going out prior to this. However, on my father's  
2 first visit after my mother's death, Mavis put her hand  
3 on my father's knee, took his hand and went for a short  
4 walk outside with him.

5  
6 After the visitors' room was removed, visiting took  
7 place in Mavis's bedroom, which, before the  
8 resettlement started, was a sixth bedroom. After this,  
9 and prior to Mavis's move into the Triangle, Mavis had  
10 a room of her own. I was told that there was a lady 14:13  
11 who took her clothes off on the ward, so that we could 14:14  
12 not visit with a naked patient running around.  
13 Eventually I insisted and said that we had visiting  
14 rights.

15  
16 We had to visit Mavis in her bedroom, and on one 14:14  
17 occasion we were locked in by the staff, who advised it  
18 was for our own safety. There was an incident with an  
19 agitated patient. I cannot recall the exact date.  
20 Staff in the office, I cannot recall who, shouted to 14:14  
21 staff in the ward that they would be best to take Mavis  
22 to her room as she had visitors and this would keep  
23 them safe. I recall that there were only two members  
24 of staff in the ward and three patients. There was a  
25 patient swinging a chair around dangerously. A male 14:14  
26 nurse, I cannot recall his name, was trying to talk her  
27 down. Mavis and another patient" -- who you have  
28 named" -- were terrified. The other nurses just sat  
29 and watched and did not help. They did not take Mavis

1 and the other patient out. There were not enough staff  
2 to cope with patients. I wondered what happened when I  
3 was not there.

4  
5 After my visit, I could not get out of the room as no 14:15  
6 staff members were around. I had to ring the  
7 switchboard to alert the staff to let us out. Around  
8 2013 onwards, I noticed a change of atmosphere on the  
9 ward. I did not feel safe any more. It was not calm  
10 any longer. There was another occasion, I cannot 14:15

11 recall the date, when Mavis wet herself. She would  
12 hold herself for ages before she would go to the  
13 bathroom, but there was someone using it and she could  
14 not get in. She wet herself outside the door. The  
15 nurse said that she would clean it up but there was no 14:15  
16 one to change Mavis, so I had to take her and change  
17 her myself.

18  
19 I became aware that Muckamore was closing around 2013.  
20 Staffing levels and continuity of staff on Mavis's ward 14:15  
21 started to deteriorate, and Mavis became increasingly  
22 more agitated and upset. Mavis was normally very good  
23 around 90% of the time. If she was agitated, there was  
24 something bothering her. I attach diary entries for  
25 some of these incidents in 2013 to 2014 at L3. 14:16

26  
27 Mavis became very unsettled and, as she is non-verbal,  
28 she started to exhibit further behavioural problems  
29 such as banging her head off the wall. She banged her

1 head on her brow when she became agitated, and she had  
2 a large bump on her forehead. The staff just told her  
3 to sit down when this happened. Sometimes I turned her  
4 around as I thought this would stop her, but she  
5 continued to bump the back of her head. We raised this 14:16  
6 with" and you name the staff member.

7  
8 "She said it was the best place to bang her head as she  
9 could be doing worse things than that. I think that  
10 Mavis was perhaps copying the behaviour of the new 14:16  
11 patients on her ward. I did not feel that it was  
12 appropriate for some of these patients to be on the  
13 same ward as Mavis due to their difficult behaviours.

14  
15 The patients who were being moved to Mavis's ward 14:17  
16 should not have been placed with her. Mavis likes to  
17 be with verbal patients but they placed her with other  
18 non-verbal patients. There was a lot of screaming and  
19 shouting, which she did not like. The transferred  
20 patients were much more aggressive, and Mavis was being 14:17  
21 attacked regularly by other patients, resulting in  
22 significant injuries. I noticed several other  
23 unexplained bruises and marks on Mavis's body. I have  
24 attached a copy of diary entries from my pink notebook  
25 which I used to record incidents in 2015 at L4. 14:17  
26

27 We were very concerned about this and involved the  
28 safeguarding officer. I cannot remember their name.  
29



1 When I received the news that Muckamore was closing, I  
2 was hesitant. The Trust said that they were going to  
3 resettle Mavis into the community. It took many years  
4 to resettle Mavis into appropriate accommodation. She  
5 was eventually offered somewhere suitable after some 14:18  
6 adjustments and she now lives in the Triangle. I had  
7 numerous resettlement meetings between 2013 and 2016.  
8 I have attached a copy of the letter from" -- and you  
9 name the acting consultant psychiatrist -- "to myself  
10 dated the 15th of July 2013. I am enclosing minutes of 14:18  
11 resettlement meetings in June 2013 and July 2013 at L5.  
12

13 The resettlement that the Trust was proposing was  
14 completely unsuitable. It was either too far away, or  
15 the accommodation was not safe or suitable for Mavis. 14:18  
16 My brother would take time off work to visit numerous  
17 places that were suggested but it was a waste of his  
18 time. We were not keen to have Mavis resettled to  
19 begin with as Mavis was relatively content in  
20 Muckamore, but after the ward closures and the 14:18  
21 deterioration in the standard of her care, we wanted to  
22 have her resettled as soon as possible. However, we  
23 felt we were being put under pressure to accept the  
24 unsuitable options that were being suggested. We  
25 rejected them as we wanted Mavis to be placed in 14:19  
26 accommodation that was right for her. It was very  
27 frustrating, and as a family we were accused of  
28 obstructing the process.  
29

1 I attach the minutes of a ward meeting on 13th August  
2 2013, and a copy of a letter sent to the Chair of the  
3 Parents and Friends of Muckamore dated the 11th August  
4 2014 at L6 and L7 respectively. These documents detail  
5 some of the issues and frustrations we faced.

14:19

6  
7 Mencap was the appointed advocate by Muckamore, which  
8 we were not happy with as they sided with Muckamore.  
9 At some meetings Mencap would be present to support us,  
10 but they ended up saying that the Muckamore suggestions  
11 were the best places available at the time.

14:19

12  
13 We asked Autism NI to attend a meeting with us and  
14 found them totally different from Mencap. They, for  
15 example, arranged for an autism assessment to be  
16 carried out of the premises that were proposed for  
17 Mavis. I was worried about Mavis moving and I felt the  
18 options were not in her best interests. We dug in and  
19 insisted on something more suitable. The Trust seemed  
20 to try to move patients out in bulk from Muckamore.  
21 There was no consideration of their individual needs,  
22 including Mavis. The family were not told who she was  
23 moving with. It all seemed very secretive. I feel  
24 that the families were treated badly.

14:20

14:20

25  
26 Eventually, I accepted a place in the Triangle and she  
27 has been there ever since. Mavis has 24-hour care.  
28 She is with another two ladies from Muckamore. There  
29 are three staff on during the day, and two staff who

14:20

1 are awake at night. We thought that Mavis needed  
2 nursing care but were told that "We did not need a  
3 nurse living with us 24/7"; therefore, this applied to  
4 Mavis. Our worry was that as Mavis is non-verbal, the  
5 staff would not notice a medical problem. Mavis so far 14:21  
6 appears to be well looked after in the Triangle. Blood  
7 tests et cetera are done on a regular basis. There is  
8 restricted access due to Covid, and hopefully this will  
9 change in due course. Only my husband and I can visit  
10 at the moment. 14:21

11  
12 The kitchen is at the front of the house now. The  
13 attached garage was converted to make the kitchen  
14 larger, and prior to this the garage was going to be  
15 turned into a sensory room and access would have been 14:21  
16 via the kitchen. Mavis has no sense of danger and  
17 could have injured herself coming through the kitchen  
18 by grabbing something. However, we got that sorted  
19 out. I thought she needed to have nursing care and I  
20 persisted to get that for her. A door also has to be 14:21  
21 locked for Mavis. I am happier where she is now.

22  
23 I feel that Mavis's care at Muckamore deteriorated  
24 after the ward closures, and the staff levels were not  
25 sufficient to provide an adequate level of care for the 14:22  
26 patients, including Mavis. This resulted in Mavis  
27 being regularly attacked by other patients. I also  
28 feel that the resettlement scheme was very poorly  
29 managed, and that families like ours were pressurised

1 into accepting community resettlement which was  
2 unsuitable".

3

4 So, Lorinda, that's the body of your statement. Do you  
5 wish to adopt that statement and then the exhibits that 14:22  
6 you mentioned as your evidence to the Inquiry?

7 A. Yes.

8 2 Q. So, Lorinda, as I said just at the start, there were  
9 some things I'd like to ask you about that you have  
10 mentioned in your statement, if you wouldn't mind, if 14:22  
11 you can help us and help the Inquiry.

12

13 Maybe by way of background, can you give us a bit of an  
14 indication of your family growing up. You told us that  
15 Mavis was the fifth of seven children, is that right? 14:22

16 A. Aye.

17 3 Q. And where do you fall in the line-up then?

18 A. I am number one.

19 4 Q. Okay. And your brother who is with you, where does he  
20 fall? 14:23

21 A. Number seven.

22 5 Q. Okay. So, the oldest and the baby of the family?

23 A. Yeah.

24 6 Q. Okay. You were very clear in your statement that Mavis  
25 is non-verbal but she has the odd word? 14:23

26 A. The very odd word.

27 7 Q. Can you give the Inquiry any idea of what those odd  
28 words might be?

29 A. Well, she used to go to Muckamore as a day centre. My

1 mummy called it going to school. And when she wants  
2 something, she is looking for something, she gets  
3 totally upset. One morning she was looking for  
4 something, and because of being non-verbal, we didn't  
5 -- mummy had no idea what she was looking for. So, my 14:23  
6 mummy says to her, "I'm sorry, Mavis, the other boys  
7 and girls have to go to school, I am going to tell the  
8 driver to go on", and Mavis ran out and put her hand up  
9 and shouted "No". That pleased my mummy, because she  
10 thought she was forcing her to go to school so she 14:24  
11 realised Mavis wanted to go there.

12  
13 Just the odd word. She would maybe try to say "Back";  
14 you know, struggling to get it out. That's maybe the  
15 only two words she can say, you know. She will take 14:24  
16 you by the hand. You know, if she wants something, she  
17 will take you somewhere. Say this desk, you are going  
18 "Is it this"? You know, you are asking her because she  
19 just knows it's on the desk somewhere but she  
20 doesn't -- you know, she does her best to communicate 14:24  
21 that.

