

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

HEARD BEFORE THE INQUIRY PANEL  
ON TUESDAY, 11TH OCTOBER 2022 - DAY 19

TRANSCRIPT SUBJECT TO RESTRICTION ORDER NO. 9

Gwen Malone Stenography  
Services certify the  
following to be a  
verbatim transcript of  
their stenographic notes  
in the above-named  
action.

19

GWEN MALONE STENOGRAPHY  
SERVICES

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

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ON TUESDAY, 11TH OCTOBER 2022 - DAY 19 (PM)

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I N D E X

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1                   THE INQUIRY CONTINUED AFTER LUNCH AS FOLLOWS:

2  
3                   CHAIRPERSON: Thank you. Could I just apologise for  
4                   the delay, which was entirely my fault, but I think we  
5                   are now ready. 14:08

6                   MS. KILEY: Yes, Chair, this afternoon's witness is the  
7                   mother of former patient P29, and the witness will be  
8                   known as Jeanette.

9  
10                  Hi, Jeanette. Just checking that you can still hear 14:08  
11                  us?

12                A. Yeah, I can.

13                1 Q. And the voice that you have heard is of the Chair's. I  
14                  know you won't be able to see him, I think you can just  
15                  see me. As you know, I am Denise Kiley, I am one of 14:08  
16                  the counsel team to the Inquiry. When we met briefly  
17                  earlier to test the equipment, I explained the process  
18                  of giving your evidence. As you know, you have made a  
19                  statement about your daughter Shelley, isn't that  
20                  right? 14:08

21                A. Yeah.

22                2 Q. And Shelley had previously been allocated a cipher by  
23                  the Inquiry and was known as P29, but you have  
24                  confirmed to me that you are content for her to be  
25                  known by her first name Shelley. Isn't that right? 14:09

26                A. Yeah. Yeah.

27                3 Q. So you will remember, Jeanette, I explained to you the  
28                  first thing I am going to do is read out the statement  
29                  which you have made about Shelley, and that was the

1 statement you made on the 3rd August 2022?

2 A. Yeah.

3 4 Q. Then I will ask you some questions. Just to confirm  
4 for the record, you are accompanied today by some  
5 Inquiry staff; by Mr. Montgomery and Ms. Friel, isn't 14:09  
6 that right?

7 A. Yeah, yeah.

8 5 Q. Mr. Montgomery should be there in the background. If  
9 you are ready, I am going to ask him to administer the  
10 oath to you, first of all. Are you ready for that, 14:09  
11 Jeanette?

12 A. Yes, I am, yeah.

13

14 JEANETTE, P29' S MOTHER, HAVING BEEN SWORN, WAS EXAMINED  
15 BY MS. KILEY AS FOLLOWS: 14:09

16 MS. KILEY: Okay. Thanks, Jeanette. The first thing I  
17 am going to do is read out your statement. There's one  
18 matter that I just wanted to alert you to beforehand.  
19 That is, you will see in your statement -- can I check  
20 have you a copy of the statement in front of you? 14:10

21 A. Yes, I have.

22 6 Q. You do. So you will see the names of some staff  
23 members have been removed and replaced with the letter  
24 H and a number?

25 A. Yes. 14:10

26 7 Q. You should also have with you then a list that explains  
27 who those numbers relate to. Do you have that in front  
28 of you?

29 A. Yes, I have. Yes.

1 8 Q. As you know, I am not going to refer to the staff  
2 members' names, I am going to use their letters, so I  
3 will ask you to try and do the same. It should become  
4 clearer whenever you hear me read out the letters of  
5 staff members, whenever I'm reading your statement. If 14:10  
6 at any time during your evidence you want to refer to a  
7 staff member, can I ask you just to pause and check  
8 that list that you have in front of you before  
9 referring to them?

10 A. Yes. 14:10

11 9 Q. That's great. Okay. Jeanette, I am going to proceed  
12 to read out your statement now.

13

14 Your statement:

15

14:11

16 "This is the statement of Jeanette dated the 3rd August  
17 2022 and you say:

18

19 I, Jeanette, make the following statement for the  
20 purpose of the Muckamore Abbey Hospital MAH Inquiry. 14:11

21 In exhibiting any documents, I will use my initials J.

22

So my first document will be J1.

23

24 My connection with MAH is that I am a relative of a  
25 patient who was at MAH. My daughter Shelley was a 14:11

26 patient at MAH. A photograph of Shelley is attached at  
27 J1.

28

29 The relevant time period that I can speak about is

1 between 2016 and 2018.

2  
3 Shelley is diagnosed with profound global developmental  
4 delay to include dyslexia and dyspraxia. At the time  
5 of her admission to MAH, she was under the care of the 14:11  
6 Northern Trust and Belfast Trust. Shelley was admitted  
7 to MAH on 23rd March 2016".

8  
9 Jeanette, you then go on to describe something very  
10 personal and sensitive relating to Shelley. That's 14:12  
11 something predating her admission to Muckamore, so I'm  
12 not going to read that aloud to protect Shelley's  
13 privacy. The Panel have that.

14 A. Yeah.

15 10 Q. But I am not going to read it aloud. I will pick up my 14:12  
16 reading about six lines down, where you say:

17  
18 "She physically attacked me the evening before she was  
19 admitted to MAH. I contacted her social worker at the  
20 Disability Service in Magherafelt the next morning, who 14:12  
21 arranged for an on-call doctor and ambulance to attend  
22 our house. The doctor said to me that Shelley should  
23 go to MAH as it was the only place suitable for her at  
24 that time. Shelley refused to go with the doctor so  
25 the PSNI were called. Shelley was sectioned under the 14:12  
26 Mental Health Act. However, I agreed for her to go to  
27 MAH as I thought they would be able to help her.

28  
29 Shelley was taken to MAH by ambulance. I did not go

1 with her as the doctor said they wanted to admit her  
2 and it was best I let them take her on her own.  
3 Shelley was admitted to Cranfield ICU at MAH.

4  
5 I had to wait a few days before calling MAH to allow 14:13  
6 Shelley to settle. When I telephoned a few days later,  
7 Shelley was tearful and wanted to come home. She told  
8 me that a member of the night staff at MAH, who I think  
9 was named H150, had hit her. She said that she was in  
10 the dayroom and she and another patient were making 14:13  
11 noise. It was something to do with the television but  
12 I cannot recall exactly what it was. Shelley told me  
13 that H150 hit her and the other patient a slap across  
14 their faces. When my husband and I visited Shelley  
15 shortly after she told me this, we noticed a red mark 14:13  
16 on the side of her face around her lower cheek/jawline  
17 area. I spoke to a member of staff at MAH about it,  
18 who said they would investigate. Later, they told me  
19 that the slapping incident did not happen. I do not  
20 remember the name of the person I spoke to and do not 14:14  
21 know how the incident was investigated.

22  
23 During our second visit with Shelley, I noticed that  
24 she had bruises on her arms and legs. I bought her new  
25 clothes shortly after she was admitted and when she 14:14  
26 tried the clothes on, I noticed she was bruised. When  
27 I asked Shelley how she got the bruises, she told me  
28 that she was dragged into her room by a member of  
29 staff, who had pushed her and she fell back into a

1 chair. I checked Shelley for bruises and seen that she  
2 was bruised on the right side of her lower back. It  
3 looked like she fell. H40, consultant at MAH, referred  
4 Shelley to Antrim Area Hospital for an X-ray. The  
5 hospital recorded bruising. When I asked a member of 14:14  
6 staff at MAH how Shelley got the bruises, I was told  
7 that she tripped and she is very clumsy. I do not  
8 recall who told me this.

9  
10 When I visited Shelley, she told me there were good and 14:15  
11 bad staff in MAH. She always asked me if I was going  
12 to stop coming to see her. I told her that would not  
13 happen. She also told me that the food was so bad that  
14 some days she did not eat.

15 14:15  
16 I recall visiting Shelley at Cranfield one time. When  
17 I arrived I was told that I could not go in as there  
18 was an ongoing incident on the ward. Shelley told me  
19 that a member of staff had hit a boy.

20 14:15  
21 Before being admitted to MAH, Shelley loved going to  
22 the swimming pool. Shelley cannot swim but she loves  
23 being in water. Shelley refused to go to the swimming  
24 pool at MAH. When I asked her why, she said "They are  
25 bad in there". To avoid going to the pool, she told 14:15  
26 staff she was on her period. After leaving MAH,  
27 Shelley went back to the swimming pool and enjoys it  
28 again.  
29

1 I sent an e-mail to the Northern Health and Social Care  
2 Trust on the 26th July 2016 expressing some concerns I  
3 had about Shelley. I received a reply letter dated 1st  
4 September 2016 stating that there were no plans to  
5 release Shelley from MAH and she continued to be under 14:16  
6 the care of H40, consultant psychiatrist. The letter  
7 said it has asked H151 Head of Service at MAH to set up  
8 a meeting to discuss Shelley's care. A copy of the  
9 letter is exhibited at J2."

