

1

2 (10.02 am)

3 **THE CHAIR:** Ms Troup.

4 **MS TROUP:** Chair, good morning. Today, we'll be hearing
5 first this morning from Anastasija Fuller and this
6 afternoon from June Dicks.

7 Before we hear that evidence, I would like to point
8 to the fact that today's evidence may in parts be
9 distressing and difficult to listen to. For some, it
10 may not be possible to sit through the session. Anyone
11 in the hearing room is welcome to leave at any point.

12 I would like to remind people that emotional support
13 is available for all of those who require it. We have
14 support staff from Hestia, an experienced provider of
15 emotional support, here today and for each day of this
16 hearing. There is a private room downstairs where you
17 can talk to Hestia support staff, if emotional support
18 is required at all throughout the hearing -- the Hestia
19 support staff are wearing orange lanyards and orange
20 scarves -- or you can speak to a member of the Inquiry
21 team and we can put you in touch with Hestia. All
22 members of the Inquiry team are wearing purple coloured
23 lanyards.

24 For those watching online, information about
25 available emotional support can be found on the Lampard

1 Inquiry website at lampardinquiry.org.uk, and under the
2 "Support" tab near the top right-hand corner. We want
3 all those engaging with the Inquiry to feel safe and
4 supported.

5 Could I ask that the witness be sworn, please.

6 **ANASTASIJA FULLER (sworn)**

7 **Questioned by MS TROUP**

8 **MS TROUP:** Thank you. Anastasija, you are the mother of
9 Milan Radovanovic --

10 **A.** Yes.

11 **Q.** -- who died on 25 July 2018?

12 **A.** Yes.

13 **Q.** He was 25 at the time?

14 **A.** Yes.

15 **Q.** You have provided to the Inquiry a witness statement,
16 and you should have a full printed copy of it in front
17 of you. Could I ask you first, please, it's 36 pages
18 long, but if I could ask you to turn to page 34. That
19 is the page where you made a statement of truth and
20 signed, yes?

21 **A.** Yes.

22 **Q.** We can see that your statement is dated 25 November
23 2025?

24 **A.** Yes.

25 **Q.** Are you content, sitting here today, that your statement

1 is true and accurate?

2 **A.** It is.

3 **Q.** Thank you. That witness statement therefore stands as
4 your evidence to this Inquiry and you know, I think,
5 that what I don't intend to do this morning is take you
6 through it line by line. Instead, you and I will talk
7 through the most important parts of the account you wish
8 to give.

9 You've also provided to us a short commemorative
10 piece about Milan, about his life, and we'll come to
11 that at the end of your substantive evidence and, at
12 that point, either you or I will read it.

13 **A.** Yes, yes.

14 **Q.** And I think we have some photographs of him also.

15 **A.** Thank you, yes.

16 **Q.** I want to start by setting out a very brief summary of
17 what it is that you have to tell us because I think --
18 you must tell me if you disagree -- one of the things we
19 could say is that this was not a straightforward set of
20 circumstances?

21 **A.** Exactly.

22 **Q.** There was a very complicated interplay between Milan's
23 physical health needs and his mental health needs; do
24 you think that's fair?

25 **A.** Correct.

1 Q. Yes. I think, we'll come to it of course, but one of
2 the major issues that you wish to highlight is the
3 failures to jointly care for him as between both of
4 those sets of needs?

5 A. Exactly.

6 Q. We'll come to a little of the background to Milan's life
7 but, in very short terms -- and you must stop me if
8 I have anything wrong -- until May 2015, Milan had had
9 no mental health issues?

10 A. No.

11 Q. Is that right?

12 A. Yeah.

13 Q. And no interactions whatsoever with mental health
14 services?

15 A. No, he didn't.

16 Q. In May 2015, he was admitted for a catastrophic physical
17 issue to A&E and thereafter underwent surgery?

18 A. Yes.

19 Q. In the aftermath of his recovery from that very serious
20 surgery, both his mental and physical health
21 deteriorated?

22 A. Yes.

23 Q. By early February 2018, Milan was admitted as a mental
24 health inpatient --

25 A. Yes.

1 Q. -- first at Broomfield and then at Basildon?

2 A. Correct.

3 Q. After a period of treatment there, including sessions of
4 ECT, a further catastrophic physical health issue
5 occurred?

6 A. Yes.

7 Q. And in late April 2018, Milan was transferred back to
8 St Mark's, which is a specialist bowel hospital --

9 A. Yes.

10 Q. -- it was a life threatening situation -- and for
11 further surgery?

12 A. Correct.

13 Q. Thereafter, Milan left St Mark's and came home; is that
14 right?

15 A. Yes.

16 Q. His mental and physical health did not improve?

17 A. Not at all.

18 Q. Milan died at home, as we know, on 25 July 2018?

19 A. Yes.

20 Q. Thank you. Could we talk a little first about the
21 background to his life. If you want to look at it, I'll
22 take you through the statement as we go, so that you
23 know where we are. I'm looking first, please, at
24 page 16 and paragraph 85.

25 A. Yes.

1 Q. You tell us there that Milan was born in Serbia and
2 lived there until he was six --

3 A. Yes.

4 Q. -- and that you and he came to this country during the
5 civil war --

6 A. Yes.

7 Q. -- when he was six, and you settled here, and you
8 remarried?

9 A. Yes, correct.

10 Q. One of the things you tell us is that you asked him --
11 he was very small, but you asked him if he consented for
12 you to remarry?

13 A. Yes.

14 Q. And what did he say?

15 A. He said, "Yes". Yeah, he said, "We'll, be complete
16 family now".

17 Q. We'll be a family --

18 A. Dad in England.

19 Q. Yes. You have your husband, I should have said, I'm so
20 sorry, to support you?

21 A. Yes, he is.

22 Q. One of the things you learned later, because obviously
23 at quite a young age Milan had left his homeland and his
24 grandparents who he loved dearly, and they him --

25 A. Yeah.

1 Q. -- and you learned later that that had been something of
2 a wrench for him, that had been something that was
3 difficult for him?

4 A. Yes, it was.

5 Q. Is this right: I think one of your -- in looking back
6 over events, one of the things you have thought about is
7 that that period of his life and that new start and
8 a new language and new country, the effect of that was
9 never touched on in any kind of mental health treatment?

10 A. No, unfortunately, it hasn't been touched. It was
11 mentioned in -- well, he was in Basildon Hospital just
12 through one of many visits of the psychiatrist.

13 Q. Yes, was that -- sorry to interrupt -- was that the
14 psychiatrist that you had arranged to see him?

15 A. No, it was a psychiatrist from Thorpe Ward who visited
16 him regularly. So among many other questions, he said,
17 "So, Milan, your mother tongue language is Serbian and
18 how do you cope with English?" And Milan was actually
19 quite positive about -- not really sure whether it's
20 English or Serbian, but he didn't elaborate on that. It
21 was just in passing, by question.

22 Q. I understand. I'm so sorry --

23 **THE CHAIR:** Did the psychiatrist ever speak to you about his
24 past?

25 A. No, never.

1 **THE CHAIR:** No psychiatrist?

2 **A.** No.

3 **THE CHAIR:** The things that you've just been referring to
4 and telling Ms Troup about, those were not aired with
5 anybody?

6 **A.** No. Shall I mention that Serbian --

7 **THE CHAIR:** Of course.

8 **A.** Because at one point when he was admitted to Basildon,
9 through friends and relatives, I found the contact with
10 this qualified psychiatrist who worked in UK, in London.
11 And I rang her, and she very kindly accepted to come and
12 visit Milan at that point and had a good hour
13 conversation in Serbian language, and Milan brightened
14 up after that. So the lady, which I won't mention the
15 name, when I ask her, "So how do we carry on with this
16 similar way of help?" And she said, "Don't worry at
17 all. Your local NHS provider will know what to do.
18 They will prepare a plan for Milan and he will be well
19 looked after".

20 **MS TROUP:** Yes. That, I think, was at some stage after the
21 8 February 2018 --

22 **A.** Yes.

23 **Q.** -- when he was at Basildon --

24 **A.** Immediately when he was transferred from Broomfield
25 to --

1 Q. Yes, I understand. We'll come to that. One of the
2 things you tell us about Milan, and again I don't want
3 to put words into your mouth so you must correct me if
4 I'm wrong -- is that what he did throughout his life is
5 put on a brave face and be positive?

6 A. Yeah, he did.

7 Q. He didn't complain; he simply adjusted to life in the UK
8 and got on with things?

9 A. Yes.

10 Q. But you also say that, given how severe his mental
11 health issues became, you would have expected that
12 a psychiatrist or another clinician might have explored
13 with him in more detail the effect of his coming to this
14 country so young and the impact of it all?

15 A. Yes, mm. Very much so.

16 Q. What you tell us -- if we move forward to 2015, and I'm
17 looking now very early in your witness statement at
18 paragraph 4 on page 1 -- on 21 March, Milan was admitted
19 to accident and emergency at Broomfield with
20 uncontrollable rectal bleeding?

21 A. Yes.

22 Q. And he was diagnosed on admission with what you have
23 described as ulcerative colitis, toxic megacolon?

24 A. Yes, he was.

25 Q. Now, Anastasija, I'm no medic but my understanding of

1 that condition is that, in very simple terms, it is
2 a very serious and potentially fatal inflammation of the
3 colon; is that right?

4 **A.** Yes. Yeah, correct.

5 **Q.** Thereafter, surgery was recommended?

6 **A.** Yes, it was.

7 **Q.** Surgeons at Broomfield explained to Milan that he would
8 need a total colectomy and that he became aware that he
9 may need to have a stoma bag fitted?

10 **A.** Yes.

11 **Q.** We remind ourselves that we are speaking about a very
12 young, fit, active man --

13 **A.** Yes.

14 **Q.** -- who lived life to the full and, presumably
15 understating it, this was all something of a shock?

16 **A.** It was, big shock for him.

17 **Q.** Yes, and to you, presumably?

18 **A.** Yes, yes.

19 **Q.** My understanding is that he, at first, refused to
20 consent to that surgery?

21 **A.** Yeah, for a day or two, he did. And then senior surgeon
22 approached him and had a conversation and he was told
23 then that literally his illness will be cured and, in
24 a few months' time or within a year, the role of his
25 colon would be taken over by a J-pouch, which is

1 a method how could be dealt with, and Milan was very,
2 very keen on that.

3 **Q.** Yes, he was reassured by that?

4 **A.** He was totally reassured and, in the end, he accepted
5 it.

6 **Q.** Yes, so he consented. That was a senior surgeon at
7 Broomfield who effectively managed to persuade him to go
8 ahead?

9 **A.** Yes.

10 **Q.** Yes. So the surgery went ahead on the 2 April 2015?

11 **A.** Yes.

12 **Q.** And when Milan was discharged from hospital following
13 that surgery, he came home to you, yes?

14 **A.** Yes.

15 **Q.** That is when you began, I think immediately, to notice
16 problems both with his physical and his mental health?

17 **A.** Yes, we did.

18 **Q.** Tell us about those. Tell us what you noticed.

19 **A.** Well, being aware of --

20 **Q.** Go ahead. We were talking about what you began to
21 notice?

22 **A.** Yeah, yeah, because, you know, this is open wound on
23 someone's body, so that needs -- you know, I Googled it,
24 I talked to friends, consultants, who said extreme
25 hygiene in care is really, really crucial for good

1 recovery, especially if he wanted that J-pouch.

2 Q. Yes.

3 A. However, Milan -- I mean, he was quite -- you know,
4 I won't go into graphic details. He was careful but, on
5 the other hand, for him internally felt like it -- I'll
6 just get on with it and it will be all sorted very
7 quickly.

8 Q. Yes.

9 A. But post-recovery time wasn't that quickly.

10 Q. No.

11 A. So he actually showed signs to me of denial of the
12 seriousness of the problem and only stoma nurse, who was
13 in charge of Milan and visiting him regularly, she took
14 my worries. But she said, "We have to leave him on his
15 own devices".

16 And that -- so I was reluctant to -- but I was, you
17 know, very concerned how physical recovery would go, and
18 then mentally, you know, a total denial of seriousness,
19 which I indicated to stoma nurse. She said, "No, no, he
20 will sort that himself through the process".

21 Q. So breaking that down a little, thank you. Once he was
22 home, a stoma nurse from Broomfield came weekly,
23 I think?

24 A. Yes, in the beginning.

25 Q. That was for essentially a physical check --

1 **A.** Yeah.

2 **Q.** -- a stoma bag check?

3 **A.** Yeah.

4 **Q.** You began to voice your concerns to her --

5 **A.** Yeah.

6 **Q.** -- about what you saw as Milan being in denial of the
7 severity of what had happened and the likely impact on
8 his life?

9 **A.** Yes.

10 **Q.** Her response was, "You must just let him deal with it in
11 his own way"?

12 **A.** Yes.

13 **Q.** One of the things you tell us is that just three weeks
14 post-surgery -- and I think this reflects what you're
15 saying about him possibly being in denial -- he took
16 a trip to Prague with friends for a number of days?

17 **A.** Yes, mm-hm.

18 **Q.** You felt strongly that he was not well enough to do so?

19 **A.** Yes.

20 **Q.** He went ahead and came back so exhausted and depleted --

21 **A.** Yes.

22 **Q.** -- that I think, is this right, he was readmitted to
23 hospital with an infection?

24 **A.** Yes, yes, he had an internal infection, which was dealt
25 with antibiotics, but from then on, he literally

1 spiralled downwards.

2 Q. Yes, after that trip?

3 A. After that, yes.

4 Q. So he had antibiotic treatment for the infection and was
5 discharged home again?

6 A. Yeah, yeah.

7 Q. During all of that period, one of the other things you
8 tell us is that, in line with what you've said about him
9 as putting on a brave face -- I'm looking at page 2 and
10 paragraph 9 of your witness statement -- you tell us
11 that he ignored any physical pain or discomfort --

12 A. Yeah, correct.

13 Q. -- and sort of just went on as before or tried to?

14 A. Exactly. Mm-hm.

15 Q. Yes. You also tell us that, as far as you are aware,
16 no, apart from -- is this correct: during that period,
17 the only clinician that was seeing Milan was the stoma
18 nurse you've referred to?

19 A. Yes.

20 Q. As far as you are aware, was any conversation held with
21 him about mental health support in the aftermath of this
22 life-changing surgery?

23 A. Not at all.

24 Q. Was any information given to him about the possibility
25 of support or psychological services?

1 **A.** At one point, stoma nurse said to Milan if he wanted to
2 join in the group of people with the same experience, he
3 accepted --

4 **Q.** A support group?

5 **A.** A support group. He went for one meeting, he got back
6 home and told me, "This is not for me".

7 **Q.** Yes. When you reported to the stoma nurse, as I think
8 you said you did, your concerns about his mental health,
9 could you tell us a little bit more about what those
10 were? What was he like at the time? What was it that
11 made you think, "Actually, he's not well. Quite apart
12 from the need for physical recovery, I don't think my
13 son is doing well mentally or psychologically"? What
14 was it that made you think that?

15 **A.** He was withdrawn. He avoided going out seeing friends
16 because that would involve drinking. He started
17 changing in his behaviour. I noticed he was gazing
18 through the window while paperwork was in front of him,
19 because he was studying for master's degree -- serious
20 actually, a lot of mathematics and stuff. He would come
21 downstairs with us and lay on our two-seater sofa, watch
22 TV, have a little bit fresh air in the garden, come
23 back, and he just wasn't feeling physically well, and
24 mentally started going into depression then, I think.

25 **Q.** Yes.

1 **A.** There was no nice moments, you know, for him.

2 **Q.** I understand.

3 **A.** Everything was quite grim.

4 **Q.** Becoming dark?

5 **A.** Mm.

6 **Q.** Yes. You reported your concerns to the stoma nurse but,
7 as far as you know, the only action that was taken was
8 offering him attendance at the support group that you've
9 referred to?

10 **A.** Yeah.

11 **Q.** Nobody suggested at any time that he might need a mental
12 health assessment?

13 **A.** Not at all.

14 **THE CHAIR:** At the time that he had the operations, what
15 discussions were had with you about possible coping
16 mechanisms, mental health support? Was any discussion
17 had with you?

18 **A.** Not at all. Not one single doctor, either in
19 Broomfield, colorectal surgeon, not in St Mark's, which
20 is specialist hospital with the psychiatric service.
21 And I asked a few occasions, is Milan going to see
22 a doctor this and that, psychiatrist? They said, "No,
23 no, no, that's not for Milan".

24 **THE CHAIR:** So you actually did say, "Would he be seeing
25 a psychiatrist?"

1 **A.** Yes, yes, which I really don't understand. I mean --
2 anyway.

3 **MS TROUP:** Thank you, that's helpful. I'm just looking at
4 page 2 of your witness statement and the final lines of
5 paragraph 10. In relation to the concerns that you did
6 raise with the stoma nurse from Broomfield Hospital,
7 what you say there is that when you raised those
8 concerns -- and I'm looking, Anastasija, at the final
9 four lines:

10 "Her response to me at the time was that Milan would
11 be fine and that I should definitely not add any
12 pressure on him and also just to leave him to deal with
13 what he was experiencing in his own way."

14 **A.** Yeah, that's correct.

15 **Q.** Presumably that gave you little comfort or reassurance;
16 is that fair?

17 **A.** Yes, yes, it gave me some reassurance but I was never
18 convinced. You know that it's, um ...

19 **Q.** Yes. I think if we look, please, at page 8 of your
20 witness statement, and at paragraph 39, as we move into
21 2016 and 2017, what you tell us is that you made
22 a number of attempts to get help for Milan's
23 deteriorating mental health?

24 **A.** Yeah.

25 **Q.** So you say there:

1 "... when Milan's mental state clearly deteriorated,
2 I requested St Mark's attention about [his] mental
3 state, specifically with [the surgeon]."

4 **A.** Yeah.

5 **Q.** Now, St Mark's, at the site at Harrow, is the specialist
6 bowel hospital?

7 **A.** Yes, it is.

8 **Q.** The advice you received was to contact your GP urgently?

9 **A.** Yeah.

10 **Q.** And you did, I think?

11 **A.** Yes.

12 **Q.** Tell us what happened as a result of that?

13 **A.** Milan came with me to see a GP for an appointment.
14 Milan looked really unwell. He was -- he lost a lot of
15 weight. He really looked like not himself, and we
16 walked into the GP surgery and GP, male, younger age, he
17 said something like, "Milan, look what you're doing to
18 yourself. You need to sort yourself out", and that was
19 his response.

20 **Q.** I see.

21 **A.** So, in the meantime, we organised private talking
22 therapy but that wasn't terribly helpful because Milan
23 put a mask on. He would look good, put his suit on,
24 have a nice shower and therapist would say, "Why" -- you
25 know, it was obscuring.

1 Q. Yes, he was masking, in a way?

2 A. He was masking his ...

3 Q. I understand that you made further efforts, as you've

4 said, to contact, talking -- psychotherapists, or to get

5 him some talking therapy, but actually -- we don't need

6 to go to it, I don't think, but on page 8 at

7 paragraph 37 you tell us that, in a way -- and I'm not

8 suggesting for a moment that this was his fault -- but

9 you were not assisted by Milan himself, who would say,

10 "I'm fine, I'm fine, I don't need any help"?

11 A. Yeah, yeah.

12 Q. But to you as a mother, it was clear that he did?

13 A. It was clearly obvious, yeah.

14 Q. Yes. If we come, then -- and if you want to follow it

15 I'm looking at page 3 and paragraph 11 -- by December

16 2017, Milan was dismissed from his job?

17 A. Yes.

18 Q. And I think to note, he was told that he didn't fit in

19 or something of that nature, but also his employer

20 recommended that he think about counselling --

21 A. Yes, yes.

22 Q. -- which might suggest to us that you were not alone in

23 thinking --

24 A. Yeah.

25 Q. -- that all was not well?

1 **A.** Mm, mm.

2 **Q.** Not very long after that, as I understand it, on
3 1 January, so on New Year's Day, 2018, Milan took
4 a decision to stop eating?

5 **A.** Yes.

6 **Q.** Tell us about that?

7 **A.** Yes, that was after New Year's Eve, where I don't know
8 where he was and I was on my own at home, and he was
9 just sitting in top-floor room, which he used for his
10 studying, and he said, "I decided to stop eating now
11 because this is going to help my bowels". That's it.
12 And what first came to my mind was that because his
13 illness was going into waves, and whenever it goes
14 badly, he would have surgery -- they would remove
15 another part. So I thought he's actually in pain and he
16 thinks that starving would actually help his intestines
17 to feel better.

18 **Q.** Yes.

19 **A.** But then, after a whole day of not eating, I made small
20 sandwiches, toastie, whatever, water, drink, and he got
21 really cross with me, he said, "I told you I'm not
22 eating. Enough". And that lasted for a good five days,
23 and then stepfather got back from his business trip and
24 he said, "This is it. We have to do something about".
25 So we called A&E.