22 8 Q. So she would use gestures, really?

23 A. Uh-huh, yes.

24 9 Q. And is she able to understand when you talk to her?  
25 Are you content she can understand what you say to her? 14:24

26 A. Most things I think she can understand. Sometimes, you  
27 know, you get no reaction so you are not really sure  
28 whether she is just ignoring you or she just doesn't  
29 pick it up, you know. You have to, you know, repeat,

1 you know, your instructions. As I say, if you asked  
2 her to bring something, you don't know whether she  
3 doesn't understand or whether she's just deciding to  
4 ignore you but.

5 10 Q. Of course. You told us the photo. I'm not sure if I 14:25  
6 can bring the photo up. The photo is 043-12, if it can  
7 be brought up on the screen. In the photograph there,  
8 we can see Mavis. How would you describe her form in  
9 the photo there?

10 A. That photograph was taken just after she went to the 14:25  
11 Triangle. They think it's a lovely photograph but we  
12 know when she puts her hand up, she is agitated, she is  
13 cross, you know. When she gets really cross, the two  
14 hands go up. But she is not -- you know, we know that  
15 she's not entirely happy in that photograph. It looks 14:25  
16 a nice photograph but when the hands are up, you know  
17 to step back because she might be a bit cross with you.

18 11 Q. And if she was content, could you tell?

19 A. Oh, yes. There's times she will go into -- you might  
20 say something and you think what did I say there, and 14:26  
21 she will go into real hysterics, laughter, you know.  
22 Just laugh and laugh. She can maybe laugh for ten or  
23 fifteen minutes solid, and you are trying to analyse  
24 what you did or what you said that she has picked up  
25 on, you know. Sometimes you just don't know. 14:26

26 12 Q. Okay. You talked about her childhood and her time at  
27 Rathcoole in particular. You said during that period  
28 of time, as far as you can recall, she seemed content.  
29 Can you tell us how she seemed in those days before

1 Muckamore?

2 A. well, when she was young, I always remember her as  
3 being content, you know. She was allowed out, you  
4 know. I don't mean out out. We had a big -- we lived 14:26  
5 in a big old farmhouse and there was lots of ground  
6 around it, and she could wander about, you know. We  
7 were never allowed to take her with us over the fields  
8 or anything like that there. We weren't trusted that  
9 way. But, you know, there's different things. Like my  
10 brother had goldfish in like an old -- one of them old 14:27  
11 sinks. One disappeared, and they said to -- "Where is  
12 this fish"? She lifted the stone up and there was the  
13 fish. We don't know whether she lifted it out, you  
14 know, realised she had done something wrong, or whether  
15 she was covering if you did it. So we don't know but 14:27  
16 she seemed to always be content, and I don't really  
17 remember her being not content, you know.

18 13 Q. Not content. I have worked out, although my maths are  
19 terrible, she was born in 1960 and she went into  
20 Muckamore, you think when she was 23, so that would 14:27  
21 have been about 1983, is that right?

22 A. It might be slightly before but around about that  
23 there, aye.

24 14 Q. From that period up until you start to describe  
25 difficulties in around 2013, I mean, what's your 14:28  
26 general overall impression of those years at Muckamore?

27 A. I found any time I went up to see her, she seemed  
28 content. There was a lot of older people in Muckamore  
29 who could talk, and they would tell us you know "I've

1           taught her to say 'cake' ", you know. And she seemed  
2           content there, you know. There was actually patients  
3           in there that I used to think I wonder who this lady is  
4           visiting, and it turned out she was a patient, you know  
5           they were... She seemed content. 14:28

6   15   Q.    During that period, you describe her as getting on very  
7           well with patients who were verbal?

8           A.    Yes. She seems to like being people who are verbal. I  
9           mean, where she is moved to now, the two ladies that  
10          moved with her are non-verbal but because she has got 14:28  
11          24-hour care, there's staff and they're obviously  
12          talking to each other.

13   16   Q.    So she's got a bit of interaction that way?

14          A.    That way. She just likes listening, I think.

15   17   Q.    Of course, of course. You told us then in your 14:29  
16          statement that you took over as Mavis's next-of-kin  
17          after your father passed away, so it was around 2012.  
18          Is that right?

19          A.    Yeah. My brother and I are joint next-of-kin, plus we  
20          are controllers. 14:29

21   18   Q.    Joint next-of-kin, and controllers as well?

22          A.    Yeah.

23   19   Q.    Okay. Well look, I wonder if I could take you to  
24          something. You have very helpfully included some very  
25          detailed exhibits. In those, you say that -- you talk 14:29  
26          about a resettlement meeting which took place in June  
27          2013, or an attempt at it anyway. I think the number  
28          that I have should be at page 90. I think it's dated.  
29          We might have to clarify this but there's a minute of a



1 meeting. If you look at page 90, it says "Muckamore  
2 Abbey".

3 A. Thank you.

4 20 Q. So, the date on it is Tuesday the 9th July 2012, but on  
5 the previous page, just on the immediate previous 14:30  
6 page - there's a letter referring to it - are the  
7 minutes and it's dated 15th July '13. The letter  
8 itself is dated 15th July '13. So, it seems that  
9 whoever was putting the minutes together has made a bit  
10 of a typo there and the meeting took place in 2013. 14:30  
11 would that be right?

12 A. Uh-huh, I think so.

13 21 Q. Can I ask you just a bit about the background then to  
14 this meeting. It says at the start that you wanted to  
15 record the meeting but you were informed that it wasn't 14:31  
16 possible.

17 A. They weren't -- you weren't allowed to record the  
18 meeting. They would give you minutes of the meeting.

19 22 Q. Yes.

20 A. I think it's just the way we weren't happy with things 14:31  
21 in the meeting and we thought if we had this recorded,  
22 then we could bring it up.

23 23 Q. Yeah, okay. When you asked to do that, then they -- I  
24 think we can take it from this that that request was  
25 refused, is that right? 14:31

26 A. That's right. It seems it's a general thing that you  
27 can't record the meeting.

28 24 Q. Yes. Can you remember much about this meeting? Can  
29 you remember much about the discussion?

1 A. Not offhand.

2 25 Q. This was a meeting, I think, which was an initial  
3 effort to discuss another placement?

4 A. This was -- I remember part of it now. We knew that  
5 Mavis was going to get moved with two other patients 14:32  
6 from Muckamore. They told us not everybody had that  
7 great privilege of getting moved with two people that  
8 they knew. But we asked who these two patients were,  
9 but that was confidential information. I thought like  
10 this is going to be Mavis's home, and even if she had 14:32  
11 been a student living in student accommodation that you  
12 would get to know who you were living with. She wasn't  
13 going to get to know who she was moving with at that  
14 point until she moved, you know. We did find out later  
15 before she did move who the two were, but at that stage 14:32  
16 I thought it would be nice to get to know their  
17 families and all. But, again, we found they were kept  
18 apart. We didn't get meeting the other families.

19 26 Q. If you look across to, it's page number 2 and it says  
20 91 at the top, and just about below halfway, maybe 14:33  
21 about two-thirds of the way down the page, in the  
22 paragraph there it says:

23  
24 "Family was angry that they were not allowed on ward to  
25 visit Mavis. They stated that other patients stripping 14:33  
26 are not their problem. They were also angry that  
27 Mavis's clothes don't fit her and her trousers were  
28 falling down. Family states they made an appointment  
29 to visit but was unable to visit Mavis."

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It goes on:

"Lorinda wants to know why visits stopped recently. Family states that Mavis wanted to see her family and feels upset when her family can't see her. Family states that when manager is on the ward, they are refused access to the ward".

14:33

Then it goes on:

14:34

"Family was advised they can make a formal complaint. Family feels there are double standards, as Mavis has no dignity with her clothes not fitting properly but ward are concerned about other clients stripping."

14:34

Is there anything you would want to tell the Inquiry about that?

- A. There was -- my other sister was up, and Mavis -- at the meeting, she was quite angry with them. When she came in there, Mavis was being brought back from the day centre and the trousers were too big so they were slipping down on her. Unfortunately, there was a lady in the ward who just wanted to have no clothes on, and we weren't allowed in. They did -- they did try to bring Mavis out of the ward but Mavis wasn't having it, she wanted us in, which we normally visited. So it was hard. I mean, I did ask could I go in on my own without my brother, because it was a lady who was

14:34

14:34

1 undressing, but no, you know, she had to have her  
2 privacy. You can see both points of view but it's hard  
3 when you can't visit, you know.

4 27 Q. Yes. I was just going to ask you actually. You said  
5 Mavis wasn't having it; what effect did that have on  
6 her? 14:35

7 A. She just seemed so agitated, you know. She wanted to  
8 bring us in where she normally would visit -- where  
9 we'd normally visit. They did try to coax her out, we  
10 tried to coax her out but, you know, she wasn't having  
11 it. You know, she was more content. I don't -- I  
12 just don't know. You know, it's because I think with  
13 autism, there's a place for everything, you know.  
14 Because they queried why she would do her puzzles in  
15 the day centre, and in the ward when they tried to get  
16 her to do her puzzles, she wouldn't do. It's like the  
17 children doing their homework, you do your schoolwork  
18 in school and you don't do that at home; there's a  
19 place for everything. I think she was going through  
20 that stage, the place for to visit was in the ward and  
21 she wasn't having it that we were going to be visiting  
22 somewhere else; it wasn't the right place. 14:35

23 28 Q. Turning over the page then. The number at the bottom  
24 is 3 and the number at the top is 92. It's still the  
25 same document. There's a bit more of a discussion  
26 about what you were telling us a few moments ago, just  
27 about the nature of the resettlement and the people  
28 that Mavis might be going to live with. There's a  
29 discussion around the plans at the property. Just 14:36

1 about the third paragraph down:

2

3 "The family wanted to know if Mavis had to furnish the  
4 house and if the trial failed, where would the  
5 furniture go. Explained that other clients have sold 14:36  
6 the furniture and received the money back. Discussed a  
7 smaller environment would be beneficial for Mavis due  
8 to her autism. Family was worried about inexperienced  
9 staff, as Lorinda had seen in the paper "No  
10 Qualifications Needed". It was explained that staff 14:37  
11 would be trained and that the turnover rate in Triangle  
12 was low."