10  
11 Now, Jeanette, that's a relatively brief letter so I am  
12 going to turn to read that out now. That should be at  
13 the very back of your statement, the copy of the letter  
14 you've just referred to. It is addressed to you and  
15 dated the 1st September 2016 re: Shelley. 14:16

16  
17 "I write in response to your e-mail dated 26th July  
18 2016 which highlights your continued concerns regarding  
19 your daughter, Shelley.

20  
21 I have been advised that Shelley continues to receive  
22 treatment in Muckamore Hospital and it is my  
23 understanding that there are no current plans for her  
24 discharge. As you are aware, there are regular  
25 meetings held within Muckamore Hospital with H40, 14:17  
26 consultant psychiatrist, the Muckamore Hospital team,  
27 and representatives from the Northern Health and Social  
28 Care Trust Learning Disability Team, which I believe  
29 are opportunities for all involved to be provided with

1 clear information regarding your daughter's health and  
2 continued treatment plan.

3  
4 I would like to take this opportunity to wish your  
5 daughter a full recovery, and hope that she will be in 14:17  
6 a position in the near future to be discharged home to  
7 your care.

8  
9 I would also advise you that H151 Head of Service has  
10 been asked to make arrangements to meet with you over 14:17  
11 the next few weeks, which I trust you will find  
12 helpful.

13  
14 Finally, I would advise you that the detention for  
15 treatment of your daughter in Muckamore Abbey Hospital 14:18  
16 is the responsibility of Belfast Health and Social Care  
17 Trust who manage Muckamore Abbey Hospital. Detention  
18 for treatment is made under the Mental Health (NI)  
19 Order, and there is the right within the scope of the  
20 Order for a nearest relative to make an application to 14:18  
21 the Trust for a patient to be discharged from  
22 detention. This application would have to be made by  
23 the nearest relative to the Belfast Trust".

24  
25 It is signed Divisional Director, Mental Health 14:18  
26 Learning Disability and Community well-Being, and it's  
27 headed on Northern Health and Social Care Trust paper.

28  
29 Returning then to your statement, to paragraph 10,



1 around halfway down. You say:

2  
3 "My husband and I attended meetings at MAH to talk  
4 about the plan for Shelley to come home. I was  
5 concerned that Shelley may find it difficult coming 14:18  
6 back home as she does not like change. I did not want  
7 her to be shocked by the immediate change. There was a  
8 meeting every four to six weeks where I told the  
9 committee my concerns, but I felt that I had no real  
10 input. There were two social workers who attended the 14:19  
11 meetings, the community social worker in Magherafelt,  
12 and H84, social worker at MAH.

13  
14 H84 looked after Shelley when she was in MAH. She  
15 agreed that transferring Shelley from MAH to her home 14:19  
16 should be done slowly. Shelley was released from MAH  
17 around October/November 2017. There was no plan in  
18 place for Shelley's release as there was a mix-up with  
19 the Trusts, as they did not know who would be  
20 responsible for Shelley's care when she left MAH. 14:19

21  
22 Sharon also attended the meetings. She was Shelley's  
23 advocate at MAH and raised concerns Shelley had about  
24 coming home. Before Shelley went into MAH, she  
25 attended a day centre in Magherafelt. As Shelley had 14:20  
26 friends and support there, I wanted her to go back and  
27 for the support to be in place before she left MAH. I  
28 was told that as Shelley went to MAH, she lost her spot  
29 and had to be added to the waiting list.

1  
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29

Shelley came home but found it difficult to adjust to the change. We had no support during this time. She was re-admitted to MAH three days later as she physically attacked her sister and me. I think Shelley was released from MAH too soon and without any support plan. 14:20

The on-call doctor, ambulance service and PSNI were called to our house. As Shelley was so distressed, she attacked the on-call doctor. Following a risk assessment, it was determined that she needed to go back to MAH. I asked the doctor not to tell Shelley that she was going back to MAH as this would upset her further, but a police officer told her that she was going and she attacked him. 14:21

When we went to visit Shelley shortly after she was re-admitted to MAH, my husband and I remember that CCTV was being installed in the waiting area. There was a member of staff called H152 on reception, and electricians were fitting cables. Shelley was staying in the Cranfield Ward. We met with Shelley in a room in the foyer. The visit was supposed to be supervised as Shelley had physically attacked me a few days earlier. I had been told that I would be given a panic button in case I needed it, but this was not provided. 14:21

We were only there for a short time when Shelley

1 attacked me. My husband had to pull her off me to stop  
2 me from being seriously injured. A nurse came in and  
3 pressed a panic button that she had on her person. I  
4 remember there was a social worker called Karen in the  
5 foyer. She was carrying out a review in MAH. She 14:22  
6 asked why I had not been given a panic button. MAH did  
7 not investigate how this happened but our visits with  
8 Shelley after this were supervised.

9  
10 When we met with Shelley in the Cranfield Ward, she 14:22  
11 would tell us that there were CCTV cameras recording  
12 us. Shelley was in Cranfield on her 21st birthday. I  
13 remember that I bought her a pink cassette player and  
14 new clothes. The presents were given to a member of  
15 staff, who was supposed to record them as received and 14:22  
16 give them to Shelley. Shelley was very distressed and  
17 wanted to come home. It was difficult for me as I had  
18 to tell her that she could not come home yet. I only  
19 stayed for five minutes as I did not want to upset  
20 Shelley any further. 14:22

21  
22 On another visit, I noticed that Shelley was not  
23 wearing a gold top that I had bought her for her  
24 birthday. When I asked her why she was not wearing it,  
25 she told me that a member of staff took it from her 14:23  
26 room in a bag. This was not the first time I noticed  
27 that Shelley was not wearing new clothes that I bought  
28 for her.  
29

1 MAH staff would send patients' clothing to a dry  
2 cleaner on site. That meant that Shelley's clothes  
3 were put in a bag with her name on it so they could be  
4 returned to her. Some of her clothes did not come back  
5 from the laundry. I would buy Shelley new clothes from 14:23  
6 Next or New Look, as she liked clothes from those  
7 stores. Each time I asked Shelley what happened to her  
8 clothes, she said that staff took them out of her room  
9 in bags. I asked staff at MAH where Shelley's clothes  
10 were. They told me that they checked the storeroom but 14:23  
11 the clothes could not be found. I believe staff took  
12 Shelley's clothes.

13  
14 I remember one particular incident in Cranfield. I was  
15 visiting Shelley and had bought her new pyjamas. I 14:24  
16 forgot to bring them in so went out to my car to get  
17 them. On my way back into Cranfield, I saw Shelley  
18 walking through the main room carrying a basket of  
19 laundry which she would give to the staff. A member of  
20 staff, who I believe was called H153, walked towards 14:24  
21 Shelley and forcibly pushed her backwards. Shelley  
22 stumbled but she did not fall. I remember feeling  
23 shocked at seeing this. When I went back into the  
24 building, I asked H153 why she pushed Shelley. She  
25 said that Shelley was violent, but this was not true as 14:24  
26 I seen what happened.

27  
28 When I left MAH, I telephoned the ward about the  
29 incident. They said that they had no record of the

1 incident and told me that I should have reported it at  
2 the time. When I asked staff at MAH to look at the  
3 CCTV footage, they told us that it was not working.  
4

5 During her stay, Shelley was moved to the Killlead Ward 14:25  
6 for a few days. When it was time for her to go back to  
7 Cranfield, Shelley did not want to go as she said there  
8 were "bad people" in Cranfield.  
9

10 Shelley received Employment Support Allowance when she 14:25  
11 was in MAH, which was paid to me. I would usually pay  
12 £100 per week to MAH to cover travel expenses for  
13 taking Shelley to and from MAH to Antrim Town and any  
14 other needs she had.  
15

16 One time, a staff member at MAH asked me to pay them 14:25  
17 £300 to cover fuel costs from Shelley's benefits.  
18 Shelley told me that she was only travelling from MAH  
19 to Antrim Town but needed to pay MAH. I raised the  
20 additional cost at a meeting in MAH with H40, who was a 14:25  
21 nurse at MAH, an occupational therapist, and a  
22 counsellor. They told me the money was to pay taxi  
23 fares. When I asked for receipts, they told me that  
24 Shelley lost them. This was the excuse given any time  
25 I raised questions about how much money MAH spent on 14:26  
26 behalf of Shelley each week.  
27

28 Generally, I did not want to rock the boat when Shelley  
29 was in MAH. I felt that our questions were not

1 answered and we were fobbed off. At meetings with MAH  
2 staff, my husband and I felt very unwelcome, and felt  
3 that our questions and concerns were not important.  
4 H154, who was the senior ward manager at MAH, was very  
5 abrupt with us when we raised concerns about staff or 14:26  
6 expenses. She would dismiss us and blame Shelley for  
7 losing taxi receipts.