1 Q. Yes.

2 A. And A&E are professionals -- we were lucky, lady was
3 lovely, and she understood straightaway, went through
4 papers, and she said, "Milan, you really need to go to
5 hospital for rehydration and food through the drip", and
6 which he accept --

7 Q. Can I ask, was he drinking in that period?

8 A. Mm, mm. [Unclear answer]

9 Q. So, in fact, it was quite a number of days that he
10 wasn't eating or drinking?

11 A. Yes, yes.

12 Q. So my understanding is that the situation had become so
13 critical that, by 10 January, he was admitted to the
14 surgical ward of A&E --

15 A. Yes.

16 Q. -- at Broomfield --

17 A. Yes.

18 Q. -- and you've said that he was well treated there?

19 A. Yes.

20 Q. I understand that his stoma nurse also visited him
21 there --

22 A. Yes.

23 Q. -- and had a conversation with him?

24 A. Yes.

25 Q. Could you tell us about that, what you know about that?

1 **A.** He had a good relationship with her and she was the one
2 who approached him -- and, actually, at the very
3 beginning, when he was in A&E, she was called, luckily,
4 and she had a word, and I heard, you know, that she
5 asked him, "Milan, do you really want to die?" And he
6 said, quite calmly, he said, "No. No, I don't want to
7 die".

8 And then he accepted drips and he was better, bit by
9 bit. So physically, I mean.

10 **Q.** Yes, so he was then -- following that conversation
11 where -- when you said you heard, were you present?

12 **A.** I was present.

13 **Q.** Yes.

14 **A.** I was allowed to be present. I just didn't want to
15 interfere within their dialogue.

16 **Q.** Yes, I understand.

17 **A.** So I stepped back but I was listening carefully or
18 giving them privacy.

19 **Q.** And you -- I'm so sorry, I didn't mean to interrupt --
20 you heard him confirming, as you said, calmly and sort
21 of with some certainty that he didn't want to die?

22 **A.** Yes.

23 **Q.** Then he was rehydrated?

24 **A.** Yes.

25 **Q.** But I understand that he continued to refuse food and

1 drink; is that right?

2 **A.** Yes. Yes. That's correct.

3 **Q.** Looking now at -- if you want to follow it, you don't
4 need to, but if you want to follow it I'm looking at
5 page 3 and paragraph 15 of your witness statement. It's
6 my understanding that on 12 January, so only a couple of
7 days after admission, Milan was visited on the ward by
8 a psychiatrist. As you know, we're not using names so
9 your statement says "Dr A"?

10 **A.** Yes.

11 **Q.** That was the first time he had seen a psychiatrist in
12 all of this?

13 **A.** As far as I know, that was the very first time.

14 **Q.** Is it right that you were not present when he saw that
15 psychiatrist on 12 January?

16 **A.** Correct.

17 **Q.** Yes. So anything that you do know about that particular
18 visit has come from records?

19 **A.** Yes.

20 **Q.** But, as far as you are aware, there was no assessment
21 carried out on that day?

22 **A.** Correct.

23 **Q.** He then saw the same psychiatrist, still on the surgical
24 ward, again on 18 January, and that's at paragraph 16,
25 on page 3?

1 **A.** Yes.

2 **Q.** And, based on his presentation at that time, that
3 psychiatrist, who we're referring to as "Dr A", made
4 a recommendation that Milan should be sectioned under
5 Section 2 of the Mental Health Act?

6 **A.** Yes.

7 **Q.** And a referral was made for that to happen?

8 **A.** Yes.

9 **Q.** Did you know about that at the time? Did someone at
10 Broomfield speak to you and say, "We actually now think
11 that Milan needs to be detained"?

12 **A.** Never. Never.

13 **Q.** You were visiting him regularly while he was on the
14 surgical ward at Broomfield?

15 **A.** Yes, I was.

16 **Q.** Did you get any opportunity to speak to any of his
17 treating clinicians or to ask questions of them at that
18 time?

19 **A.** Yeah, I did try. Sometimes they would tell me a few
20 things. Sometimes I would request information,
21 depending on the situation. Sometimes would be a nurse,
22 sometimes a consultant, you know.

23 **Q.** But I think, one of the things, I wonder, we bear in
24 mind, that you as his mother, and not a professional and
25 not a clinician, did not know what information to ask

1 for about his mental health?

2 **A.** Exactly, exactly. That sectioning, for me, you know,
3 coming from different country, you know, I needed to
4 Google it to understand what this was all about.

5 **Q.** Yes. When is the first time that you learned that
6 detention under Section 2 had been recommended, do you
7 know? Was it from looking at the records later?

8 **A.** I think it was that 18/19 January.

9 **Q.** I see. Let's come to that, then. So you've also found
10 out, I think, from records, that on 18 or 19 January,
11 the psychiatrist, having recommended that a Section 2
12 detention be considered, in fact the mental health
13 practitioner decided that because, by that point, Milan
14 was in a state of delirium --

15 **A.** Yes.

16 **Q.** -- he couldn't be sectioned and a capacity assessment
17 was carried out?

18 **A.** Yes.

19 **Q.** It's your understanding that he was found at that stage
20 not to have capacity?

21 **A.** Yes, mm-hm.

22 **Q.** When did you first learn that that assessment,
23 a capacity assessment, had been carried out, and that he
24 had been found not to have capacity? Do you know?

25 **A.** Well, it was really just before he was transferred to

1 Basildon.

2 **Q.** Yes, I see. Thank you. If we turn over to page 4,
3 I don't think we need to go through every single one of
4 them in detail, but what we see, essentially in the days
5 thereafter, are a series of reviews of Milan on the ward
6 by the same psychiatrist, Dr A?

7 **A.** Yes.

8 **Q.** Those took place on 25 January, 30 January and
9 2 February.

10 **A.** Yes.

11 **Q.** At that time, Milan was still not eating or drinking?

12 **A.** Yes.

13 **Q.** He did agree to accept anti-depressant medication in
14 liquid form?

15 **A.** Yes.

16 **Q.** But he was refusing ECT, which was what was being then
17 recommended?

18 **A.** Yes.

19 **Q.** Eventually, he was placed on IV fluids?

20 **A.** Just IV fluids, yes.

21 **Q.** Yes. Then looking at paragraph 21, what we see is that,
22 on 6 February 2018, the same psychiatrist that we've
23 been referring to as Dr A again made a referral and
24 Milan was detained under Section 2 of the Mental Health
25 Act?

1 **A.** Yes.

2 **Q.** Help us with this: on that occasion, the 6th, were you
3 made aware that he had been detained under Section 2?

4 **A.** Because I was present. Simply, I was there.

5 **Q.** Yes.

6 **A.** So I was present when that assessment was carried out.
7 There were several professionals there. So -- and
8 Milan, funnily enough, was quite aware of what was going
9 on.

10 **Q.** Yes.

11 **A.** Probably because he already had been hydrated.

12 **Q.** Yes.

13 **A.** And it was quite interesting, really, because at one
14 point he said, "And who are you?" He picked admin
15 person whose role was just a job like --

16 **Q.** Take a note?

17 **A.** Yeah, he wasn't arrogant. He was sarcastic, I think, in
18 that observation. But he was completely aware what was
19 going on.

20 **Q.** I see. So not at that time in a state of delirium, as
21 he had been?

22 **A.** No.

23 **Q.** Did anyone explain to you what the Section 2 detention
24 would mean or what would follow?

25 **A.** I think I was given a paper about that.

1 Q. I see, yes. You understood then -- or I think the
2 psychiatrist told you -- because we're still at
3 Broomfield --

4 A. Yes.

5 Q. -- you were told, is this right, that there were no beds
6 available in the neighbouring psychiatric ward at
7 Broomfield?

8 A. Yes.

9 Q. We will come to this transfer but arrangements were made
10 to transfer Milan to Basildon?

11 A. Yes.

12 Q. Now, help me with this, one of the things you tell us
13 later in your statement is that your view is that the
14 psychiatrist at Broomfield was fairly determined not to
15 admit Milan and to transfer him elsewhere?

16 A. That how it sounded, to me. I did spoke to the
17 gentleman on the corridor and he was very -- showed
18 busyness and hasn't got time for me, and the decision's
19 made. But because it was all about Milan's poor
20 physical health, my impression was I can't deal with
21 this; like, it's not for us. Sorry, I'm now
22 interpreting, but something like that: they will sort
23 him out in Basildon.

24 Q. Yes. Was it your impression that because there were
25 such serious medical, physical health complications --

1 **A.** Yes.

2 **Q.** -- the feeling at Broomfield was that Milan would be
3 better served at Basildon?

4 **A.** That was my understanding or they didn't want
5 response -- to take responsibility over such complex
6 case.

7 **Q.** Yes.

8 **A.** More likely, I think.

9 **Q.** That was your impression?

10 **A.** Yeah.

11 **Q.** Because, as we said at the very beginning, there was no
12 time, really, when this was a straightforward matter?

13 **A.** Yes, yes.

14 **Q.** I understand. One of the things -- could I ask you,
15 please, to look at page 20 of your witness statement and
16 paragraph 113. Just take a moment to look at that
17 paragraph.

18 **A.** Page number, sorry?

19 **Q.** I'm so sorry, page 20 and the bottom paragraph,
20 paragraph 113.

21 **A.** Yes, I'm with you.

22 **Q.** Is that a reference to this transfer from Broomfield to
23 Basildon?

24 **A.** Yes.

25 **Q.** You say there:

1 "... he showed clear neglect towards Milan. He also
2 displayed dishonesty in how he communicated with Milan
3 and with us as parents and showed a total lack of
4 professional interest and human care for Milan and his
5 psychiatric wellbeing."
6 **A.** Yeah, when I read through it now, it's so harsh, but
7 that's now I felt.
8 **Q.** Yes. I wanted to check, really, that we were talking
9 about the same time period.
10 **A.** Yes.
11 **Q.** That was your impression from the time?
12 **A.** Yes, yes. Because I was desperate. I mean, Milan's
13 state was desperate for help and this wasn't offered.
14 **Q.** And you as a parent, as we've established, didn't know
15 what to ask -- why would you, in terms of mental health
16 care and treatment?
17 **A.** Mm.
18 **Q.** But also you were torn at all times because you could
19 see that mentally he was deteriorating and was unwell
20 but there continued to be pressing physical health
21 issues?
22 **A.** Yes.
23 **Q.** Did Milan continue -- as I understand it, all the way
24 through to his transfer to Basildon under section, he
25 was still not eating and drinking?

1 **A.** No.

2 **Q.** On arrival --

3 **A.** I think he was actually at that point on nil to mouth.

4 **Q.** Nil to mouth?

5 **A.** Because of poor state of his abdomen, you know, and

6 intestine.

7 **Q.** Yes.

8 **A.** So I think he was actually not allowed to drink and eat

9 anyhow.

10 **Q.** I understand.

11 **A.** Yeah.

12 **Q.** If we take a look, please, very quickly at page 7 and

13 paragraph 32, one of the things you tell us there is

14 that --

15 **A.** Sorry, could you say which --

16 **Q.** Of course.

17 **A.** Which paragraph?

18 **Q.** Sorry, go in fact to page 6 and to the last paragraph,

19 which is paragraph 32.

20 **A.** Yeah.

21 **Q.** This paragraph is discussing mental health diagnoses and

22 what Milan knew and what you knew. If you turn the page

23 over to page 7, what you tell us towards the end of the

24 top paragraph there is that it appears that Milan was

25 diagnosed in or around 6 February 2018 with what is

1 quoted there above as "mixed anxiety and depressive
2 disorder".

3 **A.** Yeah.

4 **Q.** That's something that you have picked up from the
5 records, yes?

6 **A.** Yes.

7 **Q.** Can you tell us whether any professional discussed or
8 told you about any mental health diagnosis at any time?

9 **A.** No, nobody talked to me about that to explain, and what
10 brings future.

11 **Q.** Yes. My understanding is that on arrival at Basildon --
12 and we note that this was around 7 February and Milan
13 was under section at that time --

14 **A.** Yes.

15 **Q.** -- the intention was for him to go to Thorpe Ward but,
16 in fact, he was only there for a number of hours before
17 he was moved on to a general ward, I think, called
18 William Harvey?

19 **A.** Yes.

20 **Q.** Was your understanding that that was because of his
21 physical health needs?

22 **A.** I think so.

23 **Q.** Yes.

24 **A.** Social worker was doing processing of all that. So
25 I didn't have information but, seeing the ward,

1 obviously there was -- there were no patients with
2 similar physical illness like Milan.

3 Q. Yes, on Thorpe Ward, which is a psychiatric ward?

4 A. On Thorpe Ward, yes, which was like five minutes' walk
5 from the main hospital medical ward.

6 Q. Yes, I understand. When Milan was then admitted to the
7 general ward, which was William Harvey --

8 A. Yes.

9 Q. -- he was placed under 24-hour observations --

10 A. Yes.

11 Q. -- and in a single room?

12 A. Yes, he was.

13 Q. Did that remain the case throughout?

14 A. No, he was moved to a ward with other patients with no
15 observation. Just one day, when I turned up --

16 Q. He was somewhere else?

17 A. He was somewhere else, in more friendly environment.

18 Q. We'll come to that.

19 A. How that happened, I don't know. I mean, who decided?

20 Q. One of the things you tell us -- we can look at it if
21 you would like to -- is that the general ward, I think
22 it's the one that you've just described, is one that had
23 quite a positive atmosphere and that made Milan quite
24 calm?

25 A. Yeah, William Harvey Ward, yes.

1 Q. That was William Harvey?

2 A. Yes.

3 Q. Because, in general, what I understand from your witness
4 statement, is that on arrival at Basildon, Milan was
5 malnourished?

6 A. Yes.

7 Q. Dehydrated?

8 A. Yes.

9 Q. Very depressed?

10 A. Yes.

11 Q. Very thin?

12 A. Mm-hm.

13 Q. And, essentially, quite frail, really --

14 A. Yes.

15 Q. -- quite unwell; is that fair?

16 A. Absolutely, yes.

17 Q. Were you told anything, and if so what, about how, on
18 William Harvey Ward, any mental health treatment would
19 be provided or who would be providing it?

20 A. No, I wasn't told anything about that.

21 Q. As I understand it, from your witness statement, no
22 talking therapy of any kind was ever proposed or put in
23 place during the period that Milan was at Basildon?

24 A. No, it wasn't.

25 Q. And, in fact, the only mental health treatment that he

1 received was the anti-depressant medication --

2 **A.** Yes.

3 **Q.** -- that we've already referred to, that he was taking in

4 liquid form?

5 **A.** Yes.

6 **Q.** And then the ECT, which we're going to come to.

7 **A.** Yes.

8 **Q.** You remained extremely concerned during February, or the

9 early part of his stay at Basildon, about both his

10 physical and mental health; is that right?

11 **A.** Yes.

12 **Q.** And one of the things you tell us -- and I think it's

13 during this period -- is that you tried yourself to

14 arrange a psychotherapist to come and see him or talking

15 therapies?

16 **A.** Yes, I did.

17 **Q.** Clinicians on the ward knew that you were doing that?

18 **A.** Yes, they did. I asked them for permission.

19 **Q.** And permission was granted, presumably?

20 **A.** Yeah, just informally said, "Yeah, no problem".

21 **Q.** Yes, but nobody suggested that they might contribute to

22 that in some way or do something to support Milan --

23 **A.** No, no.

24 **Q.** -- in a similar vein?

25 **A.** No.

1 Q. Right.

2 **THE CHAIR:** Can I ask you: you'd referred earlier to the
3 fact that nobody addressed, in the initial stages of his
4 illness, the issues to do with your history, him coming
5 from Serbia. Was that ever a subject that was raised
6 again, once he was in Basildon?

7 A. No.

8 **THE CHAIR:** Thank you.

9 **MS TROUP:** Are you all right to continue?

10 A. Yes, thank you.

11 Q. Thank you. We spoke a little earlier, you explained to
12 Baroness Lampard about the contact you had made with
13 a Serbian psychiatrist through a friend?

14 A. Yes.

15 Q. I think it was shortly after Milan's arrival at Basildon
16 that this psychiatrist, you said, very kindly agreed to
17 come and see him; is that right?

18 A. Correct.

19 Q. She spoke to him in his native language?

20 A. Yes.

21 Q. And, as I understand it, he brightened a little at least
22 after that visit?

23 A. Yes, he did brighten up, definitely, and he started
24 drinking calorie drinks -- you know, these little
25 bottles for malnourished people.

1 Q. After that visit?

2 A. Yeah, yeah, straight after.

3 Q. That was a very positive development in all ways, then?

4 A. Yes.

5 Q. I think, not long after that, he was transferred to

6 another ward, Edith Cavell?

7 A. Yes.

8 Q. As far as you are aware, at that time, he remained under

9 Section 2 of the Mental Health Act?

10 A. Yes.

11 Q. While there, he was being visited fairly regularly, you

12 tell us, by psychiatrists from Thorpe Ward?

13 A. Correct.

14 Q. Were they close geographically, those two wards?

15 A. Five minutes' walk --

16 Q. Yes.

17 A. -- in a wheelchair.

18 Q. On that ward, one of the things you tell us is that

19 information was not readily shared with you; is that

20 right?

21 A. Yes, it wasn't.

22 Q. I think there were a number of conversations with staff,

23 but those, you tell us, principally focused on his diet

24 and his eating; is that right?

25 A. Yes, yeah.

1 Q. Were you ever given any clear information about the sort
2 of formal steps in Milan's mental health care?

3 A. No, never.

4 Q. I want to ask about that ward. One of the things you
5 tell us is that the atmosphere on the Edith Cavell ward
6 was not hugely pleasant?

7 A. No, not terribly pleasant, because neighbouring patients
8 were very ill, physically and mentally, and older age
9 group, like in their 60s/70s, clearly mentally
10 disturbed. So Milan was put in that box. Okay, never
11 mind, but that didn't really help him at all, to be in
12 that environment.

13 Q. Yes.

14 **THE CHAIR:** Had he remained, though, on Thorpe Ward, would
15 there be issues about the physical care that he --

16 A. I think, yes, because he was linked to be fed through
17 tubes and stoma bag needed care.

18 **THE CHAIR:** Were there any other patients that you saw on
19 Thorpe Ward at the time who had severe --

20 A. No.

21 **THE CHAIR:** -- physical issues?

22 A. No, I didn't notice any. We spent just a few hours. So
23 we saw people coming in and out of rooms but there was
24 no, as such --

25 **THE CHAIR:** And they were physically fit?

1 **A.** No. They were all physically fit, yes.

2 **MS TROUP:** Yes, in fact, that's helpful. I think one of the
3 things you say is that, although you could see that
4 there were issues with the environment at that -- on
5 Edith Cavell Ward for him, the fact was that he had to
6 be where because of his medical needs, his physical
7 health needs.

8 **A.** Yes, yes.

9 **Q.** What you do note, though, is that the environment had
10 quite a detrimental impact on his already fragile mental
11 health?

12 **A.** That's right, yes.

13 **Q.** You tell us -- and you don't need to go to it but for
14 reference I'm looking at page 12, paragraph 65 -- that
15 there was an outdoor area that you describe as "grim"
16 and "untidy and uninviting"?

17 **A.** Yes.

18 **Q.** There was nothing for him to do there, there was no
19 activity of any kind and it wasn't an environment that
20 anyone might describe as sort of peaceful or
21 therapeutic; is that fair?

22 **A.** No, no.

23 **Q.** You also tell us that it was clear to you that,
24 following his move to the Edith Cavell Ward, his mood
25 deteriorated immediately?

1 **A.** Yes, it did.

2 **Q.** Were you visiting him regularly there?

3 **A.** Yeah, I was there every day, nearly every day. Yes.

4 **Q.** Tell us about how he seemed to you in mood then?

5 **A.** He was changing. His mood was changing from being
6 relatively kind of withdrawn and quiet to being a little
7 bit agitated. Not happy.

8 **Q.** No.

9 **A.** He preferred if we wheel him out through corridors, with
10 lovely pictures on walls, take him to café.

11 **Q.** And so you tried to do that, presumably, as often as you
12 could?

13 **A.** Oh, yes. And also, because he was under 24-hour
14 observation after this incident, so they would take him,
15 carers. He particularly liked one older carer that
16 brought him feeling of ease and being relaxed with him.

17 **Q.** Yes.

18 **A.** He said to me he liked looking at these art/pictures on
19 walls.

20 **Q.** Apart from that carer, I think you say that what you
21 noticed on that ward is that his basic needs were
22 fulfilled, that patients' privacy and dignity was
23 respected --

24 **A.** Yes.

25 **Q.** -- as far as you could see?

1 **A.** Staff was really amazing.

2 **Q.** Amazing?

3 **A.** Coping with such ill, sick people and managing to
4 preserve dignity.

5 **Q.** Yes. And I think in one part of your statement you tell
6 us that it was apparent to you that they were very
7 committed and very hard working?

8 **A.** Yes, absolutely. Yes.