13

14 Then I think it's "another family member mentions that  
15 they were aware of a client who resettled and was doing 14:37  
16 well until there was a high staff turnover and that  
17 that patient returned to Muckamore."

18

19 Is there anything you want the Inquiry just to know  
20 about what you have said there, what's recorded in the 14:37  
21 meeting minute?

22 A. Well, just that, you know, the Antrim Guardian was  
23 stating that there was a higher number of people had  
24 died after resettlement than they would have expected.  
25 So, we were worried about that there, whether it was 14:37  
26 just a natural thing or whether --

27 29 Q. Sorry, you said the Antrim?

28 A. Antrim Guardian. I think it's the Antrim Guardian.

29 30 Q. Is that the local paper?

1 A. That would be the local -- one of the local papers.

2 31 Q. Okay?

3 A. So, we worried about, you know, were we sending Mavis  
4 out and, you know, that she would survive a couple of  
5 months, because of this report. We didn't know whether 14:38  
6 it was just one of those things, it was their age and  
7 natural causes and it would have happened whether it  
8 was Muckamore or not, but the papers indicated that  
9 there was higher than expected number. But the Trust  
10 did say to us that if that was the case, they would 14:38  
11 have had a meeting with us and said and told them and  
12 owned up that there was, you know...

13 32 Q. Okay. That specific concern -- I think we will come to  
14 it -- but did you raise that, that you had seen this  
15 information in the public domain? 14:38

16 A. We did raise that there to say, you know, that's what  
17 we were concerned about. You know, we didn't want her  
18 to be moved and become one of these statistics, you  
19 know. Basically, we didn't know whether -- whether it  
20 was just one of the natural occurrences that would have 14:38  
21 happened anyway when these people were in Muckamore. I  
22 thought it was up to the Trust to confirm it one way or  
23 the other.

24 33 Q. And you were looking for reassurance then, is that --

25 A. Yes. We were worried that, you know ... We wanted 14:39  
26 nursing care for Mavis. Because of her being  
27 non-verbal, we thought that they would notice something  
28 that you and I wouldn't notice, you know, us not having  
29 the training.

1 34 Q. Yes, of course.

2 A. That's what our concern was. Then we were worried that  
3 if these were increased deaths in the community, was it  
4 because they'd gone to a non-nursing place, where  
5 something that would have been picked up in Muckamore, 14:39  
6 maybe they'd say, you know, was overlooked and left it  
7 too late.

8 35 Q. Is that why you raised the query, for example, around  
9 inexperienced or unqualified staff?

10 A. Yes. We were worried that Mavis had something, you 14:39  
11 know, like -- she doesn't really demonstrate pain that  
12 much. I think when she is agitated, sometimes  
13 Muckamore used to give her painkillers just in case it  
14 was something like that there, and then monitor her.  
15 We were worried that something would happen to Mavis 14:40  
16 that an inexperienced person, a layperson, wouldn't  
17 pick up, whereas a trained nurse would notice she has a  
18 temperature or something that would need to be looked  
19 into.

20 36 Q. Okay. Following on then, on the next, or overleaf, 14:40  
21 there is a meeting, which is a minute meeting, entitled  
22 "Ennis resettlement meeting". The date on it, it's a  
23 bit before this, I think, it's 11th June 2013. A list  
24 of people from Muckamore, I think, there, and  
25 yourselves at the bottom. It says: 14:40  
26  
27 "At the outset it was discussed that the Trust are  
28 holding meetings for families" -- and it gives a date  
29 -- "for the families to speak with individuals from the

1 Trust regarding any queries they may have and would  
2 like to discuss".

3

4 I suppose, in general do you feel that Muckamore and  
5 the authorities there engaged with you properly in  
6 terms of this resettlement at this point in time?

14:41

7 A. They had lots of -- they had a monthly meeting, and a  
8 lot of the times they just went over what they went  
9 over before. You know, we found that we were going to  
10 meetings that we could have just referred to the  
11 meeting before.

14:41

12 37 Q. Did you feel your concerns were being taken on board?

13 A. Not fully because there was still, you know -- I mean,  
14 they felt Mavis didn't need nursing care; we felt that  
15 they did, you know. We did find a place that we were  
16 happy with and they said no, she didn't need nursing  
17 care yet. They sort of contradicted themselves because  
18 we were sent to a place in Ballymoney that was nursing  
19 care. The main reason we didn't accept that, it was  
20 too far away from us to ensure we could visit her on a  
21 regular basis. So it was a bit confusing when they  
22 said no, you don't need nursing care, and then they  
23 send you -- sent us to two nursing care places. They  
24 sent us to Larne Care Home. There's an upstairs in the  
25 care home where patients who can manage a bit, you  
26 know. She was going -- it was suggested she went  
27 upstairs there, where there was a wee kitchen and they  
28 could make a cup of tea et cetera. But Mavis has no --  
29 you know, couldn't make tea, everything has to be

14:41

14:42

14:42



1 cooked for her. You know, she is just not independent  
2 that way.

3 38 Q. So do you think this staff appreciated what you were  
4 saying when you were raising those issues?

5 A. Not entirely, because of the fact that they sent us to 14:43  
6 places that were totally unsuitable. You'd think, you  
7 know... We were sent to a place that was like a fold  
8 only they were individual buildings, and they said to  
9 us, "This is where she'll do her cooking and this is  
10 where she'll do her washing and ironing", and I thought 14:43  
11 Mavis can't do any of that there. And there's a bell  
12 there, and the best we could have hoped for was she  
13 would have kept pressing the bell but only because the  
14 noise would have attracted her and she wouldn't have  
15 been able to do anything if they left her in there. 14:43  
16 She needs help dressing et cetera, you know.

17 39 Q. In this resettlement meeting, there's a number of other  
18 items that are mentioned. It says at the bottom of  
19 that same page, "Family discussed the following  
20 concerns: ill-fitting clothes", which I think you 14:43  
21 mentioned in the body of your statement. And then who  
22 Mavis will be sharing with and will they have access to  
23 the background information, which is something you have  
24 also told us about.

25  
26 Then overleaf, it talks about visiting on the ward also  
27 being an issue for you. 14:44

28  
29 "That Mavis can sometimes get more agitated when family

1 are visiting on the ward. It was discussed that it may  
2 be better for the family to call the ward before  
3 visiting and arrange to meet Mavis with staff in the  
4 Cosy Corner. If the process works, it will be less  
5 distressing for all involved, especially Mavis. Family 14:44  
6 are agreeable to same and arrange to visit this Sunday  
7 at 3:30 in the Cosy Corner."  
8

9 Can you remember who -- I am not exactly looking for  
10 the specific name of the person, but from whom that 14:44  
11 suggestion came in terms of the meeting point in the  
12 Cosy Corner?

13 A. I think it was the ward sister but I am not 100% sure.  
14 It might have been the doctor, you know. The first  
15 visit, from what I remember, they had to ring the Cosy 14:45  
16 Corner and tell us to come around to the ward because  
17 Mavis wouldn't go out.

18 40 Q. What do you think about the proposal when it was  
19 suggested there?

20 A. Well, I thought, you know, if we got seeing her and if 14:45  
21 she came around to the Cosy Corner, you know, it was a  
22 step in the right direction, but that she has a fear of  
23 going out. It was the walk from the ward to the Cosy  
24 Corner. We found once she got to the -- you know, the  
25 subsequent weeks when we got her to the Cosy Corner, 14:45  
26 once she got in, she was able to sit and relax and sit  
27 in the Cosy Corner. But to bring her back, you know,  
28 it was like, you know, you are going all right, we are  
29 nearly here, you know.

1 41 Q. Yes. So the ward sister seemed to think it would be  
2 less stressful for her, but what was your thinking on  
3 it?  
4 A. It was mainly not the stress, it was mainly because we  
5 couldn't get into the ward to visit her. So this was 14:46  
6 an alternative, to try and get her to come out to visit  
7 us type of thing, that we'd meet in the --  
8 42 Q. And did it work out?  
9 A. As I said at the beginning, the first week they had to  
10 phone the Cosy Corner and tell us to come around 14:46  
11 because she wouldn't come out. Then it wasn't bad,  
12 they got her out a few times but, you know, the walk  
13 there and the walk back again was really stressful for  
14 her. She just -- I don't know what she thought was  
15 going to happen. 14:46  
16 43 Q. Looking across to the next page, there's an e-mail from  
17 you, I think, I think it is to someone on the staff at  
18 Muckamore, and it's got a date of the 21st June 2013.  
19 You started by saying:  
20 14:46  
21 "As I am sure you are aware, our visit to the Cosy  
22 Corner was unsuccessful".  
23 A. That might have been the first visit, because at the  
24 beginning it was hit-and-miss whether she would come  
25 out at all. 14:47  
26 44 Q. Mm-hmm.  
27 A. They tried to walk her around. Then they had us trying  
28 to walk her around, you know, to see would it make any  
29 difference. At the beginning, you know, it wasn't

1 successful but then, you know, she gradually got used  
2 to it but once she got to the Cosy Corner, she just  
3 totally relaxed. Because at the day centre, they would  
4 take her to the Cosy Corner there. But it was getting  
5 from the ward to the Cosy Corner was like, you know, 14:47  
6 this was the end of the world and everything was  
7 happening. No matter how you tried to say you are all  
8 right, you are holding my hand, Harry is holding your  
9 other hand, you are all right, you know.

10 45 Q. Of course. In the next paragraph you are telling the 14:47  
11 person on the staff that you asked the ward sister what  
12 had upset Mavis, was it the beds. You recollect that:

13  
14 "... the ward sister said to you that they could not  
15 give into Mavis's whims as this would only make them 14:48  
16 worse, and appeared surprised when we told her it had  
17 been agreed the beds would all be the same. She then  
18 told us that she could not be responsible for what came  
19 back from laundry which we understand up to a point.  
20 She told us that everyone on the ward was upset, and 14:48  
21 then went on to upset us with the following remark:  
22 "Is there a full moon tonight? Oh, no, that was last  
23 week", and then laughed."