8  
9 Shelley was prescribed medication during her time at  
10 MAH. She was prescribed a sedative which she was 14:27  
11 allergic to. I cannot remember the name of the  
12 sedative but after it was given to her, she would foam  
13 at the mouth. A doctor at MAH ordered blood tests for  
14 Shelley that showed she was allergic to the sedative,  
15 so it was no longer prescribed. When I asked why this 14:27  
16 was prescribed to her, the staff said "It is the only  
17 way we can control her".

18  
19 Once they took her off the medication, her mood  
20 improved and she stopped foaming at the mouth. When I 14:27  
21 asked the staff what medication Shelley was taking,  
22 their answers were vague, so I did not know exactly  
23 what was prescribed to Shelley during her time at MAH.

24  
25 When the abuse at MAH came to light, I received a 14:27  
26 letter from H155, who was a staff nurse at MAH, asking  
27 for her help. I think the letter said, "Please help".  
28 I recall it said that when ringing MAH, we were only to  
29 speak directly with staff, not leave any messages, and

1 to speak to the social workers directly. At that  
2 stage, I sensed the staff at MAH were becoming uneasy.  
3 I gave this letter to a social worker in the  
4 Magherafelt Community Team. I do not know what  
5 happened to the letter after this. Around this time, 14:28  
6 Shelley was encouraged to talk to new members of staff  
7 at MAH who asked her what was going on at MAH. Shelley  
8 talked to a volunteer called H156, who helped her cope  
9 during her stay. She calls him good.

10  
11 I feel like there was a rush to discharge Shelley from  
12 MAH. She was discharged around November 2018 and moved  
13 to a residential home and has settled well.

14  
15 Although Shelley had bad experiences in MAH, some staff 14:28  
16 were good to her. There was a nurse called H157, who  
17 went out of her way to help my family when we came to  
18 visit Shelley. Shelley communicates well and usually  
19 says what she thinks and feels. Shelley is very vocal.  
20 She would not talk behind your back. When she talks 14:29  
21 about her time at MAH, she describes it as "a hell  
22 hole". Shelley has attended meetings at Stormont and  
23 with the Trust, telling them what she experienced in  
24 MAH. She has also spoken with the PSNI, who advised  
25 they could not bring charges for what happened to her. 14:29  
26

27 During her time in MAH, Shelley's behaviour changed.  
28 She went from being very open to keeping things to  
29 herself. Shelley is aware of the Inquiry and the media

1 coverage. She has become uneasy and talks in code. We  
2 telephone her every evening and usually she is joyful  
3 and happy, but that has changed. If we take her out,  
4 she becomes afraid and wants to go home. We have tried  
5 to shelter her from the news but she is able to find 14:30  
6 information herself. Shelley is working with her  
7 social worker, who is a great support."  
8

9 Then just across the page, Jeanette, you will see  
10 section 5 is a declaration of truth. You say: 14:30  
11

12 "The contents of the witness statement are true to the  
13 best of my knowledge and belief. I have produced all  
14 the documents which I have access to and which I  
15 believe are relevant to the Inquiry's Terms of 14:30  
16 Reference".  
17

18 So, Jeanette, having heard me read that statement  
19 aloud, are you still happy that the contents of it are  
20 accurate? 14:30

21 A. Yeah.

22 11 Q. And do you wish to adopt it then as the basis of your  
23 evidence to the Inquiry?

24 A. Yeah.

25 12 Q. Jeanette, the first thing that I wanted to ask you 14:30  
26 about is Shelley's diagnosis. You have said she was  
27 diagnosed with a profound global developmental delay  
28 which includes dyslexia and dyspraxia?

29 A. Yes.



1 13 Q. Could you give the Panel an impression of how her  
2 diagnosis affects her on a day-to-day basis?  
3 A. Well, she has slight coordination problems. She would  
4 -- she can walk but she would basically sit down, you  
5 know, if her legs would get tired. She can talk and 14:31  
6 understand. She is not very good at reading and  
7 writing, although she is picking up on some words. She  
8 doesn't like change at all. It usually takes her a  
9 while of adjusting, it has to be sort of done slowly.  
10 Therefore, you know, unless -- you know, because it 14:31  
11 will upset her.

12 14 Q. You said that she is verbal, and I think in your  
13 statement you said that she communicates well?  
14 A. Yeah.

15 15 Q. Is that right? What about her thoughts and feelings, 14:31  
16 how can she communicate those?  
17 A. If she was upset, she would withdraw into herself. She  
18 would find it hard really to express if someone had  
19 hurt her. It would take her a while. And then her  
20 mood would probably change and you might see her 14:32  
21 getting agitated. And if she didn't like you, she  
22 would actually probably tell you, you know. You know,  
23 she wouldn't really go behind your back and say oh I  
24 don't like that person; she would probably just say to  
25 you that she didn't like you very much, or she would be 14:32  
26 just to the point.

27 16 Q. She would be quite direct, would she?  
28 A. Yeah, she would be very direct.

29 17 Q. And you said, Jeanette, she was admitted to Muckamore

1 for the first time on the 23rd March 2016, isn't that  
2 right?

3 A. Yeah.

4 18 Q. Prior to that admission, you refer to Shelley  
5 physically attacking you just before that admission? 14:33

6 A. Yeah.

7 19 Q. Did she have a history of violent tendencies?

8 A. Not really, but it was when the thing happened to her,  
9 she became sort of violent.

10 20 Q. Ye. 14:33

11 A. Because that was her way of coping because she couldn't  
12 understand it. It was just her way of sort of  
13 expressing the hurt that she was feeling inside.

14 21 Q. Did she get any help for that outside Muckamore; any  
15 treatment for it? 14:33

16 A. Not really because it sort of went to a PSNI  
17 investigation. While they were investigating, she  
18 couldn't really get any help with that until it went to  
19 the PPS and all that.

20 22 Q. Okay. 14:33

21 A. She got a wee bit of help in Muckamore but she didn't  
22 really want to engage. Shelley said she didn't want to  
23 talk about it.

24 23 Q. What did you understand the purpose of her admission to  
25 Muckamore to be? 14:34

26 A. Well, I thought she would have got sort of help of what  
27 had happened, that she went in there, but she actually  
28 had just got worse. You know, seemingly she was  
29 hitting other people, she was getting into fights. And

1 when we took her out, she didn't really want to go out,  
2 she said the world just was bad. She was finding it  
3 that hard to trust people.

4 24 Q. Thinking back, Jeanette, to around that time of March 14:34  
5 2016, so just whenever she was admitted, were you given  
6 any indication of how long the admission was likely to  
7 be for?

8 A. Well, they said it could be anything from weeks until  
9 they assessed her medication. And they said sometimes  
10 it took them a while just to reassess the medication, 14:35  
11 and it would be kept, you know... not in tune. We  
12 would be told about everything and we would be very  
13 much a part of her recovery and kept in... You know,  
14 they would notify us.

15 25 Q. Did you feel that that was ultimately the case, that 14:35  
16 you were part of the recovery and kept notified?

17 A. At the very beginning, I did, but then slowly when  
18 things went missing. You know, her birthday presents,  
19 when they went missing, it was as if -- sort of as if  
20 we didn't actually take the things in, if you know what 14:35  
21 I mean. But Shelley got agitated at that because her  
22 birthday presents had just disappeared and they were  
23 nowhere to be seen, you know.

24 26 Q. I will come on to ask you about that, Jeanette, because  
25 I think that was her 21st birthday. Is that what you 14:36  
26 are referring to there?

27 A. Yes.

28 27 Q. That happened a little bit later on. One of the first  
29 things that I wanted to ask you about is one of the

1 first things you describe in your statement, and that  
2 is what Shelley told you on a telephone call a few days  
3 after she was admitted. In your statement you said  
4 that you had to wait a few days before calling  
5 Muckamore to allow Shelley to settle? 14:36

6 A. Yes.

7 28 Q. But then when you telephoned, she was tearful and  
8 wanted to come home?

9 A. Yeah.

10 29 Q. She told you about an incident with H150, isn't that 14:36  
11 right?

12 A. Yeah.

13 30 Q. Can you explain to the Panel what Shelley told you had  
14 happened?

15 A. Shelley had said her and the other patient were in the 14:36  
16 TV room, and I think they were arguing over either the  
17 -- what was on, or volume or something, and the member  
18 of staff came in and told them to be quiet. I think  
19 they wouldn't or something, and the two of them got a  
20 slap across the face, according to Shelley. 14:37

21 31 Q. Did you mention what Shelley told you to any staff at  
22 Muckamore?

23 A. Yeah, I did. I rung back, and they said there would be  
24 an investigation. I actually informed Shelley's  
25 outside social worker that they just basically said 14:37  
26 that it didn't happen, that the woman had come in and  
27 told them to be quiet and she was going to remove them  
28 from the sitting end, but it wasn't done with force or  
29 anything else.

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Shelley still talks about that woman and what happened, so.