9 **Q.** In contrast, and we'll come a little to this later, you
10 tell us in another part of your statement that, at both
11 Broomfield and St Mark's, the specialist bowel hospital,
12 the focus was purely on Milan's physical health?

13 **A.** Physical medical needs, absolutely.

14 **Q.** To the detriment, in your view, of his pressing mental
15 health needs?

16 **A.** Exactly, yes.

17 **Q.** I understand, if you want to see it -- it's at page 5,
18 paragraph 25 of your witness statement -- you don't need
19 to read it all, but you tell us there that on
20 15 February you sent an email to the surgeon at
21 St Mark's, the specialist bowel hospital, in summary,
22 seeking help?

23 **A.** Yes, yes.

24 **Q.** Why did you do that at that stage?

25 **A.** Because I noticed that Milan's physical, medical health

1 is not improving and he is in this difficult mental
2 state. So I was seeking for help any way -- anywhere
3 I could, in particular because this surgeon who helped
4 Milan in the past might -- knowing Milan, you know,
5 might show some more, you know, effort and care towards
6 Milan. But all what they did, they just said, "Refer
7 for mental care to your GP area".

8 **Q.** So that was the response again --

9 **A.** Yeah.

10 **Q.** -- just, "Go to your GP"?

11 **A.** Yeah.

12 **Q.** I see. Nonetheless, if you look at the paragraph below,
13 we can see that, by the 22 February, a mental health
14 practitioner had made a referral for Milan to
15 a specialist mental health team, yes?

16 **A.** Yeah.

17 **Q.** Then going on, the next day, 23 February, Milan was
18 placed under Section 3 of the Mental Health Act?

19 **A.** Yes.

20 **Q.** You say there -- I'm looking at the bottom of page 5 of
21 your witness statement:

22 "It was explained to me that the reason they
23 sectioned him was to prevent his further physical
24 deterioration by way of being fed and watered and
25 administered with his medication for his inflammatory

1 disease."

2 **A.** Yeah.

3 **Q.** So was that explained to you at the time? Were you
4 aware at the time that he was being placed under
5 Section 3 and why that was?

6 **A.** No, I wasn't --

7 **Q.** No?

8 **A.** -- aware of that. I didn't receive any explanation or
9 ...

10 **Q.** The reason I ask -- this is not a criticism -- but that
11 section of your witness statement reads slightly as
12 though it was explained to you at the time but, in fact,
13 that's something you've later learned?

14 **A.** Yes, yes.

15 **Q.** Thank you. It was also explained to Milan at the time,
16 and I think you were aware of this, that psychiatrists
17 considered that the best way to help him would be
18 through ECT?

19 **A.** Yes.

20 **Q.** And Milan was quite resistant to that for some time?

21 **A.** In Broomfield.

22 **Q.** In Broomfield but not at Basildon?

23 **A.** No, not in Basildon. He accepted it because he was
24 explained better that that's done under anaesthetic,
25 general anaesthetic, the whole process, and he accepted

1 it.

2 **Q.** Were you given information about ECT and what it
3 involves and what the likely effects would be on him?

4 **A.** I did receive some information from a nurse. She was
5 a clinical lead in Thorpe, so she was very kind and she
6 explained to me. Although she felt a little bit sorry
7 and sympathetic towards Milan about ECT, now when
8 I remember. I don't know why.

9 **Q.** She expressed sympathy that he was having ECT?

10 **A.** She said, "Oh, does he really need this?", you know.

11 **Q.** Goodness, to you?

12 **A.** Yeah. Yeah. In her best -- you know, she meant well --

13 **Q.** Of course.

14 **A.** -- like human to human but that didn't help me.

15 **Q.** No.

16 **A.** Yeah.

17 **Q.** What were your feelings at the time about him having
18 ECT?

19 **A.** I just would follow doctors' orders. Anything to help.

20 **Q.** Yes, thank you.

21 As I understand it, there was quite a delay. Once
22 Milan had said, "Yes, I'll go for ECT" --

23 **A.** Yes.

24 **Q.** -- there was quite a delay in that starting?

25 **A.** Yes, terrible delay. Five/four weeks, I can't remember.

1 Q. Did you say five?

2 A. I'm not sure. Four/five weeks. Something like that.

3 Q. Let me ask you first: as far as you are aware, what was
4 the reason for the delay?

5 A. I don't know. I can only imagine it was administrative,
6 bureaucratic reason to get everyone agreed on that but
7 I don't know clear answer.

8 Q. As far as you could see, what was the effect on Milan of
9 that delay?

10 A. He was further deteriorating, both mentally and
11 physical.

12 Q. During that time, while you awaited ECT, I understand
13 that he began to deteriorate in such a way that he had
14 what you have described as psychotic episodes?

15 A. Yes.

16 Q. So there was an occasion, I think, where he escaped from
17 the ward?

18 A. Yes.

19 Q. Tell us about that?

20 A. Yeah, nurse rang us at home and said, "We don't know
21 where he is". We drove there, looked, and then they
22 found him. He was hiding in a storage cupboard and on
23 his bed was written with black marker on bed sheet,
24 "Another camping disaster".

25 Q. Another camping disaster?

1 **A.** *(Witness nodded)*

2 **Q.** I think at the time --

3 **A.** Yeah.

4 **Q.** -- you weren't sure what that meant?

5 **A.** I didn't have a clue but nearly -- like, "What on earth
6 is going on?" But later, a good few years later, after
7 Milan's death, his good friend told me, "Oh, you know,
8 we went camping in Devon", I said, "Yeah, I know". He
9 said, "That was absolute disaster. We didn't have
10 equipment for camping, we just went camping and had very
11 bad weather".

12 And then I realised, because Milan's past, present,
13 was all mixed up in his head, and was he dreaming? Was
14 he -- we don't know. Nobody will know.

15 **Q.** I understand. So the meaning of the words he'd scrawled
16 on his bed did not come to you until later?

17 **A.** No, no. And he wasn't dangerous, you know, he was
18 withdrawn, quiet, at that time, in that cupboard. Went
19 to bed quietly --

20 **Q.** Yes.

21 **A.** -- led by a nurse. And we didn't ask him questions.
22 There was no point.

23 **Q.** No. One of the ways in which you describe it, I think,
24 is that, to you, it was apparent by then that he wasn't
25 in the real world any more?

1 **A.** Yes.

2 **Q.** The lines of reality and past and present were blurring?

3 **A.** Yes, exactly.

4 **Q.** The other thing you tell us -- and I think actually this
5 may have occurred after ECT had begun -- was that his
6 biological father came to this country to see him?

7 **A.** Mm-hm.

8 **Q.** And that in the café, Milan attacked his father?

9 **A.** He tried to attack him, yeah. It didn't look -- he
10 didn't -- I mean, it was totally out of -- although
11 I think that was before ECT.

12 **Q.** Yes.

13 **A.** So what happened: his dad announced his arrival, and
14 I wasn't pleased with that particular day because Milan
15 wasn't well -- mentally, wasn't well. And because he
16 arrived and had one week to stay, we went to hospital.
17 So Milan wasn't happy at all he visiting him.

18 **Q.** No.

19 **A.** He was agitated and then, at one point, we were leaving
20 café and Milan took a little cutlery knife and went
21 towards his neck, which I -- because of his behaviour,
22 I was constantly watching him. And there was carer with
23 us, so carer was watching. I was watching him and there
24 was a security guy. So they just held his arm. So he
25 never actually touched him. It could have been

1 terrible, you know.

2 Again, we were totally unprepared for these visits
3 but what I know, straight that afternoon, after that
4 episode, that one consultant, younger man, who was in
5 charge of medication, he immediately changed his
6 drugs/medicine.

7 **Q.** I see.

8 **A.** And he calmed down after that. But how can I tell? You
9 know, I don't know what was he taking, what he stopped
10 taking and what causes what symptoms.

11 **Q.** Yes, and you were not aware at the time or given
12 information about what medication he was on?

13 **A.** No, it was in passing. He told me the name. "I'll do
14 this, do that", but I can't really remember what
15 medicine he was on then.

16 **Q.** I understand. I understand from your witness statement
17 that, in total, once ECT did begin, he had eight
18 sessions of ECT --

19 **A.** Yes.

20 **Q.** -- and those took place on Thorpe Ward?

21 **A.** Yes.

22 **Q.** So he would be taken to Thorpe Ward for ECT and he would
23 come back?

24 **A.** Yes.

25 **Q.** I want to talk to you a little bit about what you say

1 about how he seemed to you following the final session
2 of ECT?

3 **A.** Yes.

4 **Q.** Because there was something of a sort of almost
5 miraculous improvement?

6 **A.** Yes.

7 **Q.** Is that putting it too high?

8 **A.** No, exactly. I just came to visit him and he raised his
9 hand, looked at me with eyes and it was my old son, you
10 know, how he was, two/three years ago. He looked
11 actually surprised himself, in a way, and he was holding
12 a care plan brochure given to him, and with several
13 pages, and he said, "Okay, so, look, I'm doing my plan
14 for the future. Would you like to sit with me and we go
15 through it together?" And that was it.

16 **THE CHAIR:** Had you noticed any improvement during the
17 course of the ECT?

18 **A.** No.

19 **THE CHAIR:** So it was just a sudden improvement --

20 **A.** Just a sudden improvement.

21 **THE CHAIR:** -- after the eighth treatment?

22 **A.** Yes.

23 **MS TROUP:** I think the day that you are describing was about
24 20 April.

25 **A.** Yes, mm.

1 Q. One of the things you say very poignantly in your
2 witness statement -- if you want to see it, Anastasija,
3 it's at paragraph 14, paragraph 75 -- I'll just let you
4 come to it. You say there:
5 "He was looking at me on that first day like being
6 woken up after a bad dream ..."
7 A. Yes, it was just like that.
8 Q. He was then not only making plans for his future in
9 a positive way but sharing that with you and asking for
10 your input?
11 A. Yes, but I'd like to note here that he wasn't euphoric.
12 Q. No.
13 A. All his notes in that plan were very realistic about
14 problems that he was going through -- losing job,
15 difficulties with family issues, biological father
16 away -- and so in his plan he noted that he would like
17 to resolve these issues with professional help.
18 Q. So this wasn't an unrealistic sort of euphoric state?
19 A. No.
20 Q. It was a grounded --
21 A. Exactly.
22 Q. The Milan you knew --
23 A. Yes.
24 Q. -- and recognised from before he had become unwell? Is
25 that an accurate way to put it?

1 **A.** Very accurate.

2 **Q.** You must help me but, as I understand it, at that time,
3 because of his continuing physical health issues, Milan
4 was still nil by mouth?

5 **A.** Yes. Mm-hm.

6 **Q.** He was taken off nil by mouth, I think, once the ECT was
7 complete?

8 **A.** That's why -- I don't know exactly what happened. That
9 first morning when he was much better, and then
10 following morning I arrived and he is in pain in
11 stomach. Excruciating pain. Nil by mouth was taken
12 off, he was given food to his choice and his intestines
13 perforated straightaway.

14 **Q.** So, to the best of your knowledge, on the 20th, when you
15 had the conversation and saw the Milan that you have
16 described looking so well --

17 **A.** Yeah.

18 **Q.** -- he was still on nil by mouth. By the 21st, that had
19 been removed?

20 **A.** Yes.

21 **Q.** Tell us, he had been -- in the normal way, a nurse had
22 come to the bedside and shown him the lunch menu; is
23 that right?

24 **A.** Maybe. Yes, yes. When I arrived and he was in pain, he
25 was blaming himself. He said, "Oh look what I've done,

1 I just had spaghetti bolognese, which I probably
2 shouldn't, and it's so painful", and then when they took
3 him for a scan it was perforation, you know, like
4 appendicitis, same effect.

5 **Q.** Yes, so by then --

6 **A.** So who was controlling that? I don't know. Why would
7 he offered normal menu? He probably should have gone
8 through gently, gently, through some liquid kind of
9 food.

10 **Q.** And gradually built up?

11 **A.** Gradually built up, not giving normal, you know, for
12 healthy stomachs menu.

13 **Q.** Yes. What information -- I'm aware I'm sort of asking
14 you something you've already confirmed you don't know,
15 but do you now know, sitting here today, what happened?
16 When was the nil by mouth lifted? Why was he offered
17 solid food from the normal menu, as though he had been
18 eating just yesterday? Do you know anything about how
19 that occurred?

20 **A.** I think that was just an error.

21 **Q.** I see.

22 **A.** That who was on duty that night, it was like, "Oh, give
23 this poor lad something to eat", you know.

24 **Q.** Yes. His intestines perforated almost immediately --

25 **A.** Yes.

1 Q. -- as a result of that intake of food?

2 A. Yes.

3 Q. And, as a result, he had to be transferred to

4 St Mark's --

5 A. Yes.

6 Q. -- again, in a critical condition --

7 A. Yes, because --

8 Q. -- for surgery?

9 A. -- Basildon said, "We can't deal with this patient.

10 It's too complicated".

11 Q. Yes, we've been going for about 1 hour and 15 minutes

12 and, if it's all right, as long as the Chair is content

13 and you are content, I'm going to ask a couple of

14 questions just now about what happened prior to the

15 transfer to St Mark's?

16 A. Okay.

17 Q. And then I'm going to suggest that we perhaps take

18 a short break before we go on.

19 A. Thank you.

20 Q. So perhaps, Chair, if you're content, just two or three

21 more minutes.

22 Now, again, we're coming to a section of time where

23 I think, unfortunately, you were not provided with

24 a great deal of information and, therefore, there

25 remains a lack of clarity. But what you do know now is

1 that before Milan was transferred to St Mark's for
2 surgery, his intestines having perforated, the Section 3
3 detention was rescinded.

4 **A.** Mm, mm.

5 **Q.** At the time, did you know that?

6 **A.** No.

7 **Q.** I see.

8 **A.** I didn't know anything about taking section -- section
9 off or on. I didn't know anything about it.

10 **Q.** When did you first come to learn that that had occurred
11 before he was transferred?

12 **A.** When I was approached by solicitors from Lampard
13 Inquiry.

14 **Q.** For this Inquiry?

15 **A.** Yes.

16 **Q.** So until that time, you had no idea whether he remained
17 under detention whilst at St Mark's or not?

18 **A.** No, I didn't have idea what was happening.

19 **Q.** Do you now, sitting here, have any idea why a decision
20 was taken for the Section 3 detention to be lifted at
21 that stage?

22 **A.** I can only imagine it was administrative reason --

23 **Q.** I see.

24 **A.** -- because he was changing NHS authorities, so to
25 speak --

1 Q. Yes.

2 A. -- from EPUT to London Harrow.

3 Q. Yes.

4 A. Otherwise, I really don't know.

5 Q. I may be stating the obvious but, if you had known at
6 the time that that was being lifted, would it be right
7 for me to say that that might have put you in
8 a position -- although there was a critical physical
9 health condition going on --

10 A. Absolutely, mm.

11 Q. -- had you known that the Section 3 was being lifted,
12 you might have been able to at least enquire what was
13 going happen in relation to his mental health treatment?

14 A. Exactly.

15 Q. But because you didn't know, you didn't know to ask?

16 A. I didn't know. I didn't know and I really worried about
17 his perforated intestines at that time.

18 Q. Of course.

19 A. And he had still positive impact of ECT on him.

20 Q. Yes.

21 A. But if I had known, I would definitely have raised that.

22 Q. Yes. If we could look, please, just before we break, at
23 page 21 of your witness statement, and at paragraph 116,
24 in the second half of that paragraph you say this:
25 "... it was noted by [and we've given a cipher

1 'Dr E', but that's a psychiatrist] that the RAID team
2 would appreciate an urgent referral to the local
3 psychiatric liaison team covering their hospital for
4 ongoing treatment ..."

5 **A.** Yes.

6 **Q.** So it looks to you, from the records, that somebody at
7 Basildon said, "Hang on a minute, we also need to do
8 a mental health referral here" --

9 **A.** Yeah.

10 **Q.** -- "to the local psychiatric liaison"?

11 **A.** Mm.

12 **Q.** As far as you are aware, Anastasija, did that take
13 place?

14 **A.** I don't think so.

15 **MS TROUP:** Chair, as long as you're content, I think that
16 might be a good place for us to take a short break.

17 **THE CHAIR:** Yes, thank you. Ten minutes.

18 **MS TROUP:** Ten minutes, thank you.

19 **(11.16 am)**

20 **(A short break)**

21 **(11.34 am)**

22 **MS TROUP:** Chair, thank you.

23 Anastasija, before the short break we were talking
24 about the fact that you later learned that before Milan
25 was transferred to St Mark's, the Section 3 had been

1 lifted and one of the things you said before the break
2 was that you didn't know at the time because nobody told
3 you, but that you can only consider that it was sort of
4 an administrative decision. Could we just take a look,
5 please, at page 21 of your witness statement and
6 paragraph 115.

7 **A.** Yes.

8 **Q.** There's a section here that you've quoted from the
9 transfer documents, where the psychiatrist has noted --
10 this is in the last four lines -- that Milan was
11 originally put under Section 3 on admission, and then
12 quoting:

13 "... the 'psych team has lifted it now due to his
14 remarkable mental health improvement. During his
15 admission, he has been getting his ECT regularly and
16 significant improvement on his mental state was noted in
17 the last week'."

18 Now, that note was written on 20 April 2018.

19 **A.** Yes.

20 **Q.** So, in some ways, that ties in with what you are telling
21 us about the marked improvement you yourself saw in his
22 mental state?

23 **A.** Exactly, yeah.

24 **Q.** And our understanding, both from your recollection and
25 the documents, is that the reason that he was detained

1 under Section 3 in the first place was in order to allow
2 him to be fed and to keep him safe in that way?

3 **A.** Yes.

4 **Q.** In any event, you didn't know any of this at the time?

5 **A.** No, I didn't.

6 **Q.** So we can take from that that, over the course of the
7 week before his transfer to St Mark's, clinicians had
8 been observing a marked improvement and had been
9 considering lifting the Section 3, and then that was
10 done but, in any event, at no stage were you informed
11 about it?

12 **A.** Exactly.

13 **Q.** Is it your understanding -- because there was then
14 a transfer to St Mark's, that's the specialist bowel
15 hospital, and Milan did undergo surgery?

16 **A.** Yes.

17 **Q.** As far as you are aware, was there any psychiatric or
18 mental health treatment for Milan while he was at
19 St Mark's?

20 **A.** No, there was none.

21 **Q.** He was still at St Mark's in May 2018.

22 **A.** Yes.

23 **Q.** Then, if we look, please, at page 18 of your witness
24 statement, and paragraph 98 -- you may not need to look
25 at it because, of course, you know this and lived it --

1 **A.** Yeah.

2 **Q.** -- he left. Milan left St Mark's on 17 May without
3 warning?

4 **A.** Yes, he did. He discharged himself.

5 **Q.** Yes.

6 **A.** So he arrived home at the front door with -- in his
7 pyjama tracksuit and PICC lines on his arm. He said
8 "They're not doing really anything for me. I just
9 decide to come home".

10 But he left the day before, so we still don't know
11 what happened that night, where he was. So how -- what
12 was his state of mind?

13 **Q.** I understand. So he left St Mark's on the 17th and
14 arrived home on the morning of the 18th?

15 **A.** Yes.

16 **Q.** You still don't know where he was overnight?

17 **A.** No, we don't.

18 **Q.** I don't think it's the case that the first you knew of
19 him having left was that he turned up at the door. Did
20 someone call you?

21 **A.** No, hospital called. They panicked.

22 **Q.** Yes, on the 17th?

23 **A.** Yes, 17th, so we report -- they reported to police. We
24 reported to police.

25 **Q.** Yes. And I think, in fact, on the 18th police attended?

1 **A.** Yes, they came to visit Milan, make sure he's all right.
2 There was a gentleman and a woman, and they actually had
3 a short conversation with Milan showing great care and
4 concern for him, explaining to him this is not the way
5 how to do these things because he put all of us in worry
6 and thinking is he all right? And so he appreciated
7 that. He kind of smiled. He was a little bit sheepish
8 and he thanked them for caring.

9 **Q.** Yes. You found those officers to have been very caring
10 and concerned for him?

11 **A.** Yes, very, very kind towards Milan.

12 **Q.** Yes. I think, is this right, there was also a call to
13 the home from EPUT psychiatric care, a member of staff?

14 **A.** Yes, someone called.

15 **Q.** Did they speak to Milan or to you?

16 **A.** I think to Milan, directly.

17 **Q.** If we have a look, please, at paragraph 22 of your
18 witness statement and -- no, I'm so sorry, page 22, and
19 paragraph 121, what you tell us there is that, after
20 Milan had discharged himself, there was no meeting with
21 the psychiatric team -- any EPUT psychiatric team?

22 **A.** Yes.

23 **Q.** There was a call from EPUT, a psychiatric team member,
24 to say that a visit would be paid to Milan?

25 **A.** Yes, yes. Maybe it was us on the phone or Milan but we

1 knew about it.