24 A. Yeah. That day, we weren't allowed into the ward but  
25 you could hear all the patients. When I'm saying all 14:48  
26 the patients, I'm only assuming it was all because there  
27 was an awful lot of yelling and screaming. You could  
28 hear that it appeared to be the whole ward appeared to  
29 be stressed, whatever had caused it.

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Mavis, it was part of her rituals at that stage, it was her calming method. You know, beds had to be all the same, and we spent some of our visiting time making the beds. We had to make them, and she wasn't happy with them and we had to make them again, and we couldn't see what was wrong with it. The odd time you could see that the pillow wasn't the same colour as all the rest of the pillows. I'd go around to the laundry cupboard one day to try and get a pillow the same, you know, to try and calm her down, you know, but. 14:49

46 Q. The reference to the laundry there is about the --

A. Yes.

47 Q. -- (inaudible) the beds?

A. If it is possible could you get the laundry to send the covers all the same and the pillows all the same so that she would be happy. Like, she would have sat on the top of her bed and her bed could be all untidy but, no, it wasn't her bed she was concerned about, it was every other person's bed in the room that she was. We could never understand that either. 14:49

48 Q. The upset and the noise that you have described that you heard on the ward, when did you start noticing that?

A. It's really when they started merging the wards. You got an awful lot of people that were non -- when I say non-verbal, they could yell plenty. And they were really, you know ... You know, you could see that they were stressed out but you don't know what was causing 14:49

1 their stress, but then it was rubbing off and stressing  
2 Mavis and many of the other ones.

3 49 Q. Thinking back to the merger, was there discussion with  
4 you as a family about the merger and before it took  
5 place? In other words, about what it might involve? 14:50

6 A. No. There was no -- there was no discussion. They  
7 just merged the wards. You know, as they moved the  
8 more able patients out into the community, they started  
9 closing wards down and moving them in. I mean, there  
10 were quite a lot of patients who were quite stressed, 14:50  
11 and then Mavis seemed to get more stressed. She used a  
12 lot of things for calming, you know. She would rock  
13 and flush the toilet. One of the -- one of the -- I'm  
14 not sure whether it's OT. One of the workers anyway  
15 said that it was as if she was counting. She can't 14:51  
16 count, you know. But I think she was listening. She  
17 had realised when it was -- because she would rock.  
18 She would flush and she would rock, and then when it  
19 was full, she would rock. I think it was her hearing,  
20 she would rock and flush. 14:51

21  
22 And then she started, if anything didn't -- if there  
23 was any bits of dirt on there was the main reason they  
24 wanted to stop it, she would put her finger down. Then  
25 the more they tried to stop her, the worse she got. 14:51  
26 She wanted in there, you know, and she would be banging  
27 her head. But it was a calming thing for her because  
28 of all the other patients, I think.

29 50 Q. was that a behaviour that only started after the

1 merger?

2 A. That was only -- I think she always had an obsession  
3 with the beds, which was easy enough dealt with, you  
4 know, we just had to learn to make them. But this  
5 toilet thing. I can understand when they said of her 14:52  
6 putting her finger down the toilet bowl but it was  
7 whatever way -- you know. We always thought that maybe  
8 there was something they could give her that would try  
9 to keep her calm. But it's hard to think all the  
10 noise, we assume all the noise et cetera, that was what 14:52  
11 was -- especially as it's quieter now and there's none  
12 of that behaviour. There's no banging the head,  
13 there's no -- you used to have to give her. PRN to  
14 calm her down, tablets. They haven't had to do that  
15 there. At the beginning when she moved to the 14:52  
16 Triangle, yes, they had to do it because there was a  
17 strange environment and strange staff and all, but now  
18 they haven't had to give her PRN for a couple of years.  
19 She seems content there.

20 51 Q. That behaviour in the toilet, was that something that 14:52  
21 --

22 A. That only really occurred after the influx of the other  
23 patients, so it did.

24 52 Q. Okay. Not long after the meeting minutes that we've  
25 looked at there, you began to keep a diary. You've 14:53  
26 kindly enclosed your diary entries as exhibits to the  
27 statement. I just wanted to ask you about some of the  
28 things that you have referred to in the diary, if  
29 that's okay. Before I do that, what was it that

1 prompted you to start keeping a diary?

2 A. I'm not really sure. They kept -- you know, they would  
3 ring you and say like such-and-such happened. You  
4 know, one patient put her -- some I think maybe were  
5 accidents, others not. Like a patient put their leg 14:53  
6 out and she fell over it, which could be deliberate or  
7 accidental. Things like that there. Just to keep a  
8 record of what was happening.

9 53 Q. Yeah, okay. One of the things that you touched on, one  
10 of the matters that you touched on in your statement 14:54  
11 that you told us about, it is something in your diary,  
12 was that you felt it necessary to bring in clothing for  
13 Mavis on a fairly regular basis. If I can just take  
14 you to some examples. For example, we can see there at  
15 November, in November '18, it's page 19. You might not 14:54  
16 be able to see it.

17 CHAIRPERSON: what is the date in November?

18 MR. McEVOY: It's November the 10th, 2013.

19 CHAIRPERSON: Yes.

20 MR. McEVOY: It should be page 19. It's Sunday, 14:55  
21 November the 10th, 2013.

22

23 Just for illustrative purposes there, we can see that  
24 you dropped in a pair of pyjamas, a fleece coat,  
25 leggings, two jumpers, a body warmer, a gilet. 14:55  
26 Overleaf, maybe if you go right to the next page, in  
27 fact, the very next week you have left in some thermal  
28 vests. You have made a note there, "Mavis's jeans too  
29 big, fell off her, asked nurse to change them."



1 A. Uh-huh.

2 54 Q. Maybe if you go ahead. There are numerous examples but  
3 this is just really so you can help us. If you'd turn  
4 over to the next page then, until the 24th November.  
5 Can you find the 24th, Sunday the 24th? You have left 14:55  
6 off four jumpers and trousers, socks and some  
7 toiletries, I think, deodorant and shower gel. You  
8 have made a note, I think, of the brands, is that  
9 right, Jules and Cotton Traders?

10 A. Yes. I think it's mainly for a record because my 14:56  
11 brother and I became her controllers, and then...

12 55 Q. Yeah. So you had to keep a careful track?

13 A. Kept a record, I think just partly for myself and  
14 partly to say that she had a pair of trousers on that  
15 were too big, we had bought you the right size. There 14:56  
16 was no need for that there, to have her on those there.

17 56 Q. Were there many instances -- I know you have mentioned  
18 it in your statement -- where you would have seen Mavis  
19 and she might not have been wearing clothes that were  
20 hers? 14:56

21 A. I don't know whether they were hers or whether they  
22 were somebody else's clothes. I don't know whether  
23 they were at one time buying her clothes too big. But  
24 she was always -- she's put on a lot of weight since  
25 she has moved out, she was always very thin. But I 14:57  
26 don't know whether they were buying her clothes that  
27 were too big or whether she got somebody else's  
28 clothes. It's hard to know.

29 57 Q. Yeah, okay. And you brought things in for her on a

1 regular basis then?

2 A. Yes, to make sure. Then we could say, you know,  
3 there's no need for you to have trousers on that are  
4 too big because we have definitely bought you clothes  
5 that should be all right on her. 14:57

6 58 Q. Now, staying on that same diary, then, if we move  
7 forward a wee bit until Christmas time. Can you find  
8 the week of Christmas, December '13. It starts on  
9 December the 23rd, so it's maybe forward. I don't know  
10 if you can see it at the top of your bundle but you 14:58  
11 should see page 043-28. Have you got it?

12 A. I got it, I think, yes.

13 59 Q. Great. So, it says on Christmas Day, you got slippers  
14 and socks?

15 A. Yeah. 14:58

16 60 Q. And sweets et cetera. Sweets et cetera from the rest  
17 of the family, small shower gel, perfume, make-up.  
18  
19 Can I ask you then just about what's said there in  
20 terms of Boxing Day. It says you were told by a staff 14:58  
21 member that Mavis had a bad night.  
22  
23 "She was upset after supper, banging doors, and staff  
24 she didn't know were on duty due to the merger of  
25 Erne/Ennis". Is that Mallow? Does that say "Mallow"? 14:58

26 A. There's another word called Mallow. They merged three.  
27 Again, they thought it was because there were strange  
28 staff on that she didn't know. I mean, towards the end  
29 before she moved out, we would have known it was a new

1 member of staff because she wanted her hands rubbed and  
2 she would have gone after -- the other staff that were  
3 there knew not to do it, tell her to do it herself.  
4 She would test that new member of staff as if she was  
5 training them, this is your job to massage my hands. 14:59

6 61 Q. Okay?

7 A. And, you know, it's constant.

8 62 Q. Maybe the Inquiry might like to know a bit more about  
9 that. Can you just explain what you mean about the  
10 hand rubbing? 14:59

11 A. I think it's something to do with the autism. She  
12 wants her hands rubbed, you know.

13 63 Q. By someone else?

14 A. You know, yes. She would test -- we found this with  
15 particularly a new member of staff. We would say to 14:59  
16 them you are new, aren't you, and they would go yes, as  
17 if -- we used to joke with her are you trying to train  
18 this person this is their job. When she moved to the  
19 Triangle, the staff have all been told not to do it.  
20 You know, it's harmless except that she would want it 15:00  
21 constantly from the time she woke up to the time she  
22 went to bed, and you can't expect a member of staff  
23 just to be employed just to do that all day long.

24 64 Q. Mm-hmm. Mm-hmm. You record there that she was upset  
25 after supper. As you say "staff she didn't know on 15:00  
26 duty due to the merger of the wards." I know it's some  
27 time ago now but is that your opinion or was that what  
28 the member of staff --

29 A. That's what the staff told us, that they thought it was

1 because there was trained staff on that she didn't  
2 know, you know. Her routine. That's what they  
3 thought. I don't know, because she was crying on  
4 Christmas Day. I vaguely remember there was staff  
5 talking about the closure of Muckamore, and we didn't 15:01  
6 know whether that was why she was crying, or what she  
7 was crying; if she had been crying that she didn't get  
8 for Christmas what she was deep down hoping for, that  
9 none of us knew. Because her not being able to tell  
10 us, we didn't know... 15:01

11 65 Q. Okay. At the end of 2013, you have recorded across the  
12 page on the next page, on Sunday the 29th.