32 Q. In fact, Jeanette, you refer to visiting Shelley shortly after --

14:37

A. Yeah.

33 Q. -- and observing a mark on her face. First of all, how long after that telephone conversation did you visit her?

A. I think it was the very next day, or very shortly, because I wanted to see was she all right. She was able to show me where and how and...

14:38

34 Q. Can you describe for the Panel the type of marking that you saw?

A. It was sort of like a redness. It was nearly as if a couple of fingers. You know the way if someone, you know. It was that impression. You can nearly see the fingers on her sort of chin area, I think it was.

14:38

35 Q. And you are touching your kind of jaw/chin area?

A. Yeah, that area.

14:38

36 Q. Okay. So, were you aware of the detail of any investigation into that?

A. No. They said they would investigate and then they says no, it didn't happen, and that was just that. I wasn't allowed to -- they said that the girl had been there so many years and she was a respected member of staff. And she was -- I think she was suspended for a while. After the investigation, she was allowed to work again.

14:39

1 37 Q. Can I just check. I don't want you to say particular  
2 individual names but can I just check who said there  
3 was going to be an investigation. Was that Muckamore  
4 or was that the outside social worker that you have  
5 referred to? 14:39

6 A. I think it was both of them. It was sort of like a  
7 joint sort of agency investigation, I think. I think  
8 they were relying basically on Muckamore to do most of  
9 it.

10 38 Q. Were you invited to any meetings as part of that 14:39  
11 investigation?

12 A. I think it was discussed probably at Shelley's monthly  
13 review, but that was about it.

14 39 Q. Okay. You said you were told it didn't happen?

15 A. Yeah. 14:40

16 40 Q. Were you ever given an explanation then for the mark  
17 that you saw on Shelley's face?

18 A. I think they had just said that they had probably done  
19 it to each other, and that was -- that's what they came  
20 up with. 14:40

21 41 Q. "They" being Shelley and the other patient, is that  
22 right?

23 A. Yeah, yeah.

24 42 Q. Okay. Then you go on in your statement, Jeanette, to  
25 refer to a second visit to Muckamore. You say that on 14:40  
26 that second visit, you noticed some bruising on  
27 Shelley. So I want to come on to ask you about that.

28 A. Yeah.

29 43 Q. Can you recall when that second visit was, roughly?

1 A. Em, I can't really.

2 44 Q. That's okay, that's okay. Was it weeks after the  
3 admission, or months?

4 A. I think it was probably months.

5 45 Q. Okay. And you have described in your statement that 14:41  
6 you noticed bruises on Shelley's arms and legs?

7 A. Yeah.

8 46 Q. I just want to ask you a bit more detail about that.  
9 Taking the arms, first of all, whereabouts did you  
10 notice bruising on her arms? 14:41

11 A. Em, it was sort of up around here, do you know what I  
12 mean? [Indicating]

13 47 Q. You are pointing to your upper arm. Is that above your  
14 elbows?

15 A. Her upper arm, yeah. 14:41

16 48 Q. And what about the leg; whereabouts on the leg?

17 A. Again, it was, I think it was her -- it was around her  
18 thigh. Lower thighs.

19 49 Q. Thighs. Each time you have said arms and legs, so are  
20 you -- 14:41

21 A. Yeah.

22 50 Q. Was it both arms and both legs?

23 A. I think there was one more than the other. Her right  
24 arm was more bruised than her right -- her right arm  
25 was more bruised than her left, I mean. 14:42

26 51 Q. So, the right arm. And then which leg?

27 A. I think it was the same sort of side.

28 52 Q. Can you tell the Panel what Shelley told you about how  
29 she got the bruises?

1 A. Let me see. I think she said that they had dragged  
2 her. She was in the bedroom.

3 53 Q. Yes. In your statement, you say that "She told me she  
4 was dragged into her room by a member of staff".

5 A. Yeah. 14:42

6 54 Q. "Who had pushed her and she fell back into a chair".

7 A. Yeah. Yeah. Because I think -- I never seen her room  
8 but she said that there was a chair at the bottom of  
9 her bed, or very near it. She said they dragged her  
10 sort of over the chair into the bed, and that's, I 14:43  
11 think, where the bruising -- I think there was maybe --  
12 like her back was sore as well.

13 55 Q. And did you notice any bruising on her back?

14 A. Not really, no. There was some but there wasn't as  
15 much as her arms, but she complained of her back being 14:43  
16 sore.

17 56 Q. Did you discuss the bruising with any staff at  
18 Muckamore?

19 A. Yeah. They said that she had an incident when she  
20 fell, and they kept referring to her being very, very 14:43  
21 clumsy, but Shelley is only sort of slightly clumsy.  
22 She can walk and all. She would never usually trip  
23 over anything, so...

24 57 Q. So you wouldn't describe her as generally clumsy, is  
25 that right? 14:43

26 A. No. She'd only be slightly. If you were taking her  
27 out walking and there were steps, she would have to  
28 take one step at a time. She couldn't just skip one  
29 step and -- but she would never usually trip over



1 anything that's on a level surface.

2 58 Q. And when staff told you that, was that before or after  
3 you noticed the bruising?

4 A. That was afterwards. And I asked them why I wasn't  
5 informed and they said, oh, such-and-such a person was 14:44  
6 meant to tell and we are short-staffed, and that's sort  
7 of all I got.

8 59 Q. Did you ever see any incident reports or anything of  
9 that kind in relation to it?

10 A. No, I never did, no. 14:44

11 60 Q. Okay. Were you aware of any investigation that went on  
12 into that?

13 A. They said they would look at it but, as far as they  
14 misunderstood, that Shelley had fell in her room.

15 61 Q. Whenever you were discussing this, did you tell staff 14:44  
16 what Shelley had told you had happened to her?

17 A. Yeah.

18 62 Q. And how did they respond to that?

19 A. They just said no, it wouldn't happen. And Shelley was  
20 hesitant in giving out names, so they couldn't really 14:45  
21 do much about it.

22 63 Q. You then, later on in your statement, say that you  
23 wrote an e-mail to the Northern Trust --

24 A. Yeah.

25 64 Q. -- on the 26th July 2016. You say that that was 14:45  
26 expressing some concerns you had about Shelley?

27 A. Yeah.

28 65 Q. Do you still have a copy of that e-mail, Jeanette?

29 A. On person, do you mean, or...

1 66 Q. Yeah. I think you have exhibited the reply that you  
2 got from the Northern Trust, so we have a copy of that  
3 attached to your statement.

4 A. Oh, you mean the e-mail, the original e-mail?

5 67 Q. Yeah. 14:46

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

7 68 Q. You haven't been able to find that, okay.

8 A. No.

9 69 Q. Are you able to tell the Panel what concerns you had  
10 raised in that e-mail? 14:46

11 A. I think basically about the incidents that she was  
12 having, and that Shelley just seemed very sort of  
13 scared of some staff and not others. And that I just  
14 wasn't fully happy with any time she had an incident,  
15 it didn't go recorded, I had to hear via Shelley. And 14:46  
16 they said oh, yeah, somebody should have contacted you.  
17 And then when they were going to release her, I didn't  
18 want it to be done abruptly, I wanted it to be done  
19 slowly.

20 70 Q. So, it was about concerns you had about Muckamore but 14:46  
21 also about thinking ahead to Shelley coming out of  
22 Muckamore?

23 A. Yeah.

24 71 Q. I will ask you a bit more about that, Jeanette. But  
25 you mentioned there, just I think you said that 14:47  
26 Jeanette seemed scared of some staff, is that right?

27 A. Yeah.

28 72 Q. What made you think that?

29 A. Because any time they would have come or... It was

1 just the way she talked about them. She would talk  
2 openly about some ones with affection and you knew  
3 there was -- but there's other ones we would have  
4 thought were nice, she would say "No, mum, she's a". I  
5 can't repeat it, you know. She wouldn't have been 14:47  
6 favouring towards them.

7 73 Q. So you sent your e-mail to the Trust. The letter then  
8 that I read out dated the 1st September from the  
9 Northern Trust, that is the response you got to your  
10 e-mail, isn't that right? 14:48

11 A. Yeah.

12 74 Q. It says that they would arrange a meeting with H151  
13 over the next few weeks.

14 A. Yeah.

15 75 Q. Did that happen? 14:48

16 A. It did but it was very sort of -- everything was played  
17 down. And they would keep us in the loop, and  
18 everything like that, but...

19 76 Q. Did you ever feel that the concerns that you had raised  
20 were fully addressed, Jeanette? 14:48

21 A. No. I never really did, no.

22 77 Q. You then went on to have meetings, you say, about  
23 Shelley's resettlement?

24 A. Yeah.

25 78 Q. You refer to a meeting, I think, every four to six 14:48  
26 weeks, is that right?

27 A. Yeah.

28 79 Q. Did they take place at Muckamore?

29 A. What was that?

1 80 Q. Did those meetings take place at Muckamore?  
2 A. Yeah.