2 **Q.** Yes.

3 **A.** Yeah.

4 **Q.** Now, could you tell me, after that, so during May and
5 June 2018, what psychiatric care or treatment did Milan
6 actually receive? He was at home with you throughout?

7 **A.** Yeah. He was receiving weekly visits lasting 45 minutes
8 to one hour by person, who I understand was a carer.

9 **Q.** Yes.

10 **A.** And he would ask Milan questions. I wasn't present in
11 the room. The doors were open and there was no --
12 I wasn't told that that would be a confidential
13 conversation, so I was occasionally listening and I was
14 told that -- he was asked questions, "Milan, How are you
15 doing?"

16 **Q.** Yes?

17 **A.** "How has your week been?" And something about, "What do
18 you plan for next week?"

19 **Q.** Yes.

20 **A.** And Milan would, with very flat voice, reply to his
21 questions.

22 **Q.** Yes.

23 **A.** And then the gentleman would go downstairs, I would ask
24 him, "What do you think? How is Milan doing?" Very --
25 a non-significant sentence is exchanged, like small talk

1 really, and he would then tell us, "I will be coming
2 next week", or he said, "Next time there will be with me
3 person X, Y, Z, to assess medication", which never
4 actually happened, and that kind of thing.

5 **Q.** I see.

6 **A.** So these were the visits.

7 **Q.** So those were weekly or thereabouts?

8 **A.** Weekly, yes.

9 **Q.** As far as you are aware, was Milan medicated at that
10 time?

11 **A.** Yes, he was taking some tablets. I can't tell you what
12 he was on.

13 **Q.** No, that's all right. Was any information given to you
14 about his medication?

15 **A.** No, not at all.

16 **Q.** Did you receive any advice about what to look out for,
17 how to help him if he descended into crisis, who to
18 call?

19 **A.** Not at all. It was like: Milan is grown up adult, and
20 I'm a mother, with connotation, and that shouldn't be
21 mixed, you know.

22 **Q.** So he's an adult --

23 **A.** So he looks after himself.

24 **Q.** I see. Sorry, I didn't mean to over-speak you.

25 **A.** It's just by chance he lives with us. Something like

1 that, you know.

2 **Q.** Yes, I see. One of the things you say is that the
3 member of staff who visited weekly or thereabouts took
4 a sort of authoritative tone with Milan that it wasn't
5 a -- there wasn't a relationship or understanding going
6 on between them; is that fair?

7 **A.** Yeah, it was like a little tension occasionally,
8 I noticed that. So if, you know, Milan had disagreeable
9 something saying or voice, tone or -- then the gentleman
10 would respond with kind of like "Be a good boy",
11 something like that, you know. Showing his authority
12 over Milan.

13 **Q.** In those words?

14 **A.** No, not in those words but that was the meaning, that he
15 needs to behave well, otherwise things wouldn't be so
16 good for Milan, if you see what I mean.

17 **Q.** Yes.

18 **A.** Like a teacher at school. And I think Milan was
19 mentally -- he understood everything what was going on.
20 So he was just, you know, letting it pass as quick as
21 possible, that conversation.

22 **Q.** Yes. How did he seem to you at the time? So between
23 his return home on 18 May 2018, through May and June and
24 early July, how would you describe Milan's state of
25 mental health?

1 **A.** He was depressed. He was depressed, he was withdrawn,
2 he wasn't sharing any joy with us. Just days were
3 passing by.

4 **Q.** Yes.

5 **A.** What was going on in his head? Was he already planning
6 to leave us? I suspect he was.

7 **Q.** You suspect that he was?

8 **A.** Mm.

9 **Q.** Yes.

10 **A.** Because on his phone we found later, just a few days
11 before he took his life, he went -- he drove himself
12 down to Kent, kind of visit some friend from uni, and on
13 his phone there was photographs of Beachy Head, rocks,
14 and marked dots there with a pen --

15 **Q.** I see.

16 **A.** -- that indicated that --

17 **Q.** That indicated some sort of planning?

18 **A.** -- something. But he was scared of heights. He had
19 a fear of heights, so we imagine that prevented him,
20 yeah.

21 **Q.** Yes, thank you.

22 Am I understanding correctly that during the whole
23 of the period that Milan was at St Mark's having his
24 surgery -- the second surgery and recovering from it --
25 he received no visit from any EPUT psychiatric staff?

1 **A.** No, to my knowledge he didn't and I'm 100 per cent sure
2 he didn't have any visit because he never mentioned that
3 to me.

4 **Q.** Yes. One of the things you tell us -- and I'm looking
5 now at page 22 and paragraph 119 of your witness
6 statement -- is that you didn't receive any information
7 from EPUT during the period that Milan was at St Mark's,
8 and that you were under the impression at the time that
9 his care from any psychiatrist or psychiatric team at
10 EPUT had ended, and that he was not entitled to any
11 further care from them?

12 **A.** Yes, total confusion, really, who was in charge of his
13 mental health.

14 **Q.** Yes. You also tell us that, if you had known that he
15 was entitled to some psychiatric care at that time, that
16 is when you would have raised the alarm?

17 **A.** Of course.

18 **Q.** Yes. When did you first become aware that, in fact,
19 Milan was, as far as you understand it, still a patient
20 of EPUT psychiatric teams during that period? When did
21 you first learn that?

22 **A.** After everything was completed, really.

23 **Q.** Yes, yes.

24 **A.** When we put together with --

25 **Q.** In preparation for this Inquiry?

1 **A.** Yes, yes, yes. Things clarified finally in my head,
2 which wasn't helpful at all.

3 **Q.** Yes, thank you. Your view of the community psychiatric
4 care that Milan received during May and June and early
5 July 2018, I think, is that it simply wasn't adequate?

6 **A.** Totally inadequate, as far as I'm concerned: what I've
7 seen, what I was present at. There was no plan for
8 Milan. He was neglected. At one point, it looked for
9 me, they left him at home thinking, "Oh, this family is
10 okay so he will be better here than with us". But
11 beginning from medication up to any therapy, nothing was
12 offered to Milan: zero.

13 **Q.** Yes, I understand, and one of the things that you say in
14 your statement is that all the good that had been done
15 at Thorpe Ward was undone?

16 **A.** Yes, absolutely.

17 **THE CHAIR:** Did you at any stage ever ask for him to be
18 admitted again as an inpatient?

19 **A.** Me, as the mother?

20 **THE CHAIR:** Yes.

21 **A.** No.

22 **THE CHAIR:** Did he, do you think?

23 **A.** No.

24 **MS TROUP:** One of the things you tell us -- I'm looking now
25 at page 14 and paragraph 73. I think in this section of

1 your statement you were thinking about what could have
2 been done differently and you say there that, thinking
3 about it, you would, knowing what you know now, have
4 requested at the very earliest stage that there be
5 psychiatric intervention.

6 **A.** Yes, in terms of a care plan because all what Milan
7 wanted to start looking forward to future life, and that
8 didn't exist in any way or form. Obviously, motivation
9 is most important for someone to live with whatever
10 medical problem is. For him, his problem was not
11 possible to resolve, for some reason that we couldn't
12 see.

13 **Q.** Yes. We know, Anastasija, that Milan took his own life
14 on 25 July 2018?

15 **A.** Yes, he did.

16 **Q.** He was at home at the time.

17 **A.** Yes.

18 **Q.** I'd like to move on, if you're content, to the aftermath
19 and what you had to deal with thereafter. One of the
20 things that I understand was deeply upsetting to you is
21 that, although you did receive correspondence from the
22 Trust after Milan's death, that correspondence referred
23 to him as your "daughter"?

24 **A.** Yes. I couldn't believe, you know.

25 **Q.** Yes.

1 **A.** They were apologetic. They said the email was prepared
2 by junior member of staff.

3 **Q.** Yes.

4 **A.** Okay, I mean, but, you know, this email needs to be
5 checked by someone before it goes out, as far as I'm
6 concerned.

7 **Q.** Of course.

8 **A.** For much less serious things we do that, you know, jobs,
9 don't we, not to mention that.

10 **Q.** Yes. You then tell us that, on a more positive note,
11 there were two -- I think two Trust representatives
12 visited you at home?

13 **A.** Yeah.

14 **Q.** You and your husband?

15 **A.** They came, mm.

16 **Q.** And actually, I think that was quite helpful, that
17 meeting?

18 **A.** Yes, they were very sympathetic, very supportive -- you
19 could see that in people's eyes, how they respond. They
20 put themselves in that position.

21 **Q.** Yes.

22 **A.** Not being professionals but really like a human being,
23 what someone is going through. So that was really kind.

24 **Q.** Yes. There again, on a less positive side, you were
25 invited a little later for a meeting by the Trust and as

1 I understand it, you were essentially presented with
2 a series of Excel spreadsheets. Tell us about that.

3 **A.** I just couldn't believe it, you know.

4 **Q.** What were those? What were they intended to be?

5 **A.** Well, how to learn lessons, you know, from mistakes. So
6 in very kind of jargon. Not even mental health jargon.
7 It was admin jargon.

8 **Q.** Yes.

9 **A.** So that didn't mean anything to me. They presented that
10 to me to show how much effort they put into Milan's
11 death.

12 **Q.** Yes.

13 **A.** And there were three or four pages of Excel spreadsheets
14 with ticked boxes.

15 **Q.** Yes.

16 **A.** So I didn't think that was really adequate for that
17 situation.

18 **Q.** No, or appropriate, really?

19 **A.** No.

20 **Q.** No, I understand. There was an inquest into Milan's
21 death --

22 **A.** Yes.

23 **Q.** -- in November 2018?

24 **A.** Yes.

25 **Q.** One of the things you said about that process is that

1 you consider that it was conducted with dignity and
2 respect towards Milan and you, as a family?

3 **A.** Yes, it was. I was -- I experienced it okay -- I mean,
4 yeah. It was good balance because police was giving
5 their statements, and us and the coroner was very well
6 balanced and lot of respect towards us as a family.

7 **Q.** You've set out in your witness statement quite a bit of
8 the text from a root cause analysis report that was
9 produced in the wake of Milan's death, and I don't think
10 we need go through it all, but I would like to take you,
11 please, to page 30 and paragraph 173 of your witness
12 statement.

13 **A.** Yes.

14 **Q.** One of the major findings in that report is quoted
15 there, which is that obviously Milan received treatment
16 from both physical and mental health services, and there
17 is limited recorded evidence of liaison between those
18 services?

19 **A.** Yes. Mm-hm.

20 **Q.** That's one of the things we spoke about at the very
21 beginning of your evidence, which is that I think, to
22 you, is this right: the failure here was in coordinating
23 the two sets of needs and having a joint plan?

24 **A.** Yes.

25 **Q.** Can you remember whether you were ever consulted by

1 a joint team of clinicians responsible for both Milan's
2 mental and his physical health?

3 **A.** Never, that never happened.

4 **Q.** As far as you are aware, were there any joint meetings
5 or sort of multidisciplinary team meetings where
6 a joined-up approach was taken and discussed about the
7 two sets of needs in Milan's complicated case?

8 **A.** There were joint meetings, a couple of occasions, but it
9 only related to Milan's physical health. Mental health
10 was always put aside, like something additional, you
11 know?

12 **Q.** Yes.

13 **A.** Not like part of his health.

14 **Q.** Yes.

15 **A.** Like something that someone else is going to sort out
16 because, probably, it was so complicated.

17 **Q.** Yes.

18 **A.** I see that now, but ... yeah.

19 **Q.** Yes, thank you. Then if we look, please, at page 32 and
20 paragraph 184, there you've set out what are cited in
21 the root cause analysis report as "associated factors
22 [that might] have had an impact", and those are --

23 **A.** Excuse me, which paragraph?

24 **Q.** I'm so sorry, I'm too fast. It's page 32,
25 paragraph 184.

1 **A.** Thank you.

2 **Q.** So there you set out some of what are called "associated
3 factors", that the Trust found may have had an impact,
4 and those are: risk assessments not being updated?

5 **A.** Yes.

6 **Q.** Care plans not being patient centred and sort of joining
7 up Milan's physical and mental health needs?

8 **A.** Mm, yeah.

9 **Q.** Then communication between mental health teams and you
10 appearing to be very limited?

11 **A.** Yes.

12 **Q.** And no documented discussion with you explaining that
13 team's role?

14 **A.** Yes.

15 **Q.** A carer's assessment is said there, looking at bullet
16 point 3, to have been offered. So that's 20 April 2018.
17 There's some record that a carer's assessment was
18 offered. Do you know anything about that or do you
19 recall a carer's assessment being offered?

20 **A.** Not at all, no.

21 **Q.** Then the fourth is that it appears to have been noted
22 that the Trust had two electronic database systems and
23 there were problems, essentially, coordinating between
24 them and accessing records?

25 **A.** Yeah.

1 Q. I want to move on, please, to what you considered to
2 have been -- and it may be that we've covered it but
3 I want to ensure, as we come to the end of your
4 evidence, that we've covered everything you want to. On
5 page 33 of your witness statement there's a section in
6 the middle entitled "My major concerns/serious
7 failings", and you say, in paragraph 188:

8 "I consider that the most serious failing by EPUT
9 was [the] very late intervention [and that that] was the
10 main reason for [the] spiralling deterioration in his
11 mental health."

12 A. Yes.

13 Q. You also say there that there was no transparency in
14 sharing information with you?

15 A. Yes.

16 Q. I think, would it be fair for me to say, that, quite
17 apart from the failings you have identified or that you
18 consider to have occurred in sharing information with
19 you, it's also the case that no information was sought
20 from you as his mother? You were not asked for your
21 input?

22 A. No, there was no communication, basically.
23 Non-existent.

24 Q. You also identify -- in the next paragraph,
25 paragraph 189, you say this:

1 "I personally think that Milan desperately needed to
2 talk to someone at the time of his first operation ..."

3 **A.** Yes.

4 **Q.** And I think, is this right: in your mind, if some
5 thought had been given to the likely impact on a young
6 man of this type of surgery and support had been put in
7 place, he might not have left you?

8 **A.** Exactly, because from that point everything went
9 downwards in the form of a spiral, like non-stoppable.

10 **Q.** Yes. You say at the bottom of that page that you
11 consider that this Inquiry should investigate the
12 deficiencies in staff, which you think represent the
13 main problem causing poor mental health care in Essex;
14 is that fair?

15 **A.** Yes, this was written now a year ago.

16 **Q.** Yes.

17 **A.** So it sounds a little bit random, in a way but I really,
18 truly think that lack of qualified mental care people is
19 quite obvious in Essex, from my experience and Milan's
20 experience, and that private counselling, what some
21 people provide around -- what is the quality of it? You
22 know, I'm not sure of this.

23 **THE CHAIR:** Can I understand this a bit better: you talked
24 about the fact that there was no psychological support
25 offered.

1 **A.** Mm.

2 **THE CHAIR:** But you do talk about the dedication and the
3 caring and the abilities of the mental health staff in
4 the inpatient service.

5 **A.** In Basildon, yeah.

6 **THE CHAIR:** In Basildon. So what is --

7 **A.** What do I mean?

8 **THE CHAIR:** -- your particular concern about staffing? Is
9 it the lack of other allied mental health staff? Is it
10 attitude? What is it?

11 **A.** What I thought was that one-to-one care provided by
12 nurses is fantastic. But when we go to beyond that, to
13 someone who needs to make good diagnosis about patient,
14 I think there is a lack of broad knowledge, medical,
15 professional knowledge. But this is my experience.
16 I might be completely wrong --

17 **THE CHAIR:** No, but that was your experience.

18 **A.** -- because patients are diagnosed and then goes
19 treatment. So if this way doesn't work, we go to
20 another way. Then Milan was always lingering at the
21 very lower level of help. Only in Basildon he was
22 assessed by a psychiatrist. So, from that point, there
23 was a care plan, an ECT, and some drugs and, after that,
24 and before that, there was a lack of that.

25 **THE CHAIR:** I understand. Thank you.

1 **MS TROUP:** Thank you.

2 Anastasija, as I said at the beginning, you have
3 prepared a commemorative account about Milan, which you
4 have asked me to read on your behalf.

5 **A.** Thank you very much.

6 **Q.** You're so very welcome. Before I do that, is there
7 anything else at all that you would like to talk through
8 now or that you think I have missed or that you want to
9 raise?

10 **A.** I think it was said so much, and it's such very
11 methodical systematical way, and both my husband and
12 I are grateful to it, to Government, to Lampard Inquiry,
13 but we really hope something will come out of this.
14 So -- as a recommendation. Thank you very much.

15 **THE CHAIR:** Thank you very much. Thank you very much for
16 coming to give your evidence and you have helped me to
17 understand things very much better than before. So
18 thank you.

19 **THE WITNESS:** Thank you.

20 **MS TROUP:** Chair, thank you.

21 So I'll read your commemorative account about Milan
22 now, and then, as I've explained, I think you've
23 provided a couple of lovely photographs of him that will
24 go up on screen once I've read that, and then, because
25 I've come to the end of my questions for you, as has the

1 Chair, what we'll do is ask you to stay in the building
2 so that we can see if there are any other questions for
3 you, and if there aren't, you'll be free to go.

4 **THE WITNESS:** Thank you.

5 **MS TROUP:** All right.

6 **Commemorative account of Milan Radovanovic (read)**

7 **MS TROUP:** Commemorative account of Milan.

8 My son, Milan Radovanovic, was born in 1992 in
9 Belgrade Serbia. He grew up surrounded by the love of
10 his parents, grandparents and extended family and
11 friends. He was a very happy little boy. At the age of
12 three, his father and I separated.

13 In 1999, during NATO's bombing of Serbia, at the
14 time when Milan was six, the two of us moved to the UK,
15 to Maldon, Essex. This decision was made in agreement
16 with Milan's father to provide Milan with an improved
17 quality of life and education, in addition agreeing that
18 I marry Milan's stepfather.

19 In 1999, Milan firstly enrolled at a local primary
20 school and later, at a grammar school in nearby
21 Westcliff. While at primary educational stage, his
22 English significantly improved and practically became
23 his first language. At both schools, Milan seemed to
24 settle well. He enjoyed his life in the UK and he also
25 enjoyed travelling back to Belgrade at each school

1 holiday to spend time with his father.

2 All his life, from early childhood, Milan loved the
3 feeling of excitement, especially created by high speeds
4 and the force of wind. He learnt to sail on the local
5 river at the age of six, with the help of his
6 stepfather. Sailing became his passion and he pursued
7 the throughout his life. He loved and enjoyed
8 kitesurfing, skiing, snow boarding, long-distance
9 cycling and gokarting too.

10 In 2013, at the age of 21, he challenged himself and
11 completed a London-to-Paris cycling tour in three days.

12 Milan liked to socialise and loved going out and
13 spending time with his friends and girlfriends. He had
14 a good sense of humour, which sometimes could be on the
15 dry side or ironical. Sometimes, this touch of dry
16 humour felt like he went through a lot in his life and,
17 in fact, he did, by way of migrating to another country
18 at his early age and being required to adjust to
19 a different social and cultural milieu.

20 At the age of 14, he had a period of teenage
21 rebellion and at the same time started experimenting
22 with the recreational use of drugs. This gradually
23 ceased through his A-level years.

24 After completing A-level studies, Milan enrolled in
25 a property development course at Kingston University.

1 He quite enjoyed studying economy and mathematics. His
2 university life was a happy one. He completed the
3 course successfully and then enrolled in a master's
4 course in real estate investment at the Cass Business
5 School in London.

6 At Kingston University, he met a group of friends
7 with whom he became very close and this friendship
8 continued until the end. After Milan's death, this
9 group of nine good friends organised among themselves
10 a cycling tour from London to Paris in memory of Milan,
11 where they repeated the same route that Milan had done
12 in 2013. All donations went to the charity POPYRUS,
13 which supports parents who have lost children through
14 suicide. I think that Milan would have been extremely
15 proud of his friends, if he would have known about this
16 event.

17 Milan had a natural ability to recognise and
18 understand the emotional states of other people. He was
19 a good listener and did not like to judge people. He
20 loved listening to music pieces with wise and thoughtful
21 lyrics. He sometimes would express sadness and signs of
22 depression. Unfortunately, this started to intensify
23 throughout his illness and developed into a very deep
24 depression.

25 Throughout the last two years of his life, it was

1 obvious that his physical health was deteriorating as
2 well as his mental state. He was disappointed in
3 everything and everyone. He was frequently tormented by
4 depressing thoughts. His physical strength was
5 decreasing and his whole quality of life was in decline.
6 He could not work due to his mental health
7 deterioration. He could not enjoy his sport, food and
8 diet as he used to, and he hated his stoma bag. He had
9 turned into a recluse.

10 Several weeks after the final surgery, Milan ended
11 his life.

12 I think about Milan every day, and miss him hugely.
13 His smile, sensitivity and intelligence will stay with
14 me and the people close to him always.