13 A. The blood in her ears.

14 66 Q.  
15 "No one knew about it, it had not been reported. They 15:01  
16 will get doctor." Then you note at the bottom, "Mavis  
17 very, very unsettled", and you've underlined "Very"  
18 twice?

19 A. The blood in her ears, that would be very painful, yet  
20 they hadn't noticed it. You know, we noticed it 15:01  
21 running out of her ears. They couldn't seem to get an  
22 appointment with the ear specialist. The Triangle were  
23 able to get her one quite quickly.

24 67 Q. Was the blood fresh or did it look like it had been  
25 there for a while, can you recall? 15:02

26 A. No. It was actually running out of her ears. They  
27 hadn't noticed it. Of course, it might have happened  
28 just five minutes before we came, we don't know. But  
29 they weren't able to get her -- they weren't able to

1 push hard enough to get. The Triangle just pestered  
2 the ear clinic to get her.  
3  
4 The crying could have been because she must have been  
5 in pain, although they say autistic people can have a 15:02  
6 high threshold for pain. You know, what you and I  
7 would be screaming in agony, she --  
8 68 Q. Might not exhibit it?  
9 A. Yeah. Again with her being non-verbal, we don't know.  
10 69 Q. Well look, if you turn just then a couple of pages, in 15:02  
11 fact four pages forwards. Hopefully that should be  
12 January 14th at the top of the page. It should be the  
13 Friday. If I could ask you to look at the Sunday at  
14 the bottom, Sunday 12th January. You have made a note  
15 here again some clothes, I think left off and effects. 15:03  
16 But you have also noted then, "Mavis unsettled, pulling  
17 trousers and pants down".  
18 A. Yeah.  
19 70 Q. Was that a behaviour that you had seen or noted prior  
20 to the merger? 15:03  
21 A. We didn't see it very -- it was not very often that  
22 happened, you know. In her assessments from Muckamore  
23 for the move out, they would decide that that was one  
24 of her habits, but we only -- that's maybe been only  
25 the once. I mean, the time that she couldn't get into 15:03  
26 the toilet, it was just done in the corridor, we don't  
27 know -- very seldom we would have seen that there, you  
28 know.  
29 71 Q. Yeah. Okay. Moving a number of pages forward, the top

1 of the page should be numbered -- hopefully you can see  
2 it -- it should be 38. 043-38. It should be February  
3 2014. It should be Sunday the 9th is what I am hoping  
4 you will bring up. There's mention of a rash on Mavis.  
5 Appears to be coming out on her temple. Then it 15:04  
6 mentions Mavis being attacked by another patients. May  
7 have been she wanted crisps. It says:  
8  
9 "Mavis very unsettled after the incident".  
10 A. I sort of vaguely remember that there. You can 15:04  
11 understand that they are like children in a way. You  
12 know, if you have got a bag of crisps and I wanted some  
13 of your crisps and you wouldn't share, that way. The  
14 patient tried to get the crisps and I think that, you  
15 know, upset Mavis. You know, like children, they don't 15:05  
16 want to share.  
17 72 Q. Do you know whether that patient had been in the same  
18 ward or had come from another ward? Can you recall?  
19 You maybe don't know.  
20 A. I'm not sure but she was one -- they moved up some of 15:05  
21 the patients who were going to nursing care; they moved  
22 them out one Sunday in bulk, you know. I can't  
23 remember whether this lady was there prior. But she  
24 was non-verbal, so she was probably one of the ones --  
25 because most of the patients in the ward with Mavis 15:05  
26 prior to the resettlement could talk. Not them all,  
27 but they could talk.  
28 73 Q. Okay. Then hopefully, moving two pages forwards, you  
29 will find Sunday the 23rd February 2014. There it

1 says:  
2 "Mavis unsettled, banging head on doors and walls. She  
3 did settle" is that perhaps "down"? I am not sure.  
4 "About halfway through visit. Her eyes roll up during  
5 the unsettled period. Not as bad as last week. Was 15:06  
6 reported to nurse, who didn't do anything. Another  
7 family member arrived and Mavis was pleased to see  
8 him."  
9  
10 Can you tell us anything about that? Do you remember 15:06  
11 anything about that incident?  
12 A. Right. I think now Mavis can do that deliberately, you  
13 know, if she is annoyed. You know, if she just tries  
14 to tell you, you know. They weren't sure whether it  
15 was something to do with epilepsy, you know, like a 15:07  
16 seizure. But she's been doing it a wee bit lately in  
17 the Triangle, but we think it -- when she does it with  
18 me, I think, you know, she's trying to tell me wise up.  
19 74 Q. But was it a behaviour you had seen before, the eyes  
20 rolling, as you describe? 15:07  
21 A. No, we hadn't, we hadn't. You didn't notice it? No.  
22 We didn't really notice it then. That's why I think I  
23 have marked it down. It was something that we had  
24 thought was new but I don't know. I think from what  
25 Muckamore are saying, it could have been happening for 15:07  
26 a while.  
27 75 Q. Okay. Moving forward to March '14, Sunday the 9th. It  
28 should be 043-43 at the top.  
29 A. Yeah.

1 76 Q. It should be Sunday the 9th March. The entry begins  
2 there "Mavis still scratching".  
3 A. Yeah.

4 77 Q. I won't take you through every entry but there are a  
5 number of entries in the diary where you have made 15:08  
6 reference to Mavis scratching herself. Was that a  
7 behaviour you had seen before?  
8 A. No. Really from the rash appeared, she was scratching  
9 herself, and I don't know whether she was allergic to  
10 something. You know, they did say they couldn't be 15:08  
11 responsible what soap powder was being used in the  
12 laundry. It could have been that there. Now, you  
13 know, they use sensitive, you know. She doesn't seem  
14 to have that problem now -- well, not that they have  
15 told us. When we have her out, there's no scratching, 15:09  
16 so we assume that it was something she ate, or soap  
17 powder.

18 78 Q. When she is scratching, it's at the rash then that you  
19 mentioned?  
20 A. It wasn't a behavioural habit. 15:09

21 79 Q. Okay. Okay. Now, do you recall then being told about  
22 Mavis's care plan being changed during this period of  
23 time?  
24 A. No.

25 80 Q. No? 15:10  
26 A. I don't recall.

27 81 Q. Okay. Then if I take you then to March '14, and  
28 there's the 12th March, which should be 44 at the top.  
29 There's a meeting with a Trust official, I think. You





1 83 Q. At this meeting here, in this discussion when you  
2 mentioned this, were you given any reassurance when you  
3 mentioned this?  
4 A. I think they just told us that this was just -- you  
5 know, a one-off. You know, that they would monitor her 15:12  
6 when she moved out, and obviously if she was  
7 distressed, they wouldn't let it go that far.  
8 84 Q. Were you reassured?  
9 A. You just had to hope for the best, you know, that if --  
10 I mean, I thought if this happens, when do I say -- I 15:12  
11 had to give a chance when she moved out, when do I say  
12 enough is enough and move her back? If I said that to  
13 them, would they move her back? I am scared of them  
14 saying no, we haven't persevered enough, that length of  
15 time. But it's worked out all right. 15:13  
16 85 Q. Yeah. Moving on into April 2014, if you can turn up  
17 page 51. Hopefully you will find Thursday the 17th  
18 April.  
19 A. Yeah.  
20 86 Q. Have you got it there? 15:13  
21 A. I am here, yeah. I have it.  
22 87 Q. It just records you as having said you rang wanting an  
23 update on Mavis. Thought we would have been -- would  
24 have seen a bungalow.  
25 15:14  
26 "Told her about incident in Ballymoney. Not aware of  
27 it and said we cannot believe everything the papers  
28 say. Advised us to speak to the Trust re these  
29 reports."

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Can you remember what that is a reference to?

A. I can't remember. I know that the bungalows, we referred to the bungalow as where she is now. But I can't remember what the incident was. You know, they must have reassured us or told us it was a one-off thing that happened. I can't remember.

15:14

88 Q. Okay.

CHAIRPERSON: Sorry, just before you move on, the reference to the bungalow, was that part of the resettlement?

15:14

A. Yeah. She is in the bungalow now and we have always referred to it as the bungalow, you know, that that's where --

CHAIRPERSON: So this was before Mavis moved?

15:14

A. Aye.

CHAIRPERSON: And they were hoping that you would have seen the accommodation that she might be moving into?

A. I think that was -- she didn't move until October, 14th October 2016. But then they had to do -- when we went to see the bungalow, there was health and safety issues there. Both us and one of the other families pointed this out to them, and they had to do building work.

15:15

CHAIRPERSON: Right.

MR. McEVOY: Is that the building work that you have described in your statement, the movement of the kitchen and garage and that and so on?

15:15

A. Uh-huh. I didn't realise -- I think that's when I referred to the bungalow, as we always called it the

1           bungalow, I didn't realise it was over two years before  
2           she moved.

3   89   Q.    Okay. You don't know what the incident is in  
4           Ballymoney --

5           A.    I can't honestly remember. 15:15

6   90   Q.    -- that you've mentioned. Okay. If I can take you  
7           forward a bit until -- sorry.

8           A.    There was an incident in Ballymoney where one of the  
9           residents in one of the buildings got out, and I think  
10          something happened to them, but I can't -- that's 15:16  
11          coming to me vaguely, that some, you know, the staff --

12          CHAIRPERSON: Is it something you read in the paper?

13          A.    I think it was -- now, I might be totally wrong but I  
14          think it was somebody from the friends of, you know,  
15          Friends -- 15:16

16          CHAIRPERSON: Friends and Patients of Muckamore.

17          A.    I think somebody there, but I could be totally wrong.

18          CHAIRPERSON: Right. We don't need to worry.

19          MR. McEVOY: We don't need to worry. Okay.

20 15:16

21                Can I ask you then just to move on a number of months,  
22                into August. It's actually into the note section of  
23                your diary. Hopefully the page reference at the top,  
24                if you can see it, is page 65. I know it may be  
25                difficult to see. 15:17

26          A.    What date in August?

27   91   Q.    It should be the 8th August. I think you've got it.