3 81 Q. In your statement, whenever you were referring to those  
4 meetings, you said that you had some concerns about  
5 Shelley coming home. Whenever we were talking about 14:49  
6 your letter, your e-mail that you sent to the Trust,  
7 you mentioned to me that you had some concerns. Could  
8 you explain to the Panel what your concerns were about  
9 Shelley coming home?

10 A. Yeah, because Shelley had been about to change, I 14:49  
11 thought it would be a good idea to talk to her about  
12 going to the day centre. I said well, what about that  
13 she meets up with some of them. Some of the staff  
14 thought it was a good idea, but then there was the  
15 Trust issue, the different Trusts involved and who 14:49  
16 would be -- who would be responsible if Shelley  
17 attacked ones, and who would pay for it. Just they  
18 didn't seem to want to... They said whenever Shelley  
19 was going out, she would just have to start back at day  
20 centre and there would be it. There was no slow 14:50  
21 release. We had wanted her to visit the place to get  
22 her used 'til... They said they couldn't accommodate  
23 that.

24 82 Q. Just so I get it right, Jeanette, and you can tell me  
25 if this is wrong, but are you saying that you were 14:50  
26 asking for Shelley to be able to visit the day centre  
27 while she was in Muckamore to get her used to it?

28 A. Yeah.

29 83 Q. Okay.

1 A. Yeah.

2 84 Q. But that wasn't able to happen?

3 A. No.

4 85 Q. You mentioned there, and you mention it in your  
5 statement, a mix-up between the Trusts. Can you tell 14:50  
6 the Panel a bit more about what that was.

7 A. Yeah. Because there was a Northern Trust and the  
8 Belfast Trust, it was always an issue who would pay for  
9 this or who would be responsible. It was just, you  
10 know, one would always sort of have blamed the other. 14:50  
11 You know, if there was an issue, it was the Belfast  
12 Trust; no, it was the Northern Trust. They just never  
13 seemed to, you know, be on the same wavelength at  
14 times.

15 86 Q. What preparations did Shelley get then for coming out 14:51  
16 and being discharged out of Muckamore?

17 A. Well, we were just told I think virtually three days  
18 before it that she was getting released. It was just  
19 done all of a sudden. I think I was making another  
20 complaint. It was done all of a sudden. It was nearly 14:51  
21 a simple "let's get her out of here". You know,  
22 Shelley was getting uneasy. She was talking openly.  
23 We told her to talk openly to people that she did  
24 trust. And it was just done all of a sudden, once  
25 there was a place and all that. But it was just, you 14:51  
26 know, it was all... They didn't even check the house  
27 or anything. It was just, you know, let's get her out  
28 of here.

29 87 Q. What was the proposal, Jeanette? Where was Shelley



1 A. No. There wasn't, no.

2 94 Q. I think in your statement you referred to that lasting  
3 a very short time. That was just three days, that  
4 discharge, is that right?

5 A. Yeah. Yeah. 14:54

6 95 Q. Can you describe for the Panel how Shelley coped with  
7 discharge?

8 A. She didn't want to go out. I took her into a shopping  
9 centre in Magherafelt, she couldn't cope after a wean  
10 of minutes. She just felt uneasy because it was all, 14:55  
11 like, unfamiliar surroundings again, and she was just  
12 scared of being out. And then I took her to the  
13 hairdressers, and then after that she just totally --  
14 she just couldn't cope with being out because people  
15 kept asking her questions, "oh, it's good to get you 14:55  
16 out" and it just, you know, made her worse.

17 96 Q. In that period, I think she went into Muckamore in  
18 March '16 --

19 A. Yeah.

20 97 Q. -- and this discharge took place in October or November 14:55  
21 '17. So from that period, March 2016 to  
22 October/November 2017, had she been coming home to your  
23 house to visit?

24 A. No.

25 98 Q. Okay. So, that was the first time that she'd been home 14:56  
26 in over a year-and-a-half then?

27 A. Yeah. Yeah.

28 99 Q. Okay. You described her as being distressed, and  
29 ultimately the doctor and ambulance and PSNI had to be

1 called, is that right?

2 A. Because we even asked for her to be brought down to the  
3 house, but none of that was feasible. Again, it was a  
4 Trust issue, who would pay for it and who would be  
5 responsible and all that again. 14:56

6 100 Q. Just give me that again. You had asked for --

7 A. I had asked for them to, like, bring her down. Because  
8 they even talked about it, and then when I asked them  
9 about it again, it was not feasible and it was which  
10 Trust would actually be responsible for it, because 14:56  
11 there were two Trusts, the Northern and the Belfast  
12 Trust.

13 101 Q. When did you ask for that?

14 A. That was in a lot of the meetings. They seemed to be  
15 on for it, but then towards near the end of her 14:57  
16 release, their tone changed a bit with the Trusts. I  
17 think they were trying to get her out as quickly as  
18 possible.

19 CHAIRPERSON: Just before you leave that topic -- is  
20 there a camera that can show me? 14:57

21 MS. KILEY: Jeanette, the voice that you can hear is  
22 the Chair. I think he has a question for you.

23 CHAIRPERSON: Sorry, I don't know if you can see me?

24 A. Yeah, I can. Yeah.

25 CHAIRPERSON: All right. I just wanted to understand 14:57  
26 that. You wanted her to come home to see how it would  
27 all work in advance of her actually being released; was  
28 that the idea?

29 A. Yeah.



1 CHAIRPERSON: And instead of that --  
2 A. To see if she would cope.  
3 CHAIRPERSON: And that didn't happen, and in fact --  
4 A. No.  
5 CHAIRPERSON: -- you just got three days' notice that 14:57  
6 she was going to be released? Did you hear me?  
7 A. Yeah. I did, yeah.  
8 CHAIRPERSON: So you got three days' notice and then  
9 she came home?  
10 A. Yeah, we did. 14:58  
11 CHAIRPERSON: Yeah. Okay. Thank you. Sorry to  
12 interrupt. It's not as easy as it should be.  
13 MS. KILEY: Okay, Jeanette. So when she got  
14 re-admitted then, did she go back to Cranfield ward?  
15 A. I think she did but I am quite unsure because I know at 14:58  
16 that at that time, they were like renaming all the  
17 wards.  
18 102 Q. Okay. Okay.  
19 A. They were, like, renaming them. There was Cranfield  
20 women, and all mixing up, you know, so. I think she 14:58  
21 went into [inaudible - lost connection].  
22 103 Q. Jeanette, I think we are just having some problems with  
23 the Internet connection again. Can you hear me okay?  
24 A. Yeah. I can, yeah.  
25 104 Q. I think did you say there you think it was Cranfield, 14:58  
26 but they were renaming some wards at that time so you  
27 can't be too sure?  
28 A. Yeah. It might have been called the Killead. It was  
29 the same ward but they were naming -- renaming all the

1           wards again.

2 105 Q.    Was it the ward that she had just been released from  
3           three days earlier?

4           A.    Yes, it was. Yeah, it was, yeah.

5 106 Q.    Okay. There's one particular incident I wanted to ask   14:59  
6           you about that you refer to in your statement at  
7           paragraph 14, if you have it. This was an interaction  
8           that you saw between Shelley and H153. I don't want  
9           you to say the name but I just want to check that you  
10          know who I'm referring to when I say H153?           14:59

11          A.    Yes, I do.

12 107 Q.    You have that, okay. You have described the incident  
13          in your statement, but can I just ask you to now again  
14          describe for the Panel exactly what you saw at that  
15          time?   15:00

16          A.    Yeah. As it was only within a wean of minutes after I  
17          had just left Shelley, I just went into the ward with  
18          the pyjamas and Shelley was on the opposite wall, and  
19          she was bringing her basket of washing. And as she was  
20          coming over, the member of staff just pushed her out of   15:00  
21          the road. She stumbled but she didn't fall because I  
22          think someone on her right side had put their hand out  
23          because I think they'd seen that I had just walked in.

24 108 Q.    So whereabouts were you when you saw that?

25          A.    I was just coming in through the double doors.           15:00

26 109 Q.    So you were actually back on the ward?

27          A.    Yeah, and I was just coming in to give the pyjamas to  
28          Shelley.

29 110 Q.    Okay. Can you remember a rough date or point in time

1 that that incident happened? If you can't, that's  
2 okay.

3 A. No, I can't really remember. It was probably sort of  
4 autumn time because I think they were like warm  
5 pyjamas, so I think they would have been autumn/sort of 15:01  
6 wintertime, probably.

7 111 Q. Okay. You spoke to H153 at the time, is that right?

8 A. Yeah, and she had said -- because I think I says "How  
9 dare you", I says. And she says "Pardon". I says "I  
10 just seen you". "Oh, Shelley was being violent. I had 15:01  
11 to do what to"... I thought to myself, that's not what  
12 I had seen, you know, because -- she said oh, you  
13 couldn't have seen that; I was protecting myself,  
14 Shelley was launching at us, I think was the exact that  
15 she had said; that she was coming over with her basket 15:01  
16 of washing because they had asked her. Because I had  
17 asked Shelley about it after that, the next time I seen  
18 her, and she says she was told to go get her basket of  
19 washing from her room.