15 Could we see the photographs now, please.

16 *(Photographs were displayed)*

17 **THE WITNESS:** Thank you very much for reading.

18 **MS TROUP:** Anastasija, it remains just for me to thank you
19 and to ask you to remain while we just wait -- not here
20 but in the building -- I'll ask the Chair to rise for
21 ten minutes or so.

22 Chair, if there are no more questions, my
23 understanding is that we will rise until 2.00 pm. Thank
24 you.

25 **(12.10 pm)**

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

(The short adjournment)

(2.00 pm)

MS LLOYD-OWEN: Good afternoon, Chair.

THE CHAIR: Good afternoon.

MS LLOYD-OWEN: Please can the witness be sworn.

JUNE DICKS (affirmed)

Questioned by MS LLOYD-OWEN

MS LLOYD-OWEN: Thank you. Please can you state your full name for the record?

A. June Helen Dicks.

Q. June, you are the mother of Terry Dicks, who was born on 17 August 1971 and died on 16 April 2018 at the age of 46; is that right?

A. Correct, yeah.

Q. I understand that during your evidence you would like me to refer to Terry by his first name throughout my questions --

A. Yes.

Q. -- and to refer to you by your first name, June?

A. Yes.

Q. By way of background, the Inquiry sent a Rule 9 Request for evidence to your legal representatives on 24 January 2025 and, in response to that request, you've provided a witness statement to this Inquiry, which I hope you have in front of you?

1 **A.** I don't, no.

2 **Q.** You don't have a copy of the witness statement?

3 **A.** No.

4 **Q.** I wonder if we can ensure that you have a copy of the
5 witness statement. Apologies. If we pause there for
6 a moment, just to ensure that June has a copy of that
7 statement in front of her.

8 June, in relation to that statement, you'll have it
9 with you shortly -- ah, I'm grateful.

10 **A.** Thank you.

11 **Q.** You now have the Chair's copy of the witness statement
12 but it should be the exact same document.

13 **A.** Thank you.

14 **Q.** If you can turn to page 29 of that statement and just
15 confirm that it's dated 12 December 2025?

16 **A.** Sorry, I --

17 **Q.** It's the second to last page.

18 **A.** Yes, sorry. Yeah.

19 **Q.** Can you see there 12 December 2025?

20 **A.** Yes.

21 **Q.** Although it isn't there at the moment, is it right that
22 you signed that statement?

23 **A.** Yes, I did. Yes.

24 **Q.** Thank you. So you made a statement of truth and signed
25 the witness statement?

1 **A.** Yes.

2 **Q.** We're just going to hand across now your bundle, which
3 includes the statement, and we'll return that copy to
4 the Chair. *(Handed)*

5 You can leave it in the bundle. You might find it
6 easier just to flick through it with it in there.

7 **A.** Okay.

8 **Q.** Have you had an opportunity to read through that
9 statement recently?

10 **A.** Yes, yes.

11 **Q.** Now, I understand that there are some matters of
12 correction in relation to that statement and I'm just
13 going to take you through those now for you to confirm.

14 **A.** Mm.

15 **Q.** Firstly, and it may help you to turn this up, at
16 paragraph 44 of your statement, this is at page 8, if
17 you see that the paragraph starting "Terry, following an
18 assessment at Rochford Hospital", can you see that at
19 the bottom of the page?

20 **A.** Yes, yeah.

21 **Q.** It says here:

22 "Terry, following an assessment at Rochford
23 Hospital, was sectioned for a period of 28 days at
24 Basildon Mental Health Unit."

25 Is it right that this in fact should say that Terry,

1 following an assessment at Rochford Hospital, was
2 sectioned for a period of 28 days, during which he spent
3 about a week at a Mental Health Unit in Northampton but
4 for the majority of which he was at Basildon Mental
5 Health Unit.

6 **A.** That's correct, yeah.

7 **Q.** Thank you very much.

8 If we can turn over the page, then, and the last
9 paragraph on page 9, paragraph 49, we can see there that
10 you state, in relation to Terry's second admission to
11 hospital, that:

12 "Once Terry had been assessed, Roy and Terry's
13 sister were asked to leave him, so that Terry could be
14 taken to a secure unit at Rochford Mental Health Unit."

15 Is it right that this should in fact say that once
16 Terry had been assessed, Roy and Terry's sister were
17 asked to leave him, so that Terry could be taken to
18 a security unit at Basildon Mental Health Unit.

19 **A.** Yes, that's correct.

20 **Q.** Thank you. If we can turn, then, to paragraph 63, which
21 is at your page 12, and again, the last paragraph on
22 that page, where it says that:

23 "Terry was an inpatient for 28 days, prior to being
24 discharged."

25 It then says:

1 "During his inpatient stay, on 7 December 2016, he
2 was transferred to Rochford Hospital and thereafter, on
3 19 December 2016, he was transferred to Cedar Ward after
4 agreeing to informal treatment."

5 In fact is it right that the reference and line
6 there about him being an inpatient for 28 days should be
7 removed and it should say that:

8 "During his inpatient stay on 7 December 2016, he
9 was transferred to Cedar Ward at Rochford Hospital and
10 thereafter, on 19 December 2016, he was discharged after
11 agreeing to informal treatment."

12 **A.** That's correct.

13 **Q.** Thank you. One final correction just to take you to, if
14 you can go back two pages to page 10 and paragraph 54
15 this is in relation to the third admission to hospital,
16 and where it says that "on 25 October 2017, Terry was
17 admitted to Southend Hospital, Cedar Ward, under
18 Section 2 of the [Mental Health Act]", this should in
19 fact say that:

20 "On 25 October 2017, Terry was admitted to Rochford
21 Hospital, Cedar Ward, under Section 2 of the Mental
22 Health Act ..."

23 Is that right?

24 **A.** That's correct, yeah.

25 **Q.** Thank you. We've jumped around there but we're going to

1 take things chronologically in a moment. Aside from
2 these corrections, is this document true and accurate to
3 the best of your knowledge and belief?

4 **A.** To the best of my knowledge, yes, it is.

5 **Q.** Thank you very much. As you know, that witness
6 statement will therefore stand as your evidence to the
7 Inquiry and, although I'm going to ask you some
8 questions about that witness statement, I'm not going to
9 take you through it line by line or ask you to read it
10 out. Please be assured that the Chair and the Inquiry
11 team have read and considered everything you say in that
12 statement very carefully and it will form part of the
13 body of evidence on which this Inquiry will rely.

14 I'd also like to acknowledge now that you and your
15 husband Roy have provided a commemorative impact account
16 in relation to your son Terry, and the Inquiry is
17 extremely grateful to you for that evidence as well as
18 your evidence today.

19 **A.** Yes.

20 **Q.** I'd like to remind you that I won't be asking you to
21 name any individual members of staff today, so please
22 try not to do so, and if you require a break at any
23 point, please just do bring that to my attention and we
24 will take one?

25 Your evidence will focus on your concerns in

1 relation to your son's care and treatment under the care
2 of the South Essex Partnership University NHS Foundation
3 Trust, which we'll be referring to as SEPT, and then,
4 from 1 April 2017, when SEPT merged with the North Essex
5 Partnership University NHS Foundation Trust, under the
6 care of the new trust resulting from that merger, which
7 was the Essex Partnership University NHS Foundation
8 Trust, which we'll be referring to as EPUT.

9 Before we go through your evidence, I want to make
10 clear that you've prepared this witness statement to
11 give as full an account as you can. Do I understand
12 correctly that it's based on your recollection of what
13 you saw and experienced at the time and what you were
14 told by your husband, Roy, and your daughter, who is
15 Terry's sister; is that right?

16 **A.** That's right, yeah, that's correct.

17 **Q.** As well as what you were told by Terry at the time?

18 **A.** Yeah.

19 **Q.** And am I right in understanding that it's also based on
20 your consideration of some documents that you had not
21 seen at the time but you've seen more recently,
22 including Terry's medical records and material from the
23 inquest proceedings?

24 **A.** Correct.

25 **Q.** Thank you. I'd like to start by setting out a timeline

1 of your son's involvement with Essex mental health
2 services, and I'm going to take the timeline and key
3 dates from your witness statement. Please do stop me if
4 I summarise anything incorrectly.

5 **A.** *(Witness nodded)*

6 **Q.** Taking all of these matters from the information you've
7 provided to us in the witness statement, Terry started
8 showing signs of what you describe as an emotional
9 breakdown around 2009 when his marriage ended and he
10 lost his job; is that correct?

11 **A.** Yes, that's right.

12 **Q.** Then in 2015, you noticed a sharp decline in Terry's
13 mental health with Terry appearing to experience
14 hallucinations and delusions?

15 **A.** Yes.

16 **Q.** Terry was first admitted to hospital on 4 April 2015,
17 after he became aggressive towards you and Roy,
18 prompting you to call NHS 111, following which an
19 ambulance and police attended, and Terry was assessed
20 and detained under Section 3 of the Mental Health Act;
21 is that right?

22 **A.** That's right, yeah. That's correct.

23 **Q.** Initially, he was admitted to Cedar Ward at Rochford
24 Hospital; is that right?

25 **A.** Yes.

1 Q. Terry became violent and needed a secure unit and, due
2 to the lack of beds locally, Terry was transferred to
3 a secure mental health unit in Northampton for about
4 a week, and then transferred to the Basildon Mental
5 Health Unit before being discharged on around 2 May
6 2015.

7 A. That's correct, yeah.

8 Q. Thank you. At this time, as you understand it now from
9 the records you've seen, Terry was diagnosed with
10 schizoaffective disorder; is that right?

11 A. Yes. We didn't know about that.

12 Q. Terry was then admitted to a hospital for a second time
13 on 1 December 2016 --

14 A. Mm.

15 Q. -- is that right?

16 A. Yes.

17 Q. He was detained then under Section 2 of the Mental
18 Health Act at the Hadleigh Unit at Basildon Mental
19 Health Unit and then transferred to Cedar Ward at
20 Rochford Hospital on 7 December, before agreeing to
21 informal treatment and being discharged on 19 December
22 2016?

23 A. Correct, yeah.

24 Q. Terry was then admitted to hospital for a third time on
25 25 October 2017. He was detained under Section 2 of the

1 Mental Health Act at the Cedar Ward at Rochford Hospital
2 and during this admission, you understand now from the
3 records that you've seen, he was given a provisional
4 diagnosis of schizophrenia; is that right?

5 **A.** Yes.

6 **Q.** He was then discharged on 13 November 2017 after
7 agreeing to informal treatment?

8 **A.** Yeah, correct.

9 **Q.** On 20 March 2018, Terry was then discharged from care
10 coordination in the community; is that correct?

11 **A.** Yes.

12 **Q.** On 9 April 2018, Terry's sister contacted the Recovery
13 and Wellbeing Team expressing concerns that she felt
14 Terry was relapsing; is that right?

15 **A.** That's right, yeah.

16 **Q.** On 11 April 2018, Terry's care coordinator visited
17 Terry's flat, along with a colleague, and, given Terry's
18 presentation, they agreed to request a Mental Health Act
19 assessment to Terry and made a referral to the
20 Authorised Mental Health Professional service that day;
21 is that right?

22 **A.** That's correct, yeah.

23 **Q.** We'll call that AMHP?

24 **A.** Mm.

25 **Q.** The AMHP staff who was electronically booking for

1 a Section 135 warrant application, which was needed to
2 gain access to Terry's property, mistakenly booked
3 a hearing date that had already passed; is that right?
4 **A.** That's correct, yeah.
5 **Q.** By the time this was picked up, the next available
6 hearing date was 16 April?
7 **A.** That's right.
8 **Q.** Terry's sister called the Recovery and Wellbeing Team
9 throughout 12 and 13 April --
10 **A.** *(Witness nodded)*
11 **Q.** -- is that correct?
12 **A.** That's correct, yeah.
13 **Q.** And, on the afternoon of 13 April, she was told that
14 Terry's warrant would not be obtained until 16 April?
15 **A.** That's correct.
16 **Q.** On 14 April, Saturday, Terry's sister called the
17 Emergency Duty Team who advised either to take Terry to
18 A&E or to contact the police to do a welfare check?
19 **A.** That's correct, yeah.
20 **Q.** On 16 April at 3.45 pm, the Section 135 warrant for
21 Terry was obtained and the AMHP staff then contacted the
22 police who confirmed that they would be able to
23 facilitate the warrant and a mental health assessment on
24 18 April at 10.30 am; is that right?
25 **A.** That's right.

1 Q. On that same day, 16 April, Terry died of multiple
2 injuries, having jumped out of the window of his tower
3 block flat; is that right?

4 A. That's correct.

5 Q. Thank you for assisting in running through that
6 timeline. It's extremely helpful. I now want to ask
7 you some questions regarding your concerns in relation
8 to Terry's care and treatment through that period, and
9 I want to take you through these thematically. I'm
10 going to start by asking you some questions about his
11 time as an inpatient on the wards. Am I right in
12 understanding that, in terms of the care he received in
13 Essex, this provision was either at the Hadleigh Unit at
14 the Basildon Mental Health Unit or at the Cedar Ward at
15 Rochford Hospital?

16 A. That's correct, yeah.

17 Q. Those were the two locations where he was at and where
18 you visited him; is that right?

19 A. Yes.

20 Q. Thank you.

21 Firstly, I want to ask you some questions about your
22 concerns regarding the physical ward environments that
23 Terry was in as an inpatient. If it helps you just to
24 orient yourself, this is set out in your statement at
25 paragraphs 67 to 70, so that's page 13, in case it's

1 useful to have that to look at.

2 Am I right in understanding that during Terry's
3 April 2015 admission -- so this was the first time he is
4 in hospital -- he spent the majority of his time at the
5 Basildon Mental Health Unit?

6 **A.** Mm, that's right.

7 **Q.** What was your impression of the physical ward
8 environment at the Basildon Mental Health Unit?

9 **A.** Well, I'd never been in anywhere like that before, and
10 it felt like a prison, you know, everybody was locked
11 up, and when you went to visit, you were watched through
12 a glass and, when we left, there was nobody to help him.
13 I just felt like he was -- people are just left on their
14 own to deal with themselves. There's not many staff
15 about. It's a dark and dreary place and quite
16 depressing, and ...

17 **Q.** I think you say in your statement that you were locked
18 in a room together whilst visiting Terry, with a window,
19 is that right, so that staff could see you and observe
20 you?

21 **A.** Yeah, yeah, and, you know, it's not anything we
22 expected. We were going to visit, you know, to make
23 sure he was all right but we were just -- it's like we
24 were being watched all the time and it's quite
25 intimidating and --

1 Q. It didn't feel --

2 A. -- for him -- it must have been even worse for him,
3 I think, really.

4 Q. Yes. You also comment on the fact that the Basildon
5 Mental Health Unit had no outdoor space; is that right?

6 A. No outdoor space. Not as far as I'm aware, they had no
7 outdoor space, no.

8 Q. And what impact --

9 A. At that time.

10 Q. Yes, this is 2015?

11 A. Mm.

12 Q. What impact do you think that had on Terry, that
13 environment, that atmosphere?

14 A. Well, I think when he came out of there he was worse
15 than before he went in. I don't think the treatment --
16 or what treatment he had, we don't know because we
17 weren't really involved because, as an adult, he
18 wasn't -- we were never -- never discussed. We were
19 never asked to come in and speak to anybody, so we were
20 kept in the dark about what treatment he was having.

21 Q. I want to come back in a moment to the issue of
22 information sharing and what you were told. The second
23 place I think you say that Terry was an inpatient was
24 Rochford Hospital and he was transferred there partway
25 through his second admission to hospital --

1 **A.** *(Witness nodded)*

2 **Q.** -- and he was sectioned there during the third, in
3 October 2017.

4 **A.** *(Witness nodded)*

5 **Q.** What was your opinion of Cedar Ward at Rochford
6 Hospital? Was it a better environment or --

7 **A.** No, it was worse.

8 **Q.** It was worse?

9 **A.** It was actually worse. There were so many people in
10 there but not many staff --

11 **Q.** Yes.

12 **A.** -- and everybody was just walking about. I don't know,
13 I just think he felt really unsafe in there. When we
14 went to visit, he just -- he was just -- I don't know,
15 he was just totally -- I felt he was -- I felt that he
16 was alone. I don't think there was anybody there to
17 help him. As I said, staff-wise, you just didn't see
18 anyone.

19 **Q.** I want to turn now to ask you some questions about your
20 concerns which you're expressing now, which you set out
21 in your statement regarding staffing of the wards. How
22 often did you or other family members visit Terry whilst
23 he was under section in these wards?

24 **A.** We visited him on a daily basis, sometimes. If not
25 myself, my daughter, my husband and --

1 Q. So you that the opportunity to regularly see patterns --
2 A. To regularly see.
3 Q. -- in terms of staffing?
4 A. Yeah, and, even if you wanted to try to speak to
5 somebody, there was never anybody about, either in a --
6 although it might have been in, you know, a locked room,
7 or ...
8 Q. So was it your impression that there were just not
9 enough staff available?
10 A. Definitely not enough staff to help -- to help all of
11 the people in there.
12 Q. Was this a consistent problem as you see it or was it
13 more acute in one or other of the --
14 A. I think it was more acute in Rochford than it was in --
15 Q. In Cedar Ward?
16 A. Yeah, in Cedar Ward, than it was in the Hadleigh Unit.
17 Q. Was it your impression that this was just about staff
18 numbers and a shortage of numbers, or was it about staff
19 visibility, as well?
20 A. Yeah, staff visibility but, you know, just staff showing
21 that -- and there didn't seem to be much care. And
22 I think that's the problem with mental health patients.
23 You know, you go into a hospital if you're unwell and
24 you expect to come out and be made better but, in mental
25 health, it's a totally different -- it's totally

1 different. You know, people go into these places, they
2 have a breakdown, they give them medication and they
3 send them home. They don't make them better or try to
4 make them better, as I see it.

5 **Q.** So when you talk about care, were you able to observe
6 interactions between the staff and Terry?

7 **A.** Not really, no. No. You didn't really see them.

8 **Q.** I think you say in your statement that, particularly of
9 Rochford Hospital, that you would see staff often
10 sitting together in the office --

11 **A.** *(Witness nodded)*

12 **Q.** -- and not on the floor, as it were, and engaging with
13 the patients?

14 **A.** That's right, yeah, they were in the office, yeah, and
15 not out there with the patients and ...

16 **Q.** Was that something that you sense that they weren't
17 interacting with or engaging with patients?

18 **A.** Yeah, they weren't interacting at all, as far as I could
19 see it.

20 **Q.** How did this lack of staff presence impact your
21 experience as concerned family members visiting Terry?

22 **A.** Yeah, because -- well, when we left, we always felt that
23 he was on his own and he was -- no one was helping him
24 and he felt quite vulnerable. You know, he felt quite
25 vulnerable, I think.

1 **THE CHAIR:** You talked about him not feeling safe.

2 **A.** Yeah, he --

3 **THE CHAIR:** Did he ever give you any instances of things
4 happening that particularly upset him.

5 **A.** Yeah, you know, things like he was telling us that, with
6 regards to cutlery in the kitchen and things like that,
7 you know, they always had to be careful in case somebody
8 picked -- you know, because somebody could be hurt and
9 they were always having to be careful on what they
10 picked up.

11 **THE CHAIR:** Did you ever see any instances of --

12 **A.** I never did --

13 **THE CHAIR:** -- aggressive or frightening, threatening
14 behaviour from anybody?

15 **A.** In there, yeah. Once we was with Terry, my daughter was
16 with me and someone came up and he was being very
17 aggressive, and Terry told him to go away, and that
18 didn't happen. And it was getting really tense and
19 there was nobody about to sort it out and we just had to
20 deal with it ourselves. And it was quite frightening,
21 you know, never being in those sorts of places before.
22 But, you know, it's not the people's fault. You know,
23 they're unwell and there isn't anybody there to look
24 after them and make sure that they're okay, and I just
25 felt it was a really horrible place.

1 **THE CHAIR:** Thank you. That's very helpful, thank you.

2 **MS LLOYD-OWEN:** I think you say in your statement, I don't

3 know whether this was the same occasion or not, but that

4 Terry's sister was visiting him and another patient kept

5 coming to the room and, in the end, Terry ended the

6 visit short because he was concerned for his sister's

7 safety; is that right?

8 **A.** That's right, yeah, that was another time, yeah. He was

9 really concerned for her safety.

10 **Q.** During that occasion when this was happening, were there

11 any staff about, as far as you're aware --

12 **A.** No.

13 **Q.** -- or did staff ask this patient to go away or intervene

14 in any way?

15 **A.** No. No, Terry had to deal with it.

16 **Q.** So what did this absence of staff or distance between

17 yourselves, as visitors, and staff, mean in terms of

18 being able to ask questions or raise concerns?

19 **A.** You couldn't -- what with the staff themselves?

20 **Q.** So if you had a concern, for example, of a patient

21 interrupting a meeting that you're having with Terry?

22 **A.** There wasn't anybody there to ask.

