

➔ Disrespect of the Elderly

A resident recounts her experience of visiting her granddad at the hospital.

“My granddad was in the Edgecombe Unit at Croydon University Hospital for 2 weeks (he could not move his leg) and I have never seen so much disrespect for the elderly. There were 6 beds on the ward and the nurses preferred their phones rather than the care of the people on the ward.



Both patients and staff need respect

The food was horrible, very oily and dry, made my granddad feel very sick. During this time he had every test possible. One day we came in and they said he might have a terminal illness, 2 days later we were being told he would never walk again. For us as a family it was very difficult to see our granddad in this state. He was slowly losing his mind and so were the other men on his ward.

“The nurses often ignored the buzzers.”

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One morning they changed one of the patients in front of us and he was left exposed for a very long time, until one of us covered him. The nurses often ignored the buzzers, one day my granddad ended up urinating in his bed as no one would help him to the bathroom.

He had a CT scan and we waited 5 hours to be told he was fine! After the first hour we asked the doctor and he said "there are more important patients on this ward"... well to me my granddad is the most important person. The second hour I asked a nurse how long it would be...

... only for her to push past me and say "I don't work on this ward" even though I have seen her on this ward for the last 3 days and she knew my granddads name.

A lady came round to check his temperature and bloods (I have no idea why) but she was sat on her phone the whole time and didn't even check.

3rd hour they got a nurse to sit with me and granddad to answer housing questions. She ignored him and asked me. He is fully able to answer the questions. 4th hour the doctor spoke to me and said that the results had not come back yet and that I will have to wait.



‘Talk to the patients, not over them’

5th hour, a doctor from a different ward came to tell us he was fine and would be moving wards as no one bothered to contact social services. Then to top it all off he said to me "I don't know why you waited so long to ask for the results". Treat us like people!"

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