20 112 Q. So, you discussed the incident with Shelley at a later 15:02  
21 time, is that right?

22 A. Yeah. And she repeated. She repeated exactly what I  
23 had seen. I didn't give her any words, and I just  
24 asked her what had happened.

25 113 Q. And what did she say? 15:02

26 A. She just repeated that she had pushed her. She said  
27 she called her names but I can't -- Shelley didn't say  
28 what names it was.

29 114 Q. Just to be clear --

1 A. -- just like to go away, or something.

2 115 Q. I just want to go back on that, Jeanette. You had said  
3 she said she called her names. Who called who names?

4 A. H153.

5 116 Q. Called? 15:02

6 A. Called Shelley names.

7 117 Q. Right. Okay. You refer to reporting this incident;  
8 you telephoned the ward?

9 A. Yeah.

10 118 Q. How long after the incident happened did you make that 15:02  
11 telephone call?

12 A. I phoned, I think, about half an hour afterwards,  
13 because I mind calling in because I was very unsettled  
14 about what had happened, and I wanted to speak to  
15 someone other than H153. 15:03

16 119 Q. Yeah. Again, I don't want you to say the name, if you  
17 remember it, but do you recall the role of the person  
18 that you spoke to on the telephone?

19 A. Yeah. I think they were like a deputy head or a -- you  
20 know, they were... because I think I asked for the 15:03  
21 nurse in charge. Yes, that was the title. It was the  
22 nurse in charge I had asked for.

23 120 Q. You had asked to speak to the nurse in charge?

24 A. Yeah.

25 121 Q. Okay. And what did they say? 15:03

26 CHAIRPERSON: Frozen again.

27 MS. KILEY: Jeanette, you froze for a little bit.

28 A. I can hear you now again.

29 122 Q. You had mentioned there you asked to speak to the nurse

1 in charge, and I asked you what they said about the  
2 incident?

3 A. They had asked for any details of it, and they said  
4 they would look into it and they would speak to the  
5 said person and there would be an investigation. 15:04

6 123 Q. And were you kept up to date about an investigation?

7 A. When I rung back again, they said that I hadn't  
8 reported it. There was no recall. There was --  
9 because I couldn't mind who it was, it was the nurse in  
10 charge, it wasn't the usual person. You know, it was 15:04  
11 just totally 'it didn't happen, you should have  
12 reported it, who was the name of the person'.

13 124 Q. Right. So, you were told that whenever you phoned  
14 back?

15 A. Yeah. 15:04

16 125 Q. So that was another time, was it, a later time?

17 A. Yeah, a later time.

18 126 Q. So, that first time you were told there would be an  
19 investigation, but at a later time you had telephoned  
20 and you were told -- were you given any information 15:05  
21 about the investigation?

22 A. They just said that it didn't happen, that there was no  
23 report of me ever phoning and complaining, and that was  
24 that.

25 127 Q. You refer to asking the Hospital to look at CCTV 15:05  
26 cameras.

27 A. Yeah.

28 128 Q. When did you make that request?

29 A. That was after I was told that I hadn't phoned to make

1 the report, and they said that they weren't working,  
2 the CCTV.

3 129 Q. And that occasion when you were told that you hadn't  
4 made the report, can you recall how long after the  
5 incident that was? 15:05

6 A. I think it was about a week or so.

7 130 Q. Okay. Can I ask you, just as you have mentioned it,  
8 about CCTV in general. Just as a family member, what  
9 did you know about CCTV on the ward?

10 A. Shelley had mentioned that these things were going 15:06  
11 [inaudible] in there, and we sort of knew that they  
12 weren't smoke alarms. We sort of were getting  
13 [inaudible] and we sort of thought that there were  
14 CCTV.

15 131 Q. Did the Trust or the Hospital ever tell you anything 15:06  
16 about CCTV?

17 A. No, but we got a letter eventually after that to say  
18 that they were installing CCTV, and they wouldn't --  
19 didn't know when they'd be turned on but we'd be told  
20 at a later stage. 15:06

21 132 Q. Okay. I want to go on and ask you about another issue  
22 that you raise, which is finances and Shelley's  
23 finances, Jeanette.

24 A. Yeah.

25 133 Q. Firstly, is Shelley capable of looking after her own 15:07  
26 finances?

27 A. Can you repeat that, please?

28 134 Q. Yeah. Can you hear us okay?

29 A. I can hear you now.

1 135 Q. Good stuff. I asked you, Jeanette, is Shelley capable  
2 of looking after her own finances?  
3 A. No. She's not, no.  
4 136 Q. Okay. So, you describe paying a £100 a week to  
5 Muckamore? 15:07  
6 A. Yeah.  
7 137 Q. How did you give that to Muckamore?  
8 A. It was done in cash.  
9 138 Q. Cash, okay.  
10 A. Yeah. 15:07  
11 139 Q. Did you ever receive a receipt for the cash that you  
12 gave?  
13 A. Sometimes you got a receipt; sometimes they were that  
14 busy to write out the receipts.  
15 140 Q. Okay. Did you then ever get any receipts for how the 15:08  
16 money was spent?  
17 A. Very rarely. You maybe would have got maybe like a  
18 clothing one or something like that, but you wouldn't  
19 have got receipts.  
20 141 Q. There's one particular incident you also refer to in 15:08  
21 your statement where you were asked to give £300 --  
22 A. Yeah.  
23 142 Q. -- to cover fuel costs.  
24 A. Yeah.  
25 143 Q. I wanted to just check, you refer then to a meeting 15:08  
26 that took place. This is at paragraph 16 of your  
27 statement, if you have it. You say that you were asked  
28 to pay £300 to cover fuel costs, and then you say that  
29 you raised the additional costs at the meeting with

1 H40 --

2 A. Yeah.

3 144 Q. -- and an occupational therapist and a counsellor. Can  
4 I ask you just to check the cipher list that you have  
5 in front of you, Jeanette, and just check that you know 15:09  
6 who H40 is.

7 A. Yeah.

8 145 Q. I just want to clarify, was it H40 that you raised the  
9 finance issue with?

10 A. Yeah, because I have seen that is down as a nurse. 15:09

11 146 Q. That's exactly just why I wanted to clarify. Maybe  
12 that's a mistake but I just want to check. So in your  
13 statement you refer to H40 as a nurse, but we know that  
14 H40 is a psychiatrist.

15 CHAIRPERSON: which paragraph? 15:09

16 MS. KILEY: 16.

17 147 Q. I really just want to check if you can clarify who you  
18 reported the issue with the finances to?

19 A. No, I think it was a nurse, but it was also brought up  
20 probably at the meeting that probably H40 was at. 15:09

21 148 Q. Okay. So it may have been --

22 A. The member -- yeah.

23 149 Q. Right. So it may have been that H --

24 A. The nurse had brought it up --

25 150 Q. Sorry, go ahead, Jeanette. 15:10

26 A. The nurse had brought it up within the meeting that H40  
27 was at.

28 151 Q. I am with you, yes. So, H40 was at the meeting but it  
29 was a nurse?



1 A. Yeah.

2 152 Q. And when you say the nurse brought it up, it was the  
3 nurse then that told you that Shelley had lost the  
4 receipts, is that right?

5 A. Yeah. Shelley had like a named nurse that sort of 15:10  
6 looked after her, you know. Any time you had a  
7 problem, you would, you know, ask to speak to her named  
8 nurse.

9 153 Q. Okay. Thank you for clarifying that, Jeanette.  
10 15:10  
11 Another issue that I wanted to ask you about is  
12 whenever you received a letter from a different nurse.  
13 You refer to this at paragraph 19 of your statement.  
14 This is a letter from H155.

15 A. Yeah. 15:11

16 154 Q. Can you recall when you received that letter?

17 A. It was sort of like three or -- I wonder what... See  
18 that was -- I think that was the summertime, sort of,  
19 prior to Shelley being released.

20 155 Q. Okay. Shelley was released in November 2018, isn't 15:11  
21 that right?

22 A. Yes.

23 156 Q. So the summertime, summer 2018 then perhaps?