23 **Q.** Were there occasions when you raised concerns with the

24 staff?

25 **A.** Um, I can't remember. I'm not sure. I can't remember.

1 I don't think we did, no.

2 **Q.** Now, you've mentioned information sharing and you not
3 getting information about Terry. I want to ask just
4 what your understanding now is, sitting here today, as
5 to whether Terry had consented to share details of his
6 care with you as a family. What do you understand the
7 position to be today?

8 **A.** Well, we know now that he said to the consultant that he
9 didn't want us involved in his care but my point was
10 that, when Terry had his first breakdown --

11 **Q.** In 2015?

12 **A.** In 2015, when he became well -- because we had problems
13 talking to the doctors, the GP, because he was an adult.
14 They wouldn't give us information.

15 **Q.** Yes.

16 **A.** So when he was well, we discussed this with him and he
17 said he was happy for us to sign -- to get an agreement
18 signed that we could go to the GP, he would sign it, so
19 that when he was -- if it happened again, we could then
20 contact the GP and the GP could give us information, and
21 vice versa, you know. And we could go to -- hopefully
22 go to EPUT and get them to agree that, as well. But
23 they didn't -- they wouldn't agree it. The GP did, but
24 the EPUT didn't.

25 So when it did happen again, you know, Terry

1 obviously is -- wasn't in his right mind and he was
2 saying things like he didn't want us to be involved.
3 But when he was well, he was happy for us to be
4 involved. But the doctors took his word for that, you
5 know, and I couldn't -- I could never understand why
6 they did that because they could see he wasn't well and
7 he was saying to them, you know, he doesn't want his
8 parents involved, and they were taking that as right,
9 and it wasn't right.

10 Q. So just to orient us, so this is after the first
11 admission, where you'd had these problems whereby the
12 hospital staff were saying they couldn't share
13 information with you --

14 A. Mm.

15 Q. -- a letter between you and Terry was drafted or --

16 A. Was drafted, yeah.

17 Q. And that was provided to the GP -- is that right --

18 A. Yeah, yeah.

19 Q. -- in anticipation that, when he was --

20 A. If it happened again.

21 Q. -- unwell again, Terry's wishes would be known --

22 A. Yes.

23 Q. -- from when he was as well as he could be?

24 A. Yeah.

25 Q. December 2016 rolls around, he's admitted again. What

1 did you do at that point in terms of the document that
2 you had showing Terry's wishes and what was the response
3 you got from staff?

4 **A.** Well, we just didn't -- we didn't get any response from
5 them because they wouldn't agree because Terry had said
6 he didn't want us involved.

7 **Q.** So that's something you understand that he'd said to
8 them when asked?

9 **A.** Yeah.

10 **Q.** But was in conflict with the document that you had?

11 **A.** Yeah, exactly.

12 **Q.** Were you given any information about how you could
13 complain about this, raise this with somebody more
14 senior?

15 **A.** No, no. We didn't really have any knowledge of Terry's
16 care or treatment, really.

17 **Q.** Yes.

18 **A.** Nothing was ever explained to us. We were -- my husband
19 did go to one meeting at the very beginning, when Terry
20 was first admitted, but, after that, we were never asked
21 so we never knew, really, what was going on with Terry's
22 care and treatment.

23 **Q.** So this is a first meeting when he's being admitted in
24 2015?

25 **A.** Yeah.

1 Q. From then on, you as a family are --

2 A. In the dark.

3 Q. -- not -- yes, in the dark about his care and treatment?

4 A. Mm.

5 Q. Returning now to your experience of visiting Terry as an

6 inpatient, what was your experience of trying to get in

7 contact with staff by telephone, for example, when you

8 weren't there seeing Terry directly?

9 A. Telephone was -- yeah, they used to answer the

10 telephone. That was ... I'm just trying to think back

11 now. Yeah, they did answer the telephone and we always

12 enquired how Terry was.

13 Q. Yes.

14 A. It was never really -- I -- you know, just a short

15 response to say that he was fine.

16 Q. Yes.

17 A. He was doing okay.

18 Q. You explain in your statement that you raised

19 difficulties with contact and speaking to staff on the

20 ward with the mental health team verbally. Can you tell

21 us a little bit about when you did make a complaint or

22 raise an issue, how that was dealt with or what was the

23 response that you got?

24 A. I don't know that we really ever complained, as such.

25 Q. Yes.

1 **A.** We just enquired about Terry's wellbeing all the time,
2 or more so than complaining. I can't remember the exact
3 conversations that we had but it wasn't -- I don't think
4 we really ever did complain, like we should have done,
5 probably.

6 **Q.** In terms of visiting Terry, you explain in your
7 statement that there were set visiting times which you
8 attended. Outside of that, Terry could only contact you
9 through the mental health unit's office telephone; is
10 that right?

11 **A.** Mm.

12 **Q.** How available was that to you to be able to speak to
13 Terry when he was feeling isolated, when he wanted to
14 speak to family? Did that function; did that work?

15 **A.** Not really, no. No, it didn't work, no, and --

16 **Q.** Why was that?

17 **A.** But he didn't really phone us. When he was in those
18 places, he -- you know, he was a different person. And
19 I think he felt, in his own way, bad for us that he was
20 in that place and he sometimes wanted to be distant from
21 us because I don't think he could handle -- you know,
22 because we were a very close family and, you know, we --
23 although as much as we tried to help him, sometimes he
24 didn't want our help.

25 **Q.** Yes.

1 **A.** And -- yeah, sorry, I've gone off point there.

2 **Q.** Take a moment if you need one. It's extremely helpful
3 to understand that.

4 You comment in your statement about the impact of
5 understaffing meaning that the practical aspects of
6 Terry's care were not being taken care of. I understand
7 that he had special dietary needs because he had coeliac
8 disease; is that right?

9 **A.** Yeah, that's right, yeah.

10 **Q.** You comment that that didn't seem to be receiving the
11 attention that it needed. What makes you say that?

12 **A.** Well, I don't ever recall him saying that he had special
13 dietary, you know, food in there. He never said that --
14 you know, that he had that. So I assumed from that that
15 he -- they didn't really take that into consideration
16 for him.

17 **Q.** Yes. What do you consider that the impact of
18 understaffing or lack of staff on the ward had on the
19 engagement with Terry?

20 **A.** He was -- he had no respect, I don't think, for anyone
21 in there. He just said that really he felt people were
22 just going through the motions, not really trying to
23 find out what was wrong with him, how they could help
24 him. He didn't -- he had no faith in it at all, in the
25 staff in there.

1 Q. Yes. So --

2 A. In fact, he had no faith in any of the staff, be it
3 consultant or ...

4 Q. We'll come to talk particularly about one consultant
5 that you mention. Would it be fair to say that your
6 impression was that he didn't feel any hope about the
7 treatment he was receiving and didn't have a proper
8 relationship with any of the staff?

9 A. Yeah, that's right.

10 **THE CHAIR:** You said earlier on that Terry was worse when he
11 came out than when he went in?

12 A. Mm, I felt he was worse.

13 **THE CHAIR:** Was that something you felt about all of the
14 three inpatient episodes?

15 A. Well, the worst one was the very last one, when he
16 was -- he -- how he was ever discharged from there,
17 I really don't know. I mean, I could see he was so
18 unwell. So, for me, he just got worse each time he went
19 in there.

20 **THE CHAIR:** All right. Thank you, that's helpful.

21 **MS LLOYD-OWEN:** In terms of the amount of therapeutic care
22 that Terry was receiving during these admissions, what
23 was your understanding in terms of any activities that
24 he was involved in or anything like that?

25 A. We didn't -- I didn't know of anything.

1 Q. Do you think this may have been because you were kept in
2 the dark about what was happening with him or you think
3 it was because it wasn't happening?

4 A. I don't think it was happening.

5 Q. Is it right that, having now considered Terry's medical
6 records, there doesn't appear to have been any record of
7 treatment or care plans relating to Terry's care whilst
8 he was an inpatient under section; is that right?

9 A. Mm, yeah.

10 Q. You've touched on this a bit in terms of the general
11 atmosphere of the wards, would it be fair to say -- and
12 you've set it out in your statement -- that it was
13 a tense and unsettling atmosphere; is that right?

14 A. Yes, it was, yeah. I think more so Rochford than
15 Basildon.

16 Q. Yes, and you raised specific concerns about the
17 consultant psychiatrist overseeing Terry's care in
18 2017 -- who we'll be referring to as "Consultant
19 Psychiatrist 2" --

20 A. *(Witness nodded)*

21 Q. -- and you describe that psychiatrist coming across as
22 cold and indifferent, and making Terry and your family
23 feel as though he was an inconvenience rather than
24 a priority.

25 A. Mm.

1 Q. Can you say a little bit more about what gave you that
2 impression, why you reached that conclusion?

3 A. Well, my husband, when he went to that first meeting,
4 his opinion was that, you know, they weren't listening
5 to Terry, and they was quite arrogant and ... yeah,
6 I don't know.

7 Q. Don't worry, that's extremely helpful. I think you say
8 in your statement that she was interrupting and talking
9 over family and that, in your view or the family's view,
10 she had her own agenda; is that right?

11 A. Yeah, I think it is, yeah.

12 Q. You mention that, on that occasion, it sounds like --
13 was it the one occasion that there was that interaction
14 with the psychiatrist or was it several?

15 A. Just the one, really.

16 Q. And that on that occasion, Roy had to correct the
17 consultant on her opinions?

18 A. That's right.

19 Q. Are you able to say, you may not be, what kind of
20 corrections he needed to make or what kind of things she
21 was saying that were of concern?

22 A. Well, I think Terry was talking -- you know, again, he
23 was unwell and he was talking really -- saying
24 gobbledygook, really. He was just talking -- really
25 silly things, really, he was saying. And he was talking

1 about helping out -- I've forgotten the -- talking about
2 paedophilia and she was trying to -- she sort of like --
3 **FROM THE FLOOR:** Turned it round.
4 **A.** -- turned it round, as if, like, Terry was talking about
5 him being a paedophile and Roy had to correct it, you
6 know, "That's not really what he was saying to you", you
7 know. He was talking all gobbledygook and Roy had to
8 correct her on that. But, again, you know, she --
9 I don't know whether -- because she was -- I think --
10 I'm not sure if she was -- yeah, foreign. I don't know
11 if she fully understood what Terry was saying.
12 **Q.** You feel that Roy was having to explain the context --
13 **A.** Explain everything --
14 **Q.** -- and perhaps --
15 **A.** Yeah, so we don't know what went on with that consultant
16 in the meetings that -- where we weren't there, things
17 that were said. We just don't know.
18 **Q.** So it would be fair to say that your impression is based
19 on this one meeting?
20 **A.** Just the one meeting, yeah.
21 **Q.** I want to ask you briefly about your concerns regarding
22 Terry's medication. What were you aware of in terms of
23 the medication that Terry was taking?
24 **A.** We knew he was obviously taking medication but
25 I couldn't tell you the name of it now. I can't

1 remember off the top of my head, sorry.

2 **Q.** Not to worry. If it helps, you refer in your statement
3 to him having been prescribed olanzapine?

4 **A.** That's it: olanzapine, sorry.

5 **Q.** Not to worry. What did Terry tell you about how this
6 medication was making him feel?

7 **A.** Well, it was making him feel more depressed, I think.
8 He was making him feel drowsy. He didn't want to take
9 it. He did actually stop taking it. I know because he
10 told me. And I said, "Well, look" -- I did say to him,
11 "Is that a good thing? You know, you need to speak to
12 the doctors".

13 But he said -- he was adamant that it was making him
14 worse and he just didn't want to -- I think he just was
15 hoping that he would just be back to normal after not
16 taking it but, of course, that wasn't the case. He had
17 to carry on taking it.

18 **Q.** So the side effects that he was experiencing is
19 something he communicated to you. Is it your
20 understanding this was something that was communicated
21 to hospital staff or do you not know?

22 **A.** I don't really know.

23 **Q.** Do you know, either from what you knew at the time or
24 from what you know now, whether there were any attempts
25 to try Terry on different medication at any stage, other

1 than olanzapine?

2 **A.** I don't know that, no.

3 **Q.** I want to turn now to talk about the discharge you
4 mentioned in November 2017. So this is after Terry has
5 been admitted for the third time. I understand that you
6 have concerns regarding his being discharged at that
7 time and, if it helps you, you outline these at
8 paragraphs 65 and 66, so page 13.

9 Is it right that you went to collect Terry from the
10 hospital on this occasion?

11 **A.** Yeah. Yeah, we did.

12 **Q.** You've touched on it already but what was your
13 impression of Terry when you went to collect him on that
14 day?

15 **A.** He was in a terrible state. We got him in the car and
16 my daughter went back in to try to find out, you know,
17 why he was being discharged and they just said, "He's
18 being discharged". There was no full explanation. But
19 we, as a layperson, could see that he was so unwell and
20 we just could not understand why they were discharging
21 him. It's the worst we'd ever seen him.

22 **Q.** You mention in your statement that he was displaying
23 a lot of the symptoms: false beliefs, difficulties
24 organising his thoughts --

25 **A.** Yeah, mm.

1 Q. -- speaking to voices in his head.

2 A. Yeah. Speaking to everyone that he passed, and it
3 was -- it was shocking, really. And we tried to get him
4 to come home but he insisted on going back to his own
5 flat. So that was really traumatic because it was
6 terrible leaving him because we were so worried about
7 him.

8 Q. When Terry's sister went back in to the hospital to say,
9 "Look, we can see, from our understanding, that he's not
10 well, he's not well enough to be discharged", and she
11 was told, "We can't tell you more than he's being
12 discharged".

13 A. Mm.

14 Q. Was any information given to you then about how you
15 might raise a complaint?

16 A. No.

17 Q. How you might deal with the issue?

18 A. No.

19 Q. And --

20 A. We basically felt we were left on our own.

21 Q. Did they give you information at that point, given the
22 concerns that you were raising, about what you could do
23 if you were concerned about Terry once he was discharged
24 and if he appeared to be in crisis?

25 A. No.

1 Q. Given what you've said, I think the answer to this is
2 likely to be no, but were you given any information
3 about the plan for Terry's care after his discharge?
4 A. No.

5 Q. I'm now going to ask you some questions about your
6 concerns regarding Terry's care in the community and the
7 discharge from care coordination in March 2018. So this
8 is some months on, four or so months later. Having seen
9 Terry's medical records, I understand that you're
10 particularly concerned about an EPUT outpatient
11 appointment that Terry attended with his care
12 coordinator on 20 February 2018; is that right?
13 A. Mm, that's right, yeah.

14 Q. You say in your statement that, at this appointment,
15 it's recorded that Terry continues to have delusional
16 and paranoid beliefs and that his case will be discussed
17 at the multidisciplinary meeting the following day; is
18 that right?
19 A. Mm. *(Witness nodded)*

20 Q. Now, having seen that record, what do you consider
21 should have happened as a result of that appointment?
22 A. Well, I think he should have been reassessed and the
23 likelihood that he would have been sectioned again. And
24 it may have been that, you know, he wasn't taking his
25 medication; we don't know.

1 Q. Yes.

2 A. But -- and that didn't help but, at that point, when
3 they're saying those things, to me -- that means that he
4 does need -- he needs further help. And I think out in
5 the community wasn't -- help in the community wasn't
6 what he needed.

7 Q. At this point, you've mentioned that he may not have
8 been taking his medication and you've also mentioned
9 that there was a time at which he told you he wasn't
10 taking it.

11 A. *(Witness nodded)*

12 Q. Do you know -- when was it that he told you that he
13 wasn't taking it?

14 A. Well, this was when he first had the section --

15 Q. 2015-2016.

16 A. -- this was the first time he started to take the
17 tablets and he realised what it was -- how it was making
18 him feel. So he wanted to stop taking them. So as far
19 as I know, he did stop taking them but I think he went
20 back on them again because, obviously, we'd gone through
21 a second section, then --

22 Q. A third section.

23 A. -- a third section.

24 **THE CHAIR:** Can I ask you, when they discharged him and you
25 said he was very unwell in 2017, the end of 2017, you

1 say that you were given no information about this, but
2 you had said earlier that it was suggested that, if
3 there was an issue, you were to take him to A&E or
4 possibly contact the police for a welfare check.

5 **A.** Yeah.

6 **THE CHAIR:** When were --

7 **A.** That was --

8 **THE CHAIR:** When were you told that?

9 **A.** That was at the very end, at the weekend before Terry --

10 **THE CHAIR:** Right, so it wasn't at the time of discharge?

11 **A.** No, that wasn't then, sorry.

12 **THE CHAIR:** Sorry, that's my mistake.

13 **A.** That was December '17, that was.

14 **MS LLOYD-OWEN:** Just to understand that period between the
15 November when he's discharged, in 2017, and the
16 February, you've said that you picked him up, you took
17 him home, he obviously wanted to be at his own address,
18 what was the position in terms of your contact, you and
19 Roy, and Terry's sister's contact with him over that
20 time period? Were you speaking with him? Were you not?

21 **A.** Well, my daughter was but he didn't want to speak to us.
22 For some reason, he just decided that he didn't want
23 to -- he used to visit my daughter but he didn't -- you
24 know, we only lived up the road but he just, for some
25 reason -- I think because we -- when we first sectioned

1 him, he was really angry with us for doing that. You
2 know, we couldn't help him. He needed professional --
3 what we thought professional help.

4 **Q.** I think you say in your statement that you think it may
5 have been because he blamed you for --

6 **A.** Yes.

7 **Q.** -- his having been sectioned?

8 **A.** He did. Yes, he did. But we couldn't -- I mean, on
9 that first -- when he was first sectioned, it was
10 a terrible time. We'd never been through anything like
11 that before. We didn't know what to do, how to handle
12 it.

13 **Q.** Yes.

14 **A.** And we just thought we need some help.

15 **Q.** You thought --

16 **A.** But, of course, that sort of backfired on us because we
17 never really -- he never really forgave us for that,
18 really, because he saw it as we put him into the system
19 and that system then stopped him, in his head, from --
20 you know, he's had this breakdown, he can't work, he
21 can't get a job, no one's going to employ him. That's
22 how he saw it. I think he felt then like everything was
23 crashing down on him. And, yeah, I mean, he had good
24 jobs all his life. You know, he worked in the City, he
25 had a very good job, and I think he just -- it just all

1 went crashing down.

2 I don't think he just ever forgive us for it,
3 really.

4 **Q.** But he had maintained a relationship of trust with your
5 daughter --

6 **A.** Yes.

7 **Q.** -- Terry's sister; is that right?

8 **A.** He did, yeah.

9 **Q.** Are you able to help with, at this point, in the
10 February and the March 2018, what she was telling you
11 about how he was presenting, how he was behaving?

12 **A.** Yes, she -- well, we knew -- I mean, we was all in
13 regular contact, you know. I mean, if he went to my
14 daughter's, she would say, "Terry's been round, he's
15 looking really -- you know, he's talking -- he's
16 paranoid". Just all the symptoms that we'd seen before.

17 **Q.** Yes.

18 **A.** So she knew him full well, like we did. So we just
19 liaised on the phone a lot when he was about so that we
20 couldn't -- you know, so that he didn't know we were
21 doing that. But, yeah, he's --

22 **Q.** You were as close as he would let you be at that point?

23 **A.** Yes, but then [redacted] kept -- sorry, my daughter kept
24 us up to date completely with everything that was going
25 on. But there was a time afterwards -- sorry -- you

1 know, we're saying about trust, and we never really
2 forgive ourselves, I think, for perhaps doing what we
3 did, but knowing it was the only way we had -- what we
4 could do. But my daughter said to me afterwards, you
5 know, she felt like the trust would be gone with her as
6 well, eventually --

7 **Q.** Yes.

8 **A.** -- because he was becoming more distant with everybody.
9 And, you know -- but, again, you know, it wasn't -- he
10 just wasn't getting the right care and treatment.

11 **Q.** Then, on 20 March 2018, so this was about a month later,
12 I understand from your statement that Terry attended an
13 EPUT output patient with a consultant psychiatrist --

14 **A.** Mm.

15 **Q.** -- a different one, Consultant Psychiatrist 1 -- and
16 from the records you have seen, Terry is noted to have
17 explained that he had no thoughts of harming himself or
18 others and stated he was Christian so wouldn't do that,
19 but also that Terry displayed some paranoia about
20 society and organisations and hostility and
21 irritability. It was following this appointment, you
22 understand, that Terry was discharged from care
23 coordination; is that right?

24 **A.** Mm, yes.

25 **Q.** What is your view as to the appropriateness of

1 discharging Terry from care coordination at that point?

2 **A.** Well, everything to me is contradicting itself. I mean,
3 the care coordinator appointment that he had in February
4 was saying that he was paranoid and delusional and then
5 a month later he's -- those comments were made. And
6 they just contradict themselves, I think, really. And
7 I don't know why they agreed to discharge him, and they
8 do say, I think, it's because he wanted to be
9 discharged.