28          A.    I've got it here.

29   92   Q.    8th August. Is it the previous -- it might be -- just

1 go back one page there. I think you've just gone past  
2 it.

3 A. Is this when she tried to put something down the  
4 toilet?

5 93 Q. Okay. Got it okay?

15:17

6 A. Uh-huh.

7 94 Q. It says there 8th August 2014, "meeting with", and you  
8 have named some Trust people. Have you got it there,  
9 about halfway down? It's 65. So it's halfway down, it  
10 should say the 8th August. Are you with me? Great.

15:17

11

12 Meeting with H183, H186 and another Trust person and a  
13 person from you Autism NI also there. You have recorded  
14 that H183 said:

15

15:18

16 "Felt we were putting as many obstacles in their way.  
17 We explained that we have other commitments and need  
18 more time. The other Trust official then said we'd  
19 stop coming to the ward meeting as we didn't want the  
20 Triangle, yet were still happy to attend."

15:18

21

22 Can you tell the Inquiry what was going on there, from  
23 your recollection?

24 A. Well, I remember we were going to monthly meetings and  
25 they just discussed the same thing over and over.

15:18

26 Every month was the same thing, and we weren't getting  
27 any further. We were sent to places that were totally  
28 unsuitable.

29 95 Q. Mm-hmm. Okay. Then at the bottom of the page, you

1 have recorded:  
2 "H183 is querying Mavis's financial arrangements. A  
3 lot of money would be required for day-to-day running  
4 of Triangle, i.e. food and electricity."  
5 A. Mm-hmm. 15:19  
6 96 Q. Overleaf you go on to say:  
7  
8 "Still approximately £500 in Muckamore. I think  
9 benefit still being paid". I think it says "I spoke to  
10 R02 when he rung to cancel our meeting". 15:19  
11  
12 Anyway, can you tell the Inquiry what the concern there  
13 was or what the issue was around finances, if there was  
14 one?  
15 A. There wasn't -- it was just the Trust said, you know, 15:19  
16 before she moves, she will have to give them £500.  
17 whereas when they actually came to the thing, you know,  
18 the other two families and ours, it was agreed, you  
19 know, a weekly amount for electricity and oil and  
20 groceries, you know. But the lady from the Trust, you 15:20  
21 know, said we had to put, you know, at least £500, a  
22 downward deposit, you know, in cash.  
23 97 Q. For the Triangle?  
24 A. Yes, you know, for like a fund to start off with.  
25 That's what she was trying to do. 15:20  
26 98 Q. And what did you think about that?  
27 A. I thought, like, for insurance purposes, you are only  
28 covered for £500, you know. If we give £500 and then  
29 we are giving a weekly amount on top of that there,

1 insurance-wise she might not be covered, you know, if  
2 anything did happen. But when it came to the bit, it  
3 was a weekly amount. You know, they just asked for the  
4 money each week.

5 99 Q. What was your feeling when you came away from that 15:20  
6 meeting about the Trust? I mean, you have recorded  
7 there that you had the view that they thought you were  
8 putting obstacles in their way?

9 A. We went to everywhere that they suggested, you know.  
10 We went to that place that was like -- we didn't know 15:21  
11 it was like a fold. And they didn't know. They said  
12 they didn't know it was like a fold, but I thought but  
13 they are paid to look into this here to see say before  
14 they went, rather than telling us to go to A, B and C  
15 and they are all totally unsuitable. 15:21

16 CHAIRPERSON: I didn't understand that. What did you  
17 mean, it was folding?

18 MR. McEVROY: No, no. I think you were saying was one  
19 of the places they had sent you to see was a fold?

20 A. It was like a fold in that it wasn't under one roof, 15:21  
21 like most folds are, it was wee individual houses. One  
22 of the tenants let us in to see the house, and she told  
23 -- the Trust staff said to us this is where she will do  
24 her washing and this is where she will do her ironing,  
25 and they told us afterwards they didn't realise this 15:22  
26 was totally unsuitable. We said to them that Mavis,  
27 you know, can't do any of those things, why are we  
28 being sent here? Then they tell us they had to let us  
29 see everything that's out there. You don't have to let

1 us see everything that's out there that is unsuitable,  
2 you know.

3 100 Q. So you are being directed to places that Mavis wouldn't  
4 have been --

5 A. If they had put -- if we had accepted that there, for 15:22  
6 some unknown reason, she would be left there and she  
7 couldn't cook. She couldn't, you know, do anything.  
8 She would be just ...

9 101 Q. Yes, of course. You continued, Lorinda, you continued  
10 keeping a record of matters at Muckamore into 2015. I 15:22  
11 just wanted to give you an opportunity to tell the  
12 Inquiry about September 2015. If you can turn up page  
13 70, it's the first page actually of your -- I think  
14 this is your pink notebook. You have described it as  
15 your pink notebook. At the top it should say the 8th 15:23  
16 of the 9th 2015. Yeah. About halfway down then under  
17 the date again, there's a phone call from an R02 where  
18 it says:  
19

20 "Mavis slapped in the face by another patient. This 15:23  
21 patient is a lot bigger than Mavis. She was quite  
22 verbal. Staff were waiting for something to happen.  
23 Mavis was in her bedroom most of the day. She came up  
24 for her tea. Staff turned her back for a second and  
25 Mavis's face looks as if she was badly sunburnt. Other 15:24  
26 patient intended to do harm."

27 A. They would ring you, you know, when an incident  
28 happened, but they never told you what patient had done  
29 it. Basically, they'd turned their back on it but they



1 were expecting it, so they really shouldn't have turned  
2 their back. But things happen that quick.

3 102 Q. Yeah, yeah. Then the next day, just on the top of the  
4 next page, you have noted yourself as having had a  
5 phone call about 8:30 about the incident. 15:24

6 A. Mm-hmm.

7 103 Q.  
8 "The person you spoke to was only in and wasn't aware  
9 of it. Told that person what you had been told and  
10 advised that if Mavis was seriously hurt, you would 15:24  
11 have no option but to go for corporate negligence or  
12 corporate manslaughter. We were thinking of looking  
13 into whether we could get an injunction and would speak  
14 to someone else in the Trust, H90, who is in charge of  
15 nursing." 15:25

16  
17 On down the page, there's more discussion that same day  
18 and into the next day, the 10th September, about Mavis,  
19 this incident and that other patient. Was it  
20 satisfactorily resolved, do you remember? 15:25

21 A. Not really. They did say they would try to keep them  
22 apart but there was always the worry and you were  
23 always getting phone calls, you know, things had  
24 happened. Some could have been like the patient put  
25 her foot out and Mavis fell over it; it could have been 15:25  
26 deliberate or accidental. But, I mean, we were told  
27 that if Mavis had herself done something, the first we  
28 would know about it was if the police turned up at the  
29 door, if Mavis had seriously injured somebody that way.

1 So I would assume that that's the same with these  
2 patients, their families wouldn't have been told unless  
3 they done something serious and the police had arrived  
4 up on their doorstep to say they had injured another  
5 patient quite badly.

15:26

6  
7 But we don't know whether before the resettlement,  
8 whether there was any incidents like that there because  
9 my father would have took the call. But I think he  
10 would have said if he knew that she was being hit or  
11 things like that there.

15:26

12 104 Q. Yeah.

13 A. Further back, maybe they didn't tell you things like  
14 that there, you know. If it happened and she wasn't  
15 hurt, why do we need to know? I don't know.

15:26

16 105 Q. I think in your statement you had described your  
17 impression that the Trust wanted to move patients out  
18 "in bulk", is the phrase you used. Can you tell the  
19 Inquiry what you mean by that?

20 A. Well, there was one Sunday that we were there and like  
21 a minibus came and took suitcases and -- it was my  
22 husband actually seen it -- you know, quite a number of  
23 patients out. When we had asked at the ward had they  
24 gone to some place like Mavis was going to, the ward  
25 sister said no, they went to nursing. The doctor, the  
26 doctor gave the ward sister, you know, you know the way  
27 they say looks could kill, she wasn't pleased that we  
28 were told these people had gone in bulk to nursing. As  
29 far as we know, the patients that were moved had no

15:26

15:27

1 family, you know, so there was nobody really -- so I  
2 don't know whether that's of any significance or not.

3 106 Q. Just can you remember roughly approximately when that  
4 was, even the year?

5 A. I don't know. I don't know because, I mean, when Mavis 15:27  
6 was resettled, there was only four, four patients left  
7 in the ... Four. I think there was only four left.  
8 It could have been that year there, because she moved  
9 in 2016. Because once the bulk of the troubled  
10 patients were moved, these other ones were left were 15:28  
11 quite quiet so she wasn't as stressed at that stage.

12 107 Q. You told us she moved in October '16 then?

13 A. Uh-huh.

14 108 Q. It was on her birthday?

15 A. Uh-huh. 15:28

16 109 Q. How is she getting on now?

17 A. She seems more content. There's no banging the head  
18 and they haven't had to give her PRN for a number --  
19 you know, a couple of years. So she seems -- she seems  
20 content. But there's the odd time when the fist will 15:28  
21 go up and she will yell. I think if they find out  
22 what's annoyed her and can, you know, change it as far  
23 as they can, you know, that will calm her down. He  
24 said in Muckamore you couldn't get her out and now we  
25 get her out every Sunday for a drive in the car. 15:29

26 110 Q. That's exactly what I wanted --

27 A. We have got her out in the car three times. No, four  
28 times. I tell a lie, I think it's four times. We took  
29 her to the donkey sanctuary. She has always been used

1 to animals at home. We got her out of the car, walked  
2 her over to the donkeys, thinking this is going to be  
3 good; I've never seen her move so fast to get back to  
4 the car. I got my husband to drive up to the gate and  
5 I said you get out and pet the donkey. So he gets out 15:29  
6 and I said "Mavis, look at Harry, he is petting the  
7 donkey and he is not doing any harm, and the donkey is  
8 here", and she goes [facial expression]. She wasn't  
9 going to be tricked into getting out of the car again.  
10 I don't know. She has always been used to animals at 15:29  
11 home so I don't know why she didn't like this.