24 A. Yeah.

25 157 Q. You say that it was a letter from H155, a staff nurse 15:11  
26 at MAH. Was it a personal letter from that staff  
27 member, or was it from --

28 A. It was done in Muckamore Abbey paper. They gave it to  
29 us personally and then asked us to only speak to

1 [inaudible] because it helped to control everything,  
2 because there was a lot of behaviours and they were  
3 asking us right from the [inaudible - lost connection].  
4 CHAIRPERSON: We have got to stop it again.  
5 MS. KILEY: Sorry, Jeanette, we are having some sound 15:12  
6 difficulties. I just pause you there, Jeanette, to see  
7 if we can get the connection stable.  
8 THE SECRETARY: Try turning the camera off.  
9 CHAIRPERSON: We could do that.  
10 A. It froze. You're are coming in and out. 15:12  
11 MS. KILEY: Yeah.  
12 CHAIRPERSON: Let's try that.  
13 MS. KILEY: Jeanette, we are getting a message to say  
14 the Internet connection is unstable. We think it might  
15 help if the video is turned off. Can we ask you to do 15:12  
16 that on your end too and see if that helps? We will  
17 try turning the video off at our end and you will just  
18 be able to hear us. Keep your video on for now, and  
19 then we will give you another message if that doesn't  
20 work and we need to try and turn yours off. 15:13  
21 A. Okay.  
22 158 Q. You can't see me any more but you should be able to  
23 hear me, Jeanette. Can you?  
24 A. Yeah.  
25 159 Q. Okay. I just want to check about this letter. We 15:13  
26 couldn't hear what you were saying about it. You'd  
27 said that it was on Muckamore paper, is that right?  
28 A. Yes, it was.  
29 160 Q. Okay.

1 A. Yeah.

2 161 Q. Okay. How was it given to you?

3 A. They gave it to us in person as we were taking Shelley

4 in.

5 162 Q. Okay. So, it was handed to you? 15:13

6 A. Yes. It was, yeah.

7 163 Q. And I know you say you don't have a copy of the letter

8 any more, I will come on to ask you about that, but can

9 you tell the Panel, to the best of your recollection,

10 what the letter said? 15:14

11 A. They wanted ideas for help, help from external agencies

12 to help control things that were going on on the ward,

13 and any help would be -- any help would be grateful or

14 something like that.

15 164 Q. I missed part of that, Jeanette. There was help on the 15:14

16 ward, is that right?

17 A. Yes. They wanted sort of like advice on what they

18 could do to help everyone on the ward because things

19 were out of control at times.

20 165 Q. Okay. You said that you think the letter said "Please 15:14

21 help".

22 A. Yeah.

23 166 Q. What did it say then about how you should communicate

24 with staff?

25 A. We were to contact them personally. 15:14

26 167 Q. And did it give a reason for that?

27 A. No, it didn't. Well, they [inaudible - lost

28 connection], they just said in case a message came to

29 the wrong person. So we sort of understood then from

1 that that there was other things going on that they  
2 couldn't say. So we sort of read between the lines  
3 that they were asking for this to go to the right  
4 people.

5 168 Q. Okay. So, that's something that you read between the 15:15  
6 lines and it wasn't necessarily stated in the letter,  
7 is that right?

8 A. Yes. Because Shelley was with them, and Shelley says  
9 to me "Mummy, you'll know who to hand this to", and  
10 that was in front of them. They didn't say anything, 15:15  
11 so we sort of knew from Shelley that, you know, what  
12 they were trying to say without saying it.

13 169 Q. So what was your impression of the letter?

14 A. Well, we knew we had to give it to someone, so we gave  
15 it to a social worker that worked with Shelley. 15:16

16 THE SECRETARY: Chair, I don't think the witness is  
17 hearing it very well, so I think it might be a good  
18 idea to cut the video at the other end as well.

19 CHAIRPERSON: Yes. It's a shame, but we do need this  
20 evidence. So can we ask the witness to turn her camera 15:16  
21 off as well for the moment. That's not perfect.

22 MS. KILEY: Jeanette, we are still having some  
23 difficulties so I am going to ask Mr. Montgomery to  
24 just turn your video off, so we will just hear each  
25 other. 15:16

26 A. That will do.

27 170 Q. Can you still hear us, Jeanette?

28 A. Yes. I can, yeah.

29 171 Q. I had asked you about what your impression of the

1 letter was. You started telling me but I couldn't hear  
2 it properly. Can I ask you just to start that again.  
3 So, what was your impression of the letter?

4 A. I was sort of shocked, especially when it said not to  
5 just ring up and ask for anybody, we were to ask for 15:17  
6 them personally and to make sure we spoke to them, i.e.  
7 not leave a message for them.

8 172 Q. why did you give the letter to the social worker in the  
9 community team?

10 A. Because the way Shelley said that they knew who to hand 15:17  
11 it to, that we sort of knew that Shelley had said that  
12 there's things going on, there's people coming in, and  
13 she said there was people -- saw them all the time  
14 going in with clipboards. That's what Shelley  
15 described them. And she said about "the bad nurses and 15:17  
16 good nurses". So we sort of sensed that Shelley, in a  
17 way, was trying to help as well because she talked  
18 about other people so they were trying to help everyone  
19 to say how they feel in a safe way.

20 173 Q. Right. Okay. You mentioned Shelley speaking to a 15:18  
21 volunteer around that time. Is that what you were  
22 referring to there, Jeanette?

23 A. Yes.

24 174 Q. Okay. So, in or around the same time as the letter was  
25 received, that was around the same time as the 15:18  
26 volunteer was coming in to speak to Shelley, is that  
27 right?

28 A. Yeah.

29 175 Q. Do you know what organisation that volunteer was from?

1 A. No, but they helped in the day centre that Shelley was  
2 in that was there, you know, on the Muckamore grounds.  
3 So, they were there as a member of staff but I can't  
4 remember what their role actually was.

5 176 Q. Okay. Can you remember the reason why a volunteer was 15:18  
6 speaking to Shelley?

7 A. I think they were just short of staff and she needed a  
8 lot of one-to-one.

9 177 Q. Okay. So, it wasn't necessarily to do with the letter  
10 then, it was just around the same time as it? 15:19

11 A. Yeah.

12 178 Q. Okay. There was one other member of staff who you  
13 particularly mentioned that I want to ask you about,  
14 and that's H157. If you have your list, you should be  
15 able to see who H157 is. Jeanette, that was a nurse 15:19  
16 that you said had went out of their way to help your  
17 family. I just wanted to give you an opportunity to --

18 A. Yeah.

19 179 Q. -- tell the Panel a bit about that nurse. What was it  
20 that she did that you thought went going out of her way 15:19  
21 to help you?

22 A. Well, any time Shelley was upset, even though she  
23 wasn't the named nurse, she would have phoned up and  
24 said that Shelley had settled. Even at one stage, she  
25 had went out and got Shelley something because she was 15:20  
26 unsettled. I think it was something sweet, like a  
27 pavlova or something, she had made and she brought in  
28 for Shelley and some of the other ones. And Shelley  
29 always referred to her as one of the good ones.

1 180 Q. Can you remember which ward she was in?  
2 A. You see, they have been moved around all the time. I  
3 think it was the time, the Cranfield one.  
4 181 Q. Okay. Okay. Well, the last thing I want to ask you  
5 about, Jeanette, is the discharge. You mentioned 15:20  
6 Shelley was discharged in November 2018 to a  
7 residential facility?  
8 A. Yeah.  
9 182 Q. I wanted to ask you about the preparation for that  
10 discharge. 15:20  
11 A. Yeah.  
12 183 Q. Did you attend any meetings at Muckamore about that?  
13 A. Yeah, I did. Even we had a meeting even up at the  
14 residential place. We had went and seen it. We were  
15 very involved from the very beginning, and it was done 15:21  
16 slowly. They would have met up with Shelley. We took  
17 her for a night. It was done the way it sort of should  
18 have been done the first time she was released.  
19 184 Q. That first time you had described, you felt it was done  
20 too fast. Overall, how would you say you felt about 15:21  
21 the process that second time?  
22 A. I was actually happy because they were going out of  
23 their way to make Shelley sort of feel this was a safe  
24 place and that she would be happy. And that we were  
25 involved from the very beginning. They actually asked 15:21  
26 for our input, you know, because they wanted us to be  
27 involved, because I think they knew we were unhappy  
28 with the first time.  
29 185 Q. And Shelley got to visit the place before she went, is





1 member, that one that you had mentioned earlier.

2 194 Q. The photograph came from the staff member?

3 A. Yeah.

4 195 Q. Okay.

5 A. She's been to the hairdressers and... 15:23

6 196 Q. And she has a lovely big smile in that one?

7 A. Yeah.

8 197 Q. You had said about the facility that she's in. Can you  
9 tell the Panel a bit about what type of care she gets.  
10 So it's a residential facility, is that right? 15:23

11 A. Yes, it is.

12 198 Q. And what type of support does she get?

13 A. She gets one-to-one, and she gets taken out if she  
14 needs sort of like one-to-one trips. If she doesn't  
15 want to be near, like, others, if you know what I mean. 15:24  
16 If she wants time alone out with, you know [inaudible],  
17 - they accept that, and they take her out and they take  
18 her maybe for cups of tea and various things, they  
19 would actually. It's like her home.

20 199 Q. Yeah. 15:24

21 A. And that's what she sees it as.

22 200 Q. Jeanette, thank you very much for answering all my  
23 questions and for persevering with our technical  
24 difficulties. Those are all the questions that I have  
25 for you, but the Panel members may also have some 15:24  
26 questions. It seems to have worked well when we have  
27 kept our cameras off. I think if we continue to do  
28 that, you might hear the Chair or the Panel members  
29 speak with you. If you just stay where you are for

1 now.