10 **Q.** Yes. You refer in your statement to an outpatient
11 clinical report written by that psychiatrist to Terry's
12 GP on 23 March, where it's noted that Terry's care
13 coordinator expressed the view that Terry was possibly
14 not taking his medication and, as you say, you think
15 this may be because Terry wanted to be discharged; is
16 that right?

17 **A.** Mm.

18 **Q.** Have you seen anything to suggest that steps were taken
19 to review Terry's medication or speak to him about it at
20 that point?

21 **A.** No.

22 **Q.** What do you think should have happened at that point in
23 March, where discharge from care coordination was being
24 considered?

25 **A.** Well, it shouldn't have happened. I mean, you know, he

1 should have -- I think, you know, looking at the
2 February appointment and the March appointment and the
3 comments that are made, I think he should have been
4 sectioned again, at that point.

5 **Q.** If I can ask you just to -- in case it's useful -- turn
6 up -- if you go back two pages in the statement to
7 page 11 at paragraph 60, it's the bottom of the page,
8 and here you explain that, on all three of the occasions
9 when Terry was sectioned, he displayed a number of the
10 same symptoms, and you set out there, on that page and
11 over the page, what, as I understand it, you see those
12 symptoms were. Amongst those, you've listed: false
13 beliefs about things going on in the world; sensing
14 things that weren't there; and social withdrawal.

15 **A.** *(Witness nodded)*

16 **Q.** From your understanding from Terry's sister, as to what
17 was happening at this point, end of March 2018, was it
18 your understanding that these symptoms were playing out
19 again and --

20 **A.** They were.

21 **Q.** -- and the pattern was repeating?

22 **A.** Mm, yes.

23 **Q.** What is your view as to whether this pattern was
24 properly looked at by those caring for Terry at the
25 time?

1 **A.** Well, I don't think it was.

2 **Q.** Before --

3 **A.** I mean, why would they have discharged him? There's all
4 these, you know, things that were leading up to April
5 that were happening with him, slowly but surely. And he
6 was just reaching -- you know, just the -- I don't know.
7 Just ...

8 **Q.** What I want to do is I want to come to one quick matter,
9 and then before we come on to those seven days in April,
10 if it's a convenient moment, we'll take a break. So I'm
11 going to deal just shortly with that and then we'll take
12 a short break before dealing with that; is that all
13 right?

14 **A.** Okay.

15 **Q.** So before I come to the events of April 2018, I want to
16 ask you -- you touched on this a little bit -- but just
17 some questions about your involvement in securing Mental
18 Health Act assessments for Terry previously, and I want
19 to ask particularly about when Terry was sectioned for
20 the second time in December 2016. How was it that Terry
21 came to be assessed on that occasion? This is the
22 second time.

23 **A.** Well, he was --

24 **Q.** If it helps you, at your paragraph 48 you talk about Roy
25 and Terry's sister taking him to his GP --

1 **A.** Yeah, that's right. I'm just going back now.

2 **Q.** -- I think you say, who, owing to his presentation,
3 recommended he be taken to A&E for an assessment?

4 **A.** That's right. My husband and my daughter, they took him
5 to the GP and he was, you know, again, going through all
6 these things that we'd seen before. And that's when
7 they took him to -- the GP recommended that we take him
8 to A&E and that's where he was assessed there.

9 **Q.** Can you describe what that experience of getting Terry
10 to the emergency department and waiting there with him
11 was like? Was this straightforward? How long did it
12 take? What was the experience like?

13 **A.** Well, for my husband and my daughter, it was quite hard
14 getting him there and then keeping him there. I mean,
15 they had to have security on the door so that he didn't
16 leave. You know, he was in a very bad way at the time.

17 **Q.** Yes.

18 **A.** And they had to deal with all of that. I didn't.
19 I wasn't there at the time.

20 **Q.** I think you say in your statement that it was an
21 extremely stressful and difficult situation?

22 **A.** For both of them it was, yeah.

23 **Q.** In October 2017, when Terry's mental health declined
24 again and you were worried about his safety, you say
25 that you thought it was best that this time you left it

1 to the medical team; is that right?

2 **A.** Mm, mm. *(Witness nodded)*

3 **Q.** Why did you feel this time that that was the better
4 approach? Not to be involved as family in getting that
5 assessment or being seen to get that assessment?

6 **A.** Because we just didn't want to be blamed for this, you
7 know, this section happening again, because he used to
8 -- you know, he didn't want to be going into these
9 places. He did fight like tooth and nail not to go into
10 these places, but he had to and ...

11 **Q.** I think you explain in your statement that you called
12 the mental health team, who came to Terry's flat, and
13 although you weren't actually with Terry at his flat,
14 you waited outside to ensure that what needed to happen
15 did happen --

16 **A.** Yes.

17 **Q.** -- and that he was getting help --

18 **A.** Yes, but we didn't want him to see us, yes, we didn't
19 want him to know that we'd been involved because it just
20 made things worse, really, for us, really.

21 **Q.** You --

22 **A.** Because he wasn't speaking to us, as well, and then we
23 didn't want to ...

24 **Q.** Yes. You've explained the impact that this role you
25 felt you had to play had had on your relationship with

1 Terry and that you weren't personally in contact with
2 him in April 2018. Is it right that Terry's sister --
3 **A.** Although I was on the phone with my daughter all the
4 time --
5 **Q.** Yes, absolutely.
6 **A.** -- of what was going on. So yeah.
7 **Q.** Is it right that, in April 2018, when Terry's sister
8 spoke to the care coordinator, she explained that she
9 was the only member of the family that, at that point,
10 he would speak to and that, therefore, the fact that she
11 was calling was something that shouldn't be shared with
12 Terry; is that right?
13 **A.** Mm, yeah.
14 **Q.** In your view, how important to keeping Terry safe was
15 Terry's relationship with his sister at that time?
16 **A.** Well, it was very important, yeah. I mean, you know,
17 [redacted] -- sorry, my daughter, she did her best to
18 keep him -- make sure that he was safe, keeping him safe
19 and phoning the Taylor Centre, making sure that they got
20 to see him and make an assessment as soon as possible.
21 She was trying to do the best that she could.
22 **Q.** Thank you. Thank you, June, for the evidence you've
23 given so far.
24 We're going to take a break now, if it's
25 a convenient moment, of ten minutes, and then we'll come

1 back and talk a bit about what happened in April.

2 **A.** Okay.

3 **MS LLOYD-OWEN:** Thank you so much.

4 **(3.00 pm)**

5 **(A short break)**

6 **(3.11 pm)**

7 **MS LLOYD-OWEN:** June, I want to turn now to talk in detail
8 about your concerns in relation to the period from
9 Monday, 9 April 2018, to the following Monday, 16 April
10 2018. If you can please turn to page 5 of your
11 statement, you'll see there, from paragraph 24 onwards,
12 you deal with the chronology of these events and I'm
13 going to take you through what happened and ask you to
14 comment upon them.

15 So on Monday, 9 April 2018, this is 20 days after
16 Terry had been discharged from care coordination, is it
17 right that this was when Terry's sister contacted the
18 Recovery and Wellbeing Team?

19 **A.** Mm.

20 **Q.** And she expressed concerns that she felt Terry was
21 relapsing, as he was presenting as manic; is that right?

22 **A.** That's right, yeah.

23 **Q.** She described how Terry had been in town over the
24 weekend, he was unkempt and unshaven, which was -- is it
25 right --

1 **A.** Unusual.

2 **Q.** -- that that was unusual for Terry?

3 **A.** Mm, mm.

4 **Q.** He was over-friendly with people, paranoid -- I think,
5 is it right, that he said something about he couldn't go
6 into a café because he thought the man in the café was
7 watching him?

8 **A.** That's right, yes.

9 **Q.** His sister, and presumably you as a family, were also
10 concerned that he was not taking his medication --

11 **A.** Yes.

12 **Q.** -- and was lacking insight into his illness?

13 **A.** That's right, yeah.

14 **Q.** You go on to explain that Terry's care coordinator, who
15 had been off on the 9th, but the Tuesday, 10 April,
16 returned and discussed Terry's case at the
17 multidisciplinary meeting; is that right?

18 **A.** That's right, yeah.

19 **Q.** It was agreed that the care coordinator would visit
20 Terry's home, along with the Recovery and Wellbeing Team
21 lead and this was communicated to Terry's sister at this
22 point; is that right?

23 **A.** That's right, yeah.

24 **Q.** Did Terry's sister get on the phone and let you know
25 what was happening?

1 **A.** Yeah, all the time. We kept up to date.

2 **Q.** So, at this point, you were feeling some reassurance
3 that Terry would be seen and he would be assessed?

4 **A.** Yes, that's right.

5 **Q.** In fact, the visit didn't take place on 10 April. Is it
6 right that Terry was understood to have gone to stay
7 with his partner but when Terry's sister explained the
8 next morning that he was back and she'd seen him, it was
9 arranged for that afternoon?

10 **A.** That's right, yeah.

11 **Q.** Is it right that Terry's sister emailed the care
12 coordinator on Wednesday, the 11th, saying that Terry
13 had turned up at her house speaking to her husband and
14 referring to the devil and the end of the world?

15 **A.** Yes.

16 **Q.** So, at this point, before he's been seen, how concerned
17 were you as a family as to what was happening with
18 Terry?

19 **A.** Really concerned. I mean, my daughter was on the phone
20 to the Taylor Centre -- that's where the care
21 coordinator works from --

22 **Q.** Thank you, yes.

23 **A.** -- and she was on the phone to them all the time --
24 I mean, all week -- trying to get something done. But
25 then what happened was -- sorry, I don't know if you

1 wanted to --

2 **Q.** Well, I was going to say that on the 11th, Wednesday,
3 11 April, at 1.30, the care coordinator and a colleague
4 visited Terry?

5 **A.** That's right, they did.

6 **Q.** I presume you understand this from the records but is it
7 right that he is said to have become verbally
8 aggressive, uttered statements of a psychotic nature --

9 **A.** He didn't know --

10 **Q.** -- and said he didn't want to speak to them?

11 **A.** Yeah, he didn't know why they was knocking on his door
12 but they realised, obviously, that he wasn't right.

13 **Q.** You understand that the care coordinator discussed
14 Terry's case with the duty AMHP, the approved mental
15 health professional --

16 **A.** *(Witness nodded)*

17 **Q.** -- and emailed a completed AMHP referral form requesting
18 a mental health assessment --

19 **A.** *(Witness nodded)*

20 **Q.** -- to the AMHP service that day; is that right?

21 **A.** That day, yeah.

22 **Q.** Was that communicated to Terry's sister and therefore to
23 you --

24 **A.** *(Witness nodded)*

25 **Q.** -- that there had been this referral made?

1 **A.** Yeah, we knew all along what was going on and that, on
2 the Thursday, we had phone calls -- well, my daughter
3 phoned lots of times for, you know, updates to see
4 whether -- if the warrant had come through because the
5 assessment and the warrant, it needed both. And they --
6 she was told that the warrant had been obtained for
7 Terry on the Thursday.

8 **Q.** Yes. So just to take it a little slower, just in terms
9 of those days. So the Wednesday, you understand that
10 the warrant needs to be sought --

11 **A.** Yeah.

12 **Q.** -- to have the Mental Health Act assessment --

13 **A.** *(Witness nodded)*

14 **Q.** -- and that that is going to happen on the Thursday.
15 You're expecting the assessment to happen on the
16 Thursday?

17 **A.** Yes, the assessment happened on the Thursday, yes.

18 **Q.** Is it right that the care coordinator also informed
19 Terry's sister that she could contact the police if she
20 had any further concerns about Terry's wellbeing
21 overnight, for example, to get a welfare check?

22 **A.** That was not until the Friday --

23 **Q.** Okay.

24 **A.** -- the end of Friday.

25 **Q.** At this point, you understand now that the root cause

1 analysis report said that, in fact, an emergency warrant
2 should have been considered, given Terry's level of
3 deterioration --

4 **A.** *(Witness nodded)*

5 **Q.** -- which posed a secondary risk to himself; is that
6 right?

7 **A.** That's right, yes.

8 **Q.** Was the possibility of an emergency warrant raised with
9 Terry's sister or you as a family at any point?

10 **A.** We didn't know anything about an emergency warrant. We
11 didn't know that -- sorry, you haven't got to Friday yet
12 but, by the end of day Friday, nothing has still
13 happened, and the -- if there's -- we didn't realise
14 that, if there's a mental health assessment pending,
15 they have to notify the emergency department services of
16 this for over the weekend, and they put that person on
17 the list as --

18 **Q.** Somebody who there is a warrant pending --

19 **A.** -- somebody who is in crisis.

20 **Q.** Yes. So, in fact what happened, is this right, is that
21 the AMHP, mistakenly booked a hearing date that had
22 already passed?

23 **A.** That had already passed. That's right.

24 **Q.** Which they shouldn't have been able to do and was as
25 a result of an error, a faulty system in terms of an

1 electronic booking?

2 **A.** Yes, that's right.

3 **Q.** But that then meant that by the time that was picked up,
4 the earliest available date was the 16th, which was the
5 Monday?

6 **A.** But we were told the warrant was obtained and then
7 when -- we thought that on the Thursday Terry was going
8 to have a visit --

9 **Q.** Yes.

10 **A.** -- an assessment with this warrant, and it didn't
11 happen. So when we phoned on the Friday morning, my
12 daughter phoned on the Friday morning, and they said
13 there'd been a mistake and no warrant was available.

14 **Q.** The person that your daughter was interacting with -- is
15 this right -- was the same person throughout Thursday
16 and Friday?

17 **A.** Yes, that's the team leader and the --

18 **Q.** Yes.

19 **A.** -- the -- yeah, the wellbeing centre, yes, at the Taylor
20 Centre.

21 **Q.** The reason that she was interacting with him was
22 because, when the care coordinator spoke to her on
23 Wednesday, the 11th, she explained that she was on
24 leave --

25 **A.** Mm. *(Witness nodded)*

1 Q. -- and that she would hand over the case to the RWB team
2 lead who would take responsible and ownership for that;
3 is that right?

4 A. Yes, yeah.

5 Q. On Thursday, 12 April, when Terry's sister called the
6 team lead, she did this throughout the day; is that
7 right?

8 A. She phoned lots of times but she just felt that she
9 wasn't, you know -- nobody seemed to be too concerned
10 about it.

11 Q. In fact, you explain that the RWB team lead was quite
12 rude in the way that he was responding to Terry's
13 sister --

14 A. Yes.

15 Q. -- and the questions she was asking?

16 A. Mm. *(Witness nodded)*

17 Q. Are you able to say a little bit more about how he was
18 speaking to her or the impression that she was given of
19 his interest in the case, or --

20 A. Well, I -- our impression was that he didn't really have
21 much interest in the case and when he phoned, you know,
22 to sort of say that the warrant hadn't been -- it was
23 a mistake, there was no apology, there was no -- I mean,
24 you know, she just wasn't very happy with the way he
25 treated her. And she's very -- he was very

1 disrespectful and it was just really a not very nice way
2 to treat somebody. And she was trying her hardest to
3 get things done and it seemed like they weren't really,
4 you know, putting themselves out to get it done, even
5 though it was so urgent. We were stressing how urgent
6 it was.

7 **Q.** On that Thursday when Terry's sister has made a number
8 of phone calls, is it your understanding that no
9 enquiries were made by the team lead of the AMHP as to
10 whether there was a warrant or not, on that Thursday,
11 the 12th?

12 **A.** Sorry, say that again?

13 **Q.** Is it your understanding that it's only on the Friday
14 that the team lead contacts the AMHP to find at that
15 there has not, in fact, been a warrant?

16 **A.** Yeah, they blamed a student for doing -- he blamed
17 a student for doing the keying error on the computer for
18 this order of this warrant, the team leader there.

19 **Q.** You say in your statement that Terry's sister strongly
20 felt that the team leader lacked compassion in his
21 responses to her enquiries?

22 **A.** Yes.

23 **Q.** I want to turn now to the issue of contact from the
24 approved mental health professional service. Terry's
25 sister had been told that the AMHP would notify the

1 family of the outcome of the referral; is that right?

2 **A.** Yes.

3 **Q.** Did your family receive any communication from the AMHP

4 service --

5 **A.** Not that I can recall, no.

6 **Q.** -- alerting you to the cause of the delay or even the

7 fact of the delay?

8 **A.** No.

9 **Q.** Is it your understanding that the AMHP also failed to

10 contact the Recovery and Wellbeing Team in order to

11 ascertain if the delay caused by the error might have

12 posed a further risk to Terry?

13 **A.** No.

14 **Q.** You may not be able to say.

15 **A.** I can't say that, no, no.

16 **Q.** Friday, by the end of that day on Friday, your

17 understanding is that there is no warrant for Terry as

18 yet --

19 **A.** No.

20 **Q.** -- and it won't happen until the earliest on the Monday;

21 is that right?

22 **A.** That's right --

23 **Q.** The 16th?

24 **A.** -- the 16th, yeah.

25 **Q.** Once it became clear that the warrant would not be

1 executed until 16 April at the earliest, what
2 information were your family given by the team lead, who
3 Terry's sister spoke to, as to what you could do to
4 ensure Terry was safe in the meantime?

5 **A.** Well, that he could contact the Emergency Duty Team,
6 which we did, but we were told that we could -- to
7 contact the -- either A&E or the police because he
8 wasn't on their list for over the weekend.

9 **Q.** So is this right: that the Emergency Duty Team have
10 a list of those cases that are pending --

11 **A.** Apparently so, yes.

12 **Q.** -- as you understand it --

13 **A.** Yes, pending assessment.

14 **Q.** -- pending assessment --

15 **A.** Mm.

16 **Q.** -- so that those cases can be dealt with differently --

17 **A.** Yes.

18 **Q.** -- than perhaps other cases where there isn't that
19 indication that there is a crisis taking place?

20 **A.** *(Witness nodded)* Mm.

21 **Q.** And that in Terry's case, no one had let the Emergency
22 Duty Team know that there was a warrant pending for
23 Terry and that he may be in crisis --

24 **A.** As far as I understand it, yeah.

25 **Q.** Is it your understanding that there was no contingency

1 plan in place to support you and to help you to help
2 Terry whilst he was awaiting a Mental Health Act
3 assessment?

4 **A.** That's right. All we was told was to contact A&E or the
5 police. But, with regards to A&E, we'd been down that
6 road before and we knew that we would struggle to get
7 Terry to A&E. And, with regards to the police, we spoke
8 to the police about this after Terry passed away, and
9 they said that, without the warrant, they couldn't
10 really have done anything. If they'd knocked on his
11 door over the weekend and he'd said he was okay, they
12 would have walked away. That's -- because their powers
13 aren't -- they needed -- they would have needed that
14 warrant.

15 **Q.** Is it also fair to say that you were balancing the
16 important relationship that Terry's sister had with
17 Terry, in terms of the trust there --

18 **A.** Mm.

19 **Q.** -- and the support that gave him, with her trying to get
20 him somehow to A&E --

21 **A.** *(Witness nodded)*

22 **Q.** -- when he would, in your knowledge, be very unwilling
23 to go?

24 **A.** Yes, well my husband and my daughter both tried and, you
25 know, the second time it was very, very difficult, and

1 the way wasn't -- and the third breakdown was the worst,
2 I think, really. And we just couldn't have got him
3 there on our own.

4 **Q.** Over the weekend, what steps did Terry's sister take
5 herself to try to do something or speak to Terry?

6 **A.** I think she spoke to him on the Saturday and then
7 I think she spoke to him again -- I think she spoke to
8 him on the Sunday as well. I can't really recall now
9 but she spoke to him quite a bit, but he -- you know, he
10 just didn't want to take any help from us, really.

11 **Q.** Now --

12 **A.** But what happened was, on the Sunday evening, you know,
13 we was really concerned and my daughter emailed the care
14 coordinator to say it was really urgent and she was
15 really, really worried about him.

16 **Q.** Yes.

17 **A.** And, yeah. Next day was the 16th.

18 **Q.** Just in terms of the Emergency Duty Team, when Terry's
19 sister explained why it would be difficult to get Terry
20 to the emergency department and why he would just tell
21 the police he was okay, did they offer any alternative
22 solution?

23 **A.** No.

24 **Q.** And --

25 **A.** As far as I'm aware, they didn't, no.

1 Q. You describe in your statement Terry's sister being
2 particularly concerned about Terry's mental state, due
3 to the nature of the text she had received from him.
4 Are you able to say whether these were along the lines
5 of the kind of messages that had perhaps concerned you
6 previously or looked like it was a pattern of relapse?

7 A. Yeah, it was a pattern of -- yeah, paranoia, manic. He
8 was just exactly the same as what had happened before.

9 Q. Then on the --

10 A. And, you know, we -- you see that straightaway and you
11 know that something is happening. And, you know -- and
12 I think, you know, that leading up to not just April but
13 February and March, professionals that spoke to him
14 then, why they couldn't see it as well. You know, it
15 baffles me to this day.