12 111 Q. But as you say, she is at least prepared to go out on a  
13 trip.

14 A. At Muckamore, I think at Christmas, they had a magician  
15 in. Mavis didn't go to watch him but they brought the 15:30  
16 rabbit around and let it sit on her knee so she was  
17 able, you know. We don't know why, whether the donkey  
18 was too big. My brother had a goat. I know a goat is  
19 not as big as a donkey, so I don't know. Maybe the  
20 goat went for her one day when we weren't looking. 15:30  
21 Four times we got her out in the car and she will just  
22 not get out of the car for us.

23 112 Q. But she is at least prepared to go that far?

24 A. To get into the car with us, yeah. When she comes  
25 back, that's why we think she is content too, she will 15:30  
26 get out of the car to go back into the houses. We  
27 worried the first time we got her into the car and that  
28 would be it her, we wouldn't be able to get her out  
29 again and we'd have to feed her and dress her and

1 everything else in the car.

2 113 Q. Of course, of course. There's two specific things I  
3 would just like to ask you about, because one of the  
4 aspects of the Inquiry's Terms of Reference is the work  
5 and the role of two particular bodies, and you have 15:31  
6 mentioned them in the course of your exhibits. If I  
7 could ask you just to turn up page 043, and it's 91.  
8 So it's gone on a wee bit, it should be back to that  
9 minute that we looked at at the start. Okay.

10 15:31

11 Now, at the top of the page there, it's about the third  
12 line down, there's a minute. It just says:

13

14 "Lorinda was concerned in the house with three ladies  
15 with no verbal communications, they would not be able 15:31  
16 to inform anyone of any concerns." Then it says  
17 "explained RQIA would regulate."  
18

19 Do you know anything about the RQIA or what it does?

20 A. They basically regulate care homes. I think they do 15:31  
21 hospitals as well. Just they do an inspection once a  
22 year, I think.

23 114 Q. Okay.

24 A. When they do the Triangle, we were contacted and asked  
25 if we have any concerns. 15:32

26 115 Q. Okay.

27 A. And I think if we do have any concerns, they will see  
28 that they are dealt with, you know. But at the minute,  
29 we are overall happy. I mean, there was teething

1 problems at the beginning when she moved but that's  
2 only to be expected, so she seems to be all right.

3 116 Q. Okay. So you've had some dealings with them then?  
4 A. Yes, they ring. When they are doing an inspection, we  
5 get a phone call from them. 15:32

6 117 Q. Okay. Could you turn then just two pages before that,  
7 then. It's the last of your handwritten notes there.  
8 It should be 043-88. At the top of the page, it says:  
9

10 "No previous mention of policy change. No account 15:33  
11 taken of stress, dignity, other patients, including  
12 children and the doctor". Then you have written  
13 "Patient and Client Council" and a phone them there.  
14

15 Just to put this in context, I think this note, to be 15:33  
16 fair, relates to one of the teething problems at  
17 Triangle, it's not to do with Muckamore. Isn't that  
18 right?

19 A. I think so. I am not 100% sure.

20 118 Q. Yeah. But that organisation, the Patient and Client 15:33  
21 Council, had you any dealings with it and do you  
22 understand what it does?

23 A. They were in contact with me at the beginning of this  
24 process. I think the first time I talked to them was  
25 at the Balmoral Show at one point. 15:34

26 119 Q. When you say "the process", Lorinda, what do you mean?  
27 A. I remember the girl ringing me and saying my concern  
28 about this here and her nose, but I could be thinking  
29 different. They rung me about that there and said they

1 would keep in touch but I never heard from them again.

2 120 Q. Okay. Okay. I suppose finally, Lorinda, as a family  
3 member, as Mavis's next-of-kin, is there anything about  
4 the resettlement process that you would like to say?

5 A. Well, I think they made it more stressful. This is my 15:34  
6 own opinion, I don't know what other families feel. I  
7 just think they made it more stressful than they needed  
8 to do. They had meetings every month. I'm not working  
9 so it wasn't too bad for me, but, you know, my brother  
10 had to take time off work to go. I think there was too 15:35  
11 many meetings when they had nothing really else to say  
12 other than what they said the month before.

13

14 You know, Mavis was moving with two ladies from  
15 Muckamore, and I don't know why they couldn't just say 15:35  
16 this is the proposed ladies that are going with her.  
17 We were have understood if it changed, if they found  
18 there was somebody more compatible with them. Because  
19 my concern too was see the way that they tell you she's  
20 been hit or tripped up, was it one of them two ladies 15:35  
21 that had done it and that they were moving them with  
22 her? You will never know because they never tell you.  
23 They could have been, you know. But because they have  
24 got three staff on during the day and two at night and  
25 they are all kept in the room, they are all kept 15:36  
26 separate. You know, they are together in the room and  
27 they have got each other's company but they are never,  
28 you know, near enough to come and thump somebody.  
29 whether they did it because they were stressed, I don't

1 know, because the whole three, from what I can see, are  
2 all more content.

3 121 Q. Yes. Okay. I suppose finally, is there anything else  
4 you'd like to say to the Inquiry on Mavis's behalf or  
5 on your family's behalf? 15:36

6 A. I don't think so, no.

7 MR. McEVOY: Those are all the questions I have. It  
8 may be that the Chair and the Panel members have some  
9 questions.

10

15:36

11 END OF EXAMINATION BY MR. McEVOY

12

13 THE WITNESS WAS QUESTIONED BY THE INQUIRY PANEL

14 AS FOLLOWS:

15 CHAIRPERSON: Professor Murphy has a few questions for  
16 you. 15:36

17 PROF. MURPHY: Usually when you go to a hospital, you  
18 go for treatment, don't you? I am just wondering  
19 whether you were aware of any treatment that your  
20 sister was receiving? Because she had a number of  
21 difficulties, like not going out. I think in your  
22 statement somewhere, it says for ten years? 15:37

23 A. She is on quite a lot of medication which I don't  
24 remember her ever being on at home. When she was at  
25 home, you know, when she went off her bottle, it was  
26 like her team effort to get her to eat. Moya would  
27 have sat her on her knee with arms held down and  
28 somebody held another arm and somebody hold her feet,  
29 and as soon as she yelled, the spoon went in. Provided 15:37



1 there was no lumps in it, it was smooth, she would eat  
2 it. But if there was, it would be spat out. Things  
3 like that there.

4  
5 It was very difficult. I know autistic people can have 15:37  
6 problems when they are coming off that there. But in  
7 Muckamore they have got her to eat, although her food  
8 has to be now mashed, and her drink. They got her to  
9 eat then. But she is on an awful lot of medication. I  
10 think if she was on medication when we were younger at 15:38  
11 home, I would have known because we would have had to  
12 get the tablet into her some way, you know. We were  
13 all involved in this team effort to get her, at the  
14 beginning, to eat, and then, you know, gradually, as  
15 long as she went up and spoon-fed her, you know, at the 15:38  
16 beginning. Now she can eat all right, both hands can,  
17 you know, you know. She can't use like a knife and  
18 fork, it will be like a spoon. But I don't know  
19 whether --

20 122 Q. You didn't hear anything of behavioural specialists or 15:38  
21 psychologists coming to help her with things like not  
22 going out, with head banging, with her obsession with  
23 the toilet, things like that? As far as you knew, it  
24 was just the medication that was treatment, is that  
25 right? 15:39

26 A. As far as I know because I don't think -- to reason  
27 with her, I don't think, you know, they could reason  
28 with her, you know, to say why are you doing this here?  
29 Because she is non-verbal and I don't think she would

1 understand. They wouldn't be able to get from her why  
2 she was doing it, you know. These tablets, they just  
3 give her an extra tablet if she was that stressed, you  
4 know, to calm her down.

5  
6 They would try -- in Muckamore, they told me they would  
7 try a painkiller first case if it was coming from -- if  
8 the pain was causing the stress. We noticed when the  
9 patients moved that were more stressed themselves,  
10 that's when she got worse, you know, so we assume that 15:39  
11 that's what was causing it, because now she is so calm.  
12 They are starting to try to reduce her medication in  
13 the Triangle.

14 123 Q. But as far as you know when she was in Muckamore, they  
15 didn't draw up behavioural guidelines to try and help 15:40  
16 her with that kind of stress?

17 A. Not that I'm aware of, no.

18 124 Q. Okay. Thank you.

19 DR. MAXWELL: Can I just ask you a little bit about the  
20 resettlement process. You were having monthly meetings 15:40  
21 with the staff at Muckamore Abbey. It also says in  
22 this attachment that in one of the meetings they talked  
23 about the Northern Trust -- I presume NT means Northern  
24 Trust -- were going to hold meetings and that you were  
25 going to go to a meeting on the 14th June 2013. Can 15:40  
26 you tell me a little bit about how much engagement you  
27 had with the Northern Trust, who I think were  
28 responsible for paying for the care after she left?

29 A. There usually was somebody from the Northern Trust at

1 the meeting, because I think we asked, you know,  
2 because there seemed to be the Belfast Trust and the  
3 Northern Trust. It was explained that Mavis's home  
4 address was in the Northern Trust, that that's why they  
5 were involved. It was really them they was pushing. 15:41  
6 As far as I am aware, it was them that was looking for  
7 the new placement.

8 125 Q. So the Northern Trust were really pushing to get their  
9 patients out of Muckamore?

10 A. Uh-huh. 15:41

11 126 Q. Do you have any relationship with Northern Trust now,  
12 because they are responsible for paying the Triangle?

13 A. Mavis has now been moved into the community now and she  
14 is under a lady who is based at Whiteabbey Hospital. I  
15 suppose she is still in Northern Trust but she doesn't 15:41  
16 have any direct dealings with the ones that were higher  
17 up in the Northern Trust, that came to the meetings.  
18 She is more, as far as I am aware, more under community  
19 rather than...

20 127 Q. But do you speak to this person? 15:42

21 A. Yes. They have a meeting, an annual review once a  
22 month, and we have got her telephone number. If we  
23 have any concerns, we can go to her and say  
24 such-and-such has happened and we have spoken to the  
25 Triangle and we couldn't come to an agreement, can you 15:42  
26 help. So far, that's not happened, you know.