2 CHAIRPERSON: I think Professor Murphy has something.

3

4 THE WITNESS WAS QUESTIONED BY THE INQUIRY PANEL

5 AS FOLLOWS: 15:25

6 PROF. MURPHY: Hello. I am sorry we can't see each

7 other. Could I just ask a bit about Shelley's

8 treatment when she was in Muckamore. You said at the

9 beginning she had a little bit of psychology treatment,

10 I think? 15:25

11 A. Yeah.

12 201 Q. Because of the bad events that had happened before she

13 went in.

14 A. Yes.

15 202 Q. Can you tell us any more about that, what they were 15:25

16 trying to do and whether it was helpful and why it

17 didn't continue?

18 A. I think it didn't continue because they had left, they

19 had found a new post. They just couldn't -- they

20 couldn't get someone as quick, you know, to take over 15:25

21 and get to know Shelley again. It was all about coping

22 strategies and if she got angry, what would she do with

23 her hands, and who would she speak to. Trying to

24 prevent her getting angry.

25 203 Q. So it stopped because the person who was doing it left? 15:26

26 A. Yeah.

27 204 Q. Yeah. Okay. Thank you.

28 CHAIRPERSON: It's the Chair, Tom Kark, and I have just

29 a couple of questions. Again, I am sorry we can't see

1 each other. I want to go back to that letter that H155  
2 gave you --

3 A. Yes.

4 205 Q. -- that you deal with at paragraph 19. When it was  
5 given to you, was it given to you openly or was it done 15:26  
6 secretly?

7 A. It was sort of done secretly. They came out with  
8 Shelley -- or they came out to -- we press the buzzer  
9 to say that we are back with her. One of the ones came  
10 out and then they called and they went and got the 15:27  
11 other person, and then they gave the letter outside the  
12 door -- or outside the ward, if you know what I mean,  
13 and gave it to us, because they looked around to make  
14 sure no one else was watching --

15 206 Q. That was the sort of impression -- 15:27

16 A. No one was going in and out. They waited until there  
17 was no one in the corridor.

18 207 Q. Yes, that was the impression I got. Why do you think  
19 it was given to you?

20 A. I think because my husband, he was a community worker 15:27  
21 then, and he'd sort of know who to -- he would know who  
22 to give the letter to, because that's the word Shelley  
23 says, "Mum, you will know who to give this to". I  
24 thought it weird that Shelley knew about it, you know.  
25 So, they must have spoke to Shelley briefly about it or 15:28  
26 something, I don't know. But Shelley never divulged,  
27 she just...

28 208 Q. No. But the letter was really asking --

29 A. For help.

1 209 Q. -- for help for something that was going on in the  
2 Hospital, but was there any explanation of what that  
3 was?  
4 A. No. They just said any input, any input would be  
5 gratefully accepted. 15:28  
6 210 Q. And did they give you a list of people to speak to in  
7 the Hospital if you phoned back?  
8 A. No. We were just told speak to them, you know.  
9 211 Q. Okay. Okay. A couple of other topics, very briefly.  
10 You told us early on in your evidence about the bruises 15:28  
11 that Shelley had.  
12 A. Yeah.  
13 212 Q. Did Shelley tend to get bruised when she was at home?  
14 A. No, she didn't.  
15 213 Q. They said that she was clumsy, so really they were 15:28  
16 saying she'd walked into things or fallen over.  
17 A. Yeah.  
18 214 Q. Did she have that problem, and did she get bruised as a  
19 result?  
20 A. No. She didn't generally trip, you know. One of my 15:29  
21 older children would have tripped more in the house,  
22 but Shelley wouldn't have, really. She wouldn't have  
23 tripped. Even if she had have, she wouldn't have come  
24 out in the big bruises, you know, that she had, you  
25 know. 15:29  
26 215 Q. All right. A third issue I want to ask you about is  
27 you mention that Shelley had a named nurse --  
28 A. Yeah.  
29 216 Q. -- who looked after her. Now, was that from the very

1 beginning of when she was in Muckamore?

2 A. Yes. I think a lot of them did, and they would have  
3 changed the named nurse every now and again.

4 217 Q. Yes. What did you understand was the role of the named  
5 nurse? 15:29

6 A. If I had any concerns, I could contact her. And also  
7 that she'd be sort of -- not responsible -- well, I  
8 suppose in a way she would be responsible for Shelley's  
9 welfare, if anything she could do to improve things  
10 with Shelley, either her behaviour or... 15:30

11 218 Q. Sorry, I didn't mean to interrupt you. Did that system  
12 help at all?

13 A. Yes, whenever you could get hold of them, but sometimes  
14 they were off in other wards or they would move them  
15 around a lot, sometimes, when they were short-staffed. 15:30

16 219 Q. But when, for instance, you had problems about  
17 Shelley's clothes and things like that, would it be the  
18 named nurse that you would go to?

19 A. Yeah, and she would have took a list of what I thought  
20 was missing and she would have said oh, I will look for 15:30  
21 this and get back to you.

22 220 Q. In general terms, was it your impression that named  
23 nurse was actually trying to help you?

24 A. Yeah. I felt that they were trying to help, yeah.

25 221 Q. All right. Last topic was in relation to the second 15:31  
26 resettlement which you said was much better handled  
27 than the first one.

28 A. Yes.

29 222 Q. Who was handling that? Was that the Belfast Trust, or

1           somebody else?

2           A.    No. well, that was the Northern Trust, because at that  
3           stage all the Trusts had started to change around but  
4           it was still the Northern Trust. There was a wee bit  
5           of mix-up at the beginning, but we got it sorted, who       15:31  
6           was paying for her care. Once that got sorted, it was  
7           all straightforward.

8   223   Q.    And the reason it was better was because Shelley was  
9           able to go to the place that she was going to move to  
10          and get a feel of it, is that it?                               15:31

11          A.    Yeah.

12   224   Q.    And presumably you were able to go and look at it as  
13          well?

14          A.    Yeah. we were told from the beginning that we could  
15          phone them at any stage and ask, you know, ask them any       15:32  
16          questions.

17   225   Q.    In your view, did that make a difference to the success  
18          of the settlement?

19          A.    It definitely did, all round, because Shelley was more  
20          -- she couldn't wait to get back to the next visit. It       15:32  
21          was all done slowly, just not like thrown in at the  
22          deep end.

23   226   Q.    Yes. I don't know if counsel has anything.

24

25                   FURTHER EXAMINED BY MS. KILEY                               15:32

26           MS. KILEY: Just one more, actually.

27   227   Q.    Jeanette, it's Denise Kiley again. I just wanted to  
28          bring you to back to the letter that the Chair was  
29          asking you about, the letter that H155 gave you. You

1 have said that you gave it to a social worker in the  
2 Magherafelt Community Team?

3 A. Yes.

4 228 Q. I don't want you to say a name now if you know it, but  
5 I just wondered do you know the name of the social 15:33  
6 worker who you gave the letter to?

7 A. Yeah, I do.

8 229 Q. Okay. Maybe if the Inquiry were to contact you about  
9 that at a later time, Jeanette. Thank you.

10 A. Yeah. 15:33

11 CHAIRPERSON: Jeanette, just as Chair, can I just thank  
12 you very much for helping the Inquiry. This system has  
13 largely worked to allow you to stay at home. I am  
14 sorry we can't see each other now. Your evidence about  
15 Shelley has been really helpful to us and I just want 15:33  
16 to thank you for making your statement and making the  
17 time to speak to us.

18 A. Thank you.

19 CHAIRPERSON: Thank you very much. I think we can turn  
20 the feed off. Thank you. 15:33

21

22 THE WITNESS THEN WITHDREW

23

24 CHAIRPERSON: All right.

25 MS. KILEY: Chair, we are entirely in the Panel's 15:33  
26 hands. There is a statement that has been noted on the  
27 record as something to be read in --

28 CHAIRPERSON: Yes.

29 MS. KILEY: -- at an appropriate time.

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CHAIRPERSON: There's no reason why not.

MS. KILEY: And that's P53's cousin. Ms. Briggs intends to read that in. We are in the Panel's hands if you would like that to be done now.

CHAIRPERSON: Yes, certainly. Can I just find it, sorry.

15:34

MS. KILEY: I think it would be useful to take a short break to allow the Secretary to make contact with the person to let them know that their statement is being read.

15:34

CHAIRPERSON: It is half-past, or twenty-five to four. We will stop for ten minutes or so now, and then hopefully that statement can be read in and we can make sure that the witness can listen, if he wishes to. All right. Thank you very much. We will just take ten minutes, thank you.

15:34

THE INQUIRY WAS THEN ADJOURNED TO WEDNESDAY, 12TH  
OCTOBER 2022 AT 10:00 A.M.