27 128 Q. Okay. You have talked very clearly, very powerfully,  
28 about how you were being offered placements that  
29 clearly Mavis wasn't going to be able to cope with,

1 with doing her own laundry and cooking and things. Do  
2 you think that the staff on the wards knew she wouldn't  
3 be able to do that when she was in Muckamore? Do you  
4 think the staff on the ward knew that?

5 A. They would have known that there but I don't know 15:42  
6 whether the staff on the ward -- because any time we  
7 went to these placements, it was somebody from the  
8 Northern Trust went with us, you know. I don't know  
9 whether they involved the staff on the ward.

10 129 Q. So maybe the information from the staff who are 15:43  
11 actually with her on a day-to-day basis wasn't getting  
12 through to the resettlement team?

13 A. It could just be a breakdown in communication, we don't  
14 know. Because the staff would have clearly known that  
15 couldn't have done that. Her liquid has to be 15:43  
16 thickened now, and like if she was put somewhere  
17 unsuitable, she could just turn the tap on and take a  
18 drink out of it, you know, that could be a major  
19 problem for her. We don't know what way they are  
20 involved in it. 15:43

21 130 Q. Just one final question from me. You talk about things  
22 deteriorating when they started to close Muckamore and  
23 they were merging wards sometime after 2012. You did  
24 mention the staff had said to you around that first  
25 Christmas that Mavis was distressed because there were 15:44  
26 staff she didn't know. Did the staff ever talk about  
27 the effect that it was having on them, the merging of  
28 the wards?

29 A. No, not really. I mean, no, not really. One nurse got

1 attacked by a male patient. She did tell us about that  
2 there because obviously she had this big black mark on  
3 her face, but she didn't say it was anything to do with  
4 the merger, you know. They just said it was lucky  
5 there was another member of staff there to intervene 15:44  
6 because she was quite small and I think -- I don't know  
7 this man -- from what she described, he was quite tall.  
8 But there was no talk -- you know, they never talked  
9 about I am losing my job or anything like that. They  
10 didn't talk about that. 15:44

11 CHAIRPERSON: I just want to understand something about  
12 timing, and Mavis's behaviour. Originally, she was in  
13 Muckamore when she was in her teens as a weekly  
14 boarder, up until about 18?

15 A. What we can gather is back when she was 18, there 15:45  
16 wasn't really very many places in the community for  
17 daycare. We have always realised that she has enjoyed  
18 the daycare then since that incident going to school.  
19 So we think that my parents were told that the only way  
20 to get daycare was to come in as a boarder, she would 15:45  
21 be entitled to it.

22 131 Q. Right. Then she becomes a full-time patient?

23 A. Yes.

24 132 Q. Which must have been in around 1982?

25 A. Yeah. 15:45

26 133 Q. Once she was a full-time patient, did you still get to  
27 see at home? Did she still come home? Did she come  
28 out of Muckamore?

29 A. No. Because I think my mother wasn't 100% well. I

1 think too because they had said that they could do more  
2 for her in Muckamore by not having this, you know,  
3 change, I think that's what they decided.

4 134 Q. So, in 2016 she's moved to the Triangle?

5 A. Uh-huh.

15:46

6 135 Q. You have just told us a couple of instances where you  
7 were able to get Mavis out and you went to see the  
8 donkeys and she didn't think very much of them?

9 A. No.

10 136 Q. But between the '80s and 2016, were you able to take  
11 Mavis out of Muckamore?

15:46

12 A. She wouldn't come, you know. We have tried to get her  
13 to go out for a walk in the grounds. I mean that  
14 incident when my mother died, we don't think my father  
15 actually told her but she seemed to sense something was  
16 wrong. But to get her out the door was like, you know,  
17 torture to her.

15:46

18 137 Q. Since she's left Muckamore, you have succeeded in  
19 getting her out of the Triangle a couple of times at  
20 least?

15:47

21 A. We take her out every Sunday in the car but we can't  
22 get her out of the car. We have got her out in the car  
23 four times, we can't get her out of the car. She seems  
24 to enjoy the drive and the music, which is always on  
25 quite loud. She seems to like it quite loud, you know,  
26 like one of these teenager's cars going around and you  
27 can hear the music outside. She likes it quite loud.  
28 We have tried to get her out and it seems to stress her  
29 too much.

15:47

1 138 Q. Sure, I understand that. What do you think has changed  
2 to enable you at least you can get her into the car,  
3 even if you have to play loud music at her? What has  
4 changed that allows you to do that?

5 A. I think the Triangle staff had been, you know -- at the 15:47  
6 beginning, she went to a day centre, Ellis Court in  
7 Carrickfergus. They got a taxi and they persevered in  
8 getting her out and in. So, we had a go.

9 139 Q. Right. So the Triangle staff actually started this by  
10 bringing her out? 15:48

11 A. And then we had a go and she was all right with it.

12 140 Q. All right. I want to go back to another topic, because  
13 you mentioned PRN.

14 A. Uh-huh.

15 141 Q. What did you understand was the use of PRN with Mavis? 15:48

16 A. It's additional medication -- I can't remember what the  
17 name of the tablet is -- if she gets really stressed  
18 and they can't calm her down. They have told us at  
19 times they would give her painkillers just in case she  
20 is in pain somewhere, that that is causing the stress. 15:48  
21 Then if everything else fails and they can't get her  
22 calmed down, they will give her the extra wee tablet to  
23 calm her down rather than banging her head and  
24 continuing for a couple of hours.

25 142 Q. And obviously you don't know how often that was used, 15:48  
26 but would they tell you on occasions when it was used?

27 A. We asked for them in Muckamore to give us a record of  
28 how often it was done, and we have asked in the  
29 Triangle as well. They haven't had to give it, you

1 know -- at the beginning they had to give it to her  
2 because she was adjusting to a completely strange  
3 environment.

4 143 Q. At the Triangle?  
5 A. Yes. Now they haven't had to give it to her for a 15:49  
6 couple of years, so all seems to be well and there's no  
7 banging the head. You know, there's still the yelling  
8 when she is annoyed.

9 144 Q. But when you asked for a record from Muckamore about  
10 how often she'd been given PRN, did you get that 15:49  
11 record?  
12 A. I got that there.

13 145 Q. And an explanation of why it had been used?  
14 A. I'm not sure whether they -- I think it's because she 15:49  
15 was just upset but then they didn't say. It's hard to  
16 know what upset her, you know. If it was the beds, you  
17 know, they might have said, you know, that didn't come  
18 back from the laundry. You know, we have got a pink  
19 pillowcase and yellow duvet covers and, you know, she  
20 wants that the same. 15:50

21 146 Q. And that would upset her?  
22 A. That would upset her, yeah.

23 147 Q. That change?  
24 A. It didn't matter it was on her bed, it was these other  
25 beds, for some reason. Maybe because she was sitting 15:50  
26 on the bed, she couldn't see her own bed.

27 148 Q. Just give me a second, I am sorry. Then we have seen  
28 in your diary that there seems to have been quite a lot  
29 of contact from Muckamore when things had happened, if



1 she got an injury or something like that?

2 A. Yes, they would ring but they would never tell you. As  
3 I said, they would never tell you who it was, you know,  
4 that way.

5 149 Q. And that must have been frustrating, I imagine? 15:50

6 A. It was worrying in case it was the two ladies who were  
7 moving with her were the ones, you know. Then it would  
8 have been out of the frying pan and into the fire.

9 150 Q. I can understand that because you wanted to know  
10 something about the people she'd be living with? 15:51

11 A. Yeah, even the names at the beginning.

12 151 Q. All right. Was there one key person who would make the  
13 telephone calls to you to let you know when something  
14 had happened to Mavis?

15 A. No. It was whichever nurse was on charge on the ward 15:51  
16 that day when it happened.

17 152 Q. But it would seem to happen on the day that something  
18 bad had happened to Mavis?

19 A. Yes. They usually did ring on the same day.

20 153 Q. All right. Just give me a second. You have mentioned 15:51  
21 in your statement something about £500 in benefit, and  
22 the money that was going to be needed for Mavis. Also,  
23 you talked about buying clothes and things for her.

24 A. Yeah.

25 154 Q. Did you ever ask for an account from the hospital or 15:52  
26 from the Trust as to what had been spent?

27 A. We did get an account, because I got the account mainly  
28 to see what was being spent on her and to make sure  
29 that, you know, I spent at least, you know, the same

1 amount, you know. You know, that I wasn't being mean  
2 to her, you know, that way.

3 155 Q. I am sure you weren't. But you did ask for an account  
4 from the hospital, and you did get one?

5 A. Uh-huh, yes. 15:52

6 156 Q. And do you still have that?

7 A. Yes.

8 157 Q. Okay. would you be able to hand it over if we ask for  
9 it?

10 A. Uh-huh. 15:52

11 158 Q. All right. Also, the PRN, do you still have that  
12 record or not?

13 A. It's probably in the diaries but I could have -- I can  
14 have a look.

15 159 Q. It's just you said that they had handed over to you a  
16 record of when the PRN had been used? 15:52

17 A. I did but --

18 160 Q. That might have got lost.

19 A. I'm not sure. I probably have it somewhere but I will  
20 check. 15:53

21 161 Q. Don't worry too much. If you come across it, can you  
22 let us have it?

23 A. Yes.

24 CHAIRPERSON: That is all that I have. I will just ask  
25 my colleagues if they have anything else. Mr. McEvoy? 15:53

26 MR. McEVROY: No, thank you, sir.

27 CHAIRPERSON: Can I just thank you very much. Is there  
28 anything else you wanted to say after that string of  
29 questions from us?

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A. No, I am okay. Unless you want to whisper something quickly? No, I think that's it. -

CHAIRPERSON: All right. Can I just thank you very much indeed for coming to tell us about Mavis. It's been very useful indeed. Thank you. If you'd like to go with Jaclyn. 15:53

THE WITNESS THEN WITHDREW

CHAIRPERSON: Right, thank you very much. 10 o'clock tomorrow morning. Thank you very much. 15:54

THE INQUIRY WAS THEN ADJOURNED TO TUESDAY, 11TH OCTOBER AT 10:00 A.M.