16 Q. Then on 16 April, at 3.45 pm, the warrant was
17 obtained --

18 A. *(Witness nodded)*

19 Q. -- and the AMHP staff contacted the police at that
20 point. They hadn't done it beforehand; is that right?

21 A. No. As far as we know, they hadn't.

22 Q. So at 4.07 pm, is it right that the police allegedly
23 confirmed that they would be able to facilitate the
24 warrant and also a Mental Health Act assessment but that
25 wouldn't be until the morning of 18 April?

1 **A.** That's right.

2 **Q.** By this time, Terry had taken his own life, having
3 jumped out of the window of his tower block flat; is
4 that right?

5 **A.** Mm.

6 **Q.** What is your view of the consequences of the delays in
7 executing that warrant for Terry?

8 **A.** Well, there was just so many errors that week, really.
9 So many. You know, people, to me, they didn't treat it
10 as really urgent. You know, the warrant was -- okay,
11 there was an error. They could have got an emergency
12 warrant, you know. Why did they not do that? Because
13 they didn't see it serious enough. We did but they
14 didn't, and that's, you know, if he'd had that warrant
15 on the Friday, he would be here today.

16 **Q.** I want to turn now to ask about some of your concerns
17 regarding the contact with EPUT and the investigation
18 that took place following Terry's death.

19 **A.** Mm.

20 **Q.** The morning after Terry's death, is it right that
21 Terry's sister received a call from the Recovery and
22 Wellbeing Team lead?

23 **A.** Yes.

24 **Q.** Can you tell us what happened during that call?

25 **A.** Well, he just said, "Did you know that Terry had" --

1 what had happened to Terry, and that the care
2 coordinator was in bits, you know, and what did he --
3 did he think we didn't know? Of course we knew. We
4 knew the night that it had happened. And it was just
5 his attitude, you know, the way he spoke to her, and she
6 was really distraught about it. She just thought he was
7 just so rude and didn't -- insensitive, let's say. Very
8 insensitive. You know, Terry had already passed: did we
9 know? Of course we knew.

10 **Q.** I think you say in your statement that he started the
11 conversation with, "Have you heard about Terry?"

12 **A.** Yes, exactly. Yeah.

13 **Q.** Following that initial interaction, is it right that, as
14 part of the investigation, you were given a family
15 liaison officer from the mental health team and you
16 describe her causing the family more upset. Why do you
17 say that?

18 **A.** Well, she came to visit once and, really, I just felt
19 like it was a tick-box exercise, really. And, after
20 that, there was no -- you know, we didn't ever meet
21 again.

22 **Q.** Yes.

23 **A.** And family liaison, well, it really wasn't there,
24 really. It was just going through the motions, as far
25 as I was concerned, just to show up --

1 Q. Yes.

2 A. -- show up and say, "Oh, I've done my bit", you know,
3 "This is what we do".

4 Q. But there wasn't any follow-up or contact thereafter?

5 A. Mm-mm. *(Witness shook head)*

6 Q. EPUT then conducted an investigation, following Terry's
7 death, leading to the route cause analysis report, and
8 you refer to this extensively in your statement from
9 paragraphs 118 to 131, it's page 22 onwards. You
10 mention there your frustration by EPUT's inability to
11 get information right in the initial report; is that
12 right?

13 A. Yeah.

14 Q. And also the root cause analysis report being sent to
15 the coroner before it had been agreed by the family; is
16 that right?

17 A. That's right, yeah.

18 Q. What had you understood would happen with the report?

19 A. Well, we understood, when we had that case review after
20 Terry passed away, we gave them lots of information
21 about Terry's, you know, background, when he was young.
22 All sorts of things.

23 Q. Yes.

24 A. And -- sorry, I've forgotten what you said now.

25 Q. I was just saying that you'd understood, is this right,

1 that they would show you the report --

2 **A.** Yes, sorry.

3 **Q.** -- before it had been provided to the coroner; is that

4 right?

5 **A.** So we agreed that after -- when the report was done, we

6 would look at the report, and we agreed it, then it

7 would go to the coroner.

8 **Q.** Yes.

9 **A.** So when the report came to us, we would -- we were

10 disgusted with it, really. I mean, there were spelling

11 errors, grammatical errors, they'd even got the family

12 liaison officer wrong. Words they used that my

13 daughter -- they said she used: things like Terry was

14 "slightly high and his mood was high". She'd never use

15 words like that. You know, she's (... *redacted* ...).

16 She wouldn't use those kind of words so they put words

17 into that document that weren't true.

18 **Q.** Yes.

19 **A.** So there was a long list of things that we wanted to

20 amend and were really cross about. And, again, the

21 coroner, you know, the coroner was seeing this report so

22 we had to phone the coroner to say that we weren't happy

23 with this report, and we'd got a long list of things

24 that we want amended, deleted. And they said to us,

25 "Well, just send us the addendum", over to them, and

1 they would deal with it, which they did, very kindly.

2 They were really good, the coroner --

3 **Q.** The coroner's office?

4 **A.** The coroner's office was really good, yes. And they
5 then had a better insight into the report with our
6 additions, which helped the coroner, I think, come to
7 a decision on the verdict of, you know -- open verdict,
8 rather than suicide. So there was -- you know, there
9 was lots of things wrong with it, and it was so
10 disrespectful, you know: spelling errors. Nobody had
11 checked that report. They'd sent it out to us and
12 I think they didn't realise -- well, they probably do
13 send these reports out hoping that people won't reply
14 but we did. We went over it with a fine-toothed comb
15 and, yeah, put them straight.

16 **Q.** One of the --

17 **A.** After all that we'd been through, they had the -- you
18 know, the cheek to send us something like that, it was
19 so infuriating. It really was, at the time. It's
20 bringing back memories now of it but that's how it was
21 at the time.

22 **Q.** Of course. One of the things that was set out in the
23 report was that the Recovery and Wellbeing Team lead
24 accepted the family's comments that there was a lack of
25 communication from the team after the case was handed

1 over from the care coordinator to him and that he could
2 have managed the initial contact with the family using
3 more appropriate wording and offered an opportunity for
4 a face-to-face meeting, if needed. How did you feel
5 about this proposal?

6 **A.** We didn't -- we didn't want -- no. Again, going through
7 the motions. You know: do your job and do it right, you
8 know, in these serious circumstances.

9 **Q.** You explain -- there's a lot of detail in here about
10 what the root cause analysis report saw as issues and
11 what was recommended. The things that are identified as
12 issues, is it fair to say that you agree that all of
13 those things were issues, the points they identify
14 around failings in terms of handover, failings in terms
15 of the AMHP --

16 **A.** *(Witness nodded)*

17 **Q.** -- contacting the Emergency Duty Team?

18 **A.** *(Witness nodded)*

19 **Q.** You agree with those conclusions --

20 **A.** Mm.

21 **Q.** -- is that right?

22 **A.** Yeah.

23 **Q.** You say that, as a family, you feel that EPUT have not
24 placed significant weight on the system failures and
25 have dismissed lightly the impact, the failure of their

1 electronic system and the delay in obtaining a warrant
2 had on the outcome of Terry's death; is that right?

3 **A.** Yes, it felt like everything that week was leading up to
4 that. When I look back on it, we couldn't change it,
5 you know. Everything was leading up to that day and
6 things could have been changed, could have been
7 different, but unfortunately they weren't.

8 **Q.** You set out the lessons to be learned and the
9 recommendations that are identified in the report. Is
10 there anything you wish to say about that particular --
11 the recommendations that the report made? If it
12 assists, this is at your paragraph 131 at page 26.
13 There's a list of ten recommendations, and we will come
14 on to the recommendations you made yourself just in
15 a moment, but it was whether you wanted to --

16 **A.** No, I think those recommendations are -- yeah.

17 **Q.** Following receipt of this report, did you ever receive
18 an update as to what had been done in relation to these
19 recommendations? Whether or not, for example, the
20 one-off teaching session to be delivered by the
21 consultant psychotherapist had been given?

22 **A.** No.

23 **Q.** You've touched on the coroner's office and the
24 assistance you were given in terms of correcting the
25 errors in the root case analysis report?

1 **A.** *(Witness nodded)*

2 **Q.** It's right, is it, that the coroner, following an
3 investigation that commenced on 25 April 2018, and an
4 inquest hearing at the Essex Coroner's Court on
5 26 September, found that Terry died at his home address
6 due to multiple injuries and reached an open
7 conclusion --

8 **A.** Yeah.

9 **Q.** -- and that she recorded the cause of death as multiple
10 injuries. You go on to say, at your paragraph 135, that
11 the coroner, during the inquest, commented that the
12 evidence before her did not disclose that Terry had an
13 intention to take his own life?

14 **A.** That's right.

15 **Q.** You include an extract from the root case analysis
16 report in your statement, just on the previous page, in
17 fact two pages back, at page paragraph 129, which
18 records that:

19 "The family conclude that [Terry's] action was more
20 likely to be a response to a psychotic phenomenon,
21 rather than intention to take his own life."

22 **A.** That's right.

23 **Q.** Does that fairly reflect your view --

24 **A.** Yeah.

25 **Q.** -- of what happened to Terry?

1 **A.** Yes. I mean, Terry didn't leave any notes. You know,
2 he loved his son. He wouldn't have done that to him if
3 he'd been in the right frame of mind. He would not have
4 done that. But he needed help and he didn't get it and
5 that's -- we can't change that now. As much as we
6 tried, you know, there's people out there that really
7 need to do their job right.

8 **Q.** Yes.

9 **A.** We all have to do the right thing and it's -- yeah.

10 **Q.** I want to come finally to the recommendations that you
11 set out at the conclusion of your witness statement, and
12 I just want to ask you whether there's anything further
13 you'd like to say about them or how they impacted on
14 Terry's care and treatment. Please can we have
15 paragraph 138 on the screen. It will be brought up on
16 the screen in front of you but you also can refer to it
17 in your witness statement, however you prefer. That's
18 the bottom of page 27.

19 At paragraph 138, you state that:

20 "... families should have a far more meaningful and
21 structuring involvement in the care and treatment
22 planning of their loved ones. Families often hold vital
23 information about the patient's history, early warning
24 signs, and what approaches are most likely to help.
25 Yet, too often, their voices are overlooked. Embedding

1 family involvement as a routine and integral part of
2 care planning would ensure decisions are better informed
3 and truly centred around the patient's needs."

4 Is there anything you would like to add in relation
5 to that recommendation?

6 **A.** No, not really. I mean, it's just common sense to me
7 that, you know, everybody's involved, everybody should
8 communicate. Everybody should know -- you know,
9 regardless of -- I mean, again, we're coming back to
10 this, you know, if you're an adult, you don't seem to
11 have that -- if he was a child, it would be a different
12 thing. You know, if he was ...

13 **Q.** You continue in paragraph 139 in relation to similar
14 issues, you say:

15 "In addition, there must be a significant
16 improvement in communication between mental health
17 professionals, patients and families. Information
18 should be shared proactively and clearly, with regular
19 updates about the patient's condition, treatment options
20 and any changes in risk or care plans. This
21 transparency would reduce misunderstandings and foster
22 greater trust between all parties involved."

23 **A.** Yeah, definitely.

24 **Q.** You go on then at paragraph 140 to say:

25 "Timely intervention is also critical. Delays in

1 assessing, diagnosing and treating patients can have
2 devastating consequences. There needs to be an emphasis
3 on reducing waiting times and ensuring that support is
4 offered promptly at the first signs of deterioration
5 rather than waiting until a crisis point is reached."

6 **A.** Mm.

7 **Q.** Is there anything you'd like to add in relation to that?

8 **A.** No. That really says it all, really, I think.

9 **Q.** Finally, at paragraph 141:

10 "... it is essential that staff genuinely listen to,
11 and act upon, the views and concerns of both patients
12 and their families. Patients and those closest to them
13 are often the first to notice subtle changes or signs of
14 distress. Taking these concerns seriously could help
15 prevent further harm and, in some cases, may be the
16 difference between life and death."

17 **A.** Mm.

18 **Q.** Are there any further recommendations beyond those that
19 you've really helpfully set out there that you wish to
20 highlight in light of the evidence today or anything
21 further you'd like to say at this point?

22 **A.** No, I just -- I just think -- I'd just like to say
23 something about when this Inquiry ends, you know, and
24 the recommendations are put to the Government, those
25 recommendations that are put to the NHS, whatever

1 department it may be, who is going to monitor that?
2 If -- you know, if you want to improve things, you need
3 to have some sort of -- you know, for the future. So
4 that it doesn't hurt anybody else.

5 **Q.** Thank you. That's extremely helpful to have your --
6 **A.** That's going off track there a bit.

7 **MS LLOYD-OWEN:** No, it's extremely helpful, and we have your
8 recommendations there and if there's anything further
9 that you would like to say at this point, I don't have
10 any further questions for you.

11 **THE CHAIR:** No, I don't. But I want to thank you very much
12 indeed for your evidence. I know it's been not easy,
13 either for you or for your family, who I know are
14 sitting here.

15 **THE WITNESS:** I'll probably go home and say, "Oh, I should
16 have said that", or "I should have said this".

17 **THE CHAIR:** Well, if there is anything that you think you
18 missed out, you wish you had said, please write to me.
19 I will see it. So, you know, it's not your final bite
20 of the cherry. So thank you very much, and thank you to
21 your family.

22 **MS LLOYD-OWEN:** June, we will have 10-minute pause just to
23 see if there's anything further but, before we do that,
24 I'm going to ask that we have the photographs on screen.
25 We're going to show now three photographs of your son,

1 Terry.

2 *(Photographs were displayed)*

3 **THE CHAIR:** Thank you for showing us those.

4 **MS LLOYD-OWEN:** June, we will now have a 10-minute break to
5 see if there are any further questions. If there aren't
6 any, that concludes your evidence and you will be free
7 to leave.

8 Thank you again for your evidence and the evidence
9 you've given today.

10 Chair, thank you. If there are no more questions
11 for June, then that will conclude the evidence for today
12 and we'll start again at 10.00 tomorrow.

13 **THE CHAIR:** We'll meet again at 10.00 tomorrow.

14 **THE WITNESS:** Thank you.

15 **(3.46 pm)**

16 **(The hearing adjourned until 10.00 am the following day)**

17

18

19

20

21

22

23

24

25

I N D E X

ANASTASIJA FULLER (sworn)2
Questioned by MS TROUP2
Commemorative account of77
Milan Radovanovic (read)

JUNE DICKS (affirmed)81
Questioned by MS LLOYD-OWEN81

<p>FROM THE FLOOR: [1] 109/3</p> <p>MS LLOYD-OWEN: [11] 81/3 81/5 81/8 99/2 106/21 115/14 125/3 125/7 150/7 150/22 151/4</p> <p>MS TROUP: [16] 1/4 2/8 8/20 17/3 36/9 39/2 49/23 56/15 56/18 56/22 66/24 76/1 76/20 77/5 77/7 80/18</p> <p>THE CHAIR: [45] 1/3 7/23 8/1 8/3 8/7 16/14 16/24 36/2 36/8 38/14 38/18 38/21 38/25 49/16 49/19 49/21 56/17 66/17 66/20 66/22 74/23 75/2 75/6 75/8 75/17 75/25 76/15 81/4 98/1 98/3 98/11 98/13 99/1 106/10 106/13 106/20 114/24 115/6 115/8 115/10 115/12 150/11 150/17 151/3 151/13</p> <p>THE WITNESS: [5] 76/19 77/4 80/17 150/15 151/14</p>	<p>11.16 [1] 56/19 11.34 [1] 56/21 111 [1] 88/18 113 [2] 29/16 29/20 115 [1] 57/6 116 [1] 55/23 118 [1] 141/9 119 [1] 65/5 11th [3] 127/12 128/2 131/23 12 [3] 39/14 84/21 91/9 12 April [1] 132/5 12 December [2] 82/15 82/19 12 January [2] 23/6 23/15 12.10 [1] 80/25 121 [1] 60/19 129 [1] 146/17 12th [1] 133/11 13 [3] 91/9 92/25 111/8 13 April [1] 91/13 13 November [1] 90/6 131 [2] 141/9 145/12 135 [3] 91/1 91/20 146/10 138 [2] 147/15 147/19 139 [1] 148/13 14 [4] 50/3 66/25 78/20 91/16 140 [1] 148/24 141 [1] 149/9 15 [2] 23/5 53/11 15 February [1] 41/20 16 [2] 5/24 23/24 16 April [8] 81/12 91/6 91/14 91/20 92/1 125/9 135/1 138/16 16th [4] 131/4 134/23 134/24 137/17 17 August [1] 81/12 17 May [1] 59/2 173 [1] 70/11 17th [3] 59/13 59/22 59/23 18 [2] 25/10 58/23 18 April [2] 91/24 138/25 18 January [1] 23/24 18 May [1] 63/23 18/19 January [1] 25/8 184 [2] 71/20 71/25 188 [1] 73/7</p>	<p>189 [1] 73/25 18th [2] 59/14 59/25 19 [1] 25/10 19 December [3] 85/3 85/10 89/21 1971 [1] 81/12 1992 [1] 77/8 1999 [2] 77/13 77/19</p> <p>2</p> <p>2 April [1] 11/10 2 February [1] 26/9 2 May [1] 89/5 2.00 [1] 81/2 2.00 pm [1] 80/23 20 [3] 29/15 29/19 125/15 20 April [3] 49/24 57/18 72/16 20 February [1] 113/12 20 March [2] 90/9 118/11 2009 [1] 88/9 2013 [2] 78/10 79/12 2015 [12] 4/8 4/16 9/16 11/10 88/12 88/16 89/6 93/3 94/10 100/11 100/12 102/24 2015-2016 [1] 114/15 2016 [10] 17/21 85/1 85/3 85/8 85/10 89/13 89/22 101/25 114/15 121/20 2017 [14] 17/21 19/16 85/16 85/20 87/4 89/25 90/6 95/3 107/18 111/4 114/25 114/25 115/15 122/23 2018 [32] 2/11 4/23 5/7 5/18 8/21 20/3 26/22 31/25 57/18 58/21 61/5 63/23 66/5 67/14 69/23 72/16 81/12 90/9 90/12 90/16 113/7 113/12 117/10 118/11 120/17 121/15 124/2 124/7 125/9 125/10 125/15 146/3 2025 [4] 2/23 81/23 82/15 82/19 2026 [1] 1/1 20th [1] 51/14 21 [4] 26/21 55/23 57/5 78/10 21 March [1] 9/18 21st [1] 51/18 22 [4] 60/17 60/18</p>	<p>65/5 141/9 22 February [1] 42/13 23 February [1] 42/17 23 March [1] 119/12 24 [1] 125/11 24 January [1] 81/22 24-hour [2] 33/9 40/13 25 [2] 2/13 41/18 25 April [1] 146/3 25 January [1] 26/8 25 July [3] 2/11 5/18 67/14 25 November [1] 2/22 25 October [3] 85/16 85/20 89/25 26 [1] 145/12 26 September [1] 146/5 27 [1] 147/18 28 [4] 83/23 84/2 84/23 85/6 29 [1] 82/14</p> <p>3</p> <p>3.00 [1] 125/4 3.11 [1] 125/6 3.45 pm [2] 91/20 138/16 3.46 [1] 151/15 30 [1] 70/11 30 January [1] 26/8 32 [4] 31/13 31/19 71/19 71/24 33 [1] 73/5 34 [1] 2/18 36 pages [1] 2/17 37 [1] 19/7 39 [1] 17/20</p> <p>4</p> <p>4 April [1] 88/16 4.07 pm [1] 138/22 44 [1] 83/16 45 [1] 61/7 46 [1] 81/13 48 [1] 121/24 49 [1] 84/9</p> <p>5</p> <p>54 [1] 85/14</p> <p>6</p> <p>6 February [2] 26/22 31/25 60 [1] 120/7 60s/70s [1] 38/9 63 [1] 84/20 65 [2] 39/14 111/8</p>	<p>66 [1] 111/8 67 [1] 92/25 6th [1] 27/2</p> <p>7</p> <p>7 December [3] 85/1 85/8 89/20 7 February [1] 32/12 70 [1] 92/25 70s [1] 38/9 73 [1] 66/25 75 [1] 50/3</p> <p>8</p> <p>8 February [1] 8/21 85 [1] 5/24</p> <p>9</p> <p>9 April [3] 90/12 125/9 125/15 98 [1] 58/24 9th [1] 126/15</p> <p>A</p> <p>abdomen [1] 31/5 abilities [1] 75/3 ability [1] 79/17 able [12] 55/12 91/22 97/5 99/18 104/12 108/19 117/9 130/24 132/17 134/14 138/4 138/23 about [158] above [1] 32/1 absence [1] 99/16 absolute [1] 46/9 absolutely [6] 34/16 41/8 41/13 55/10 66/16 124/5 accept [2] 21/6 26/13 accepted [7] 8/11 11/4 15/3 22/8 43/23 43/25 143/24 access [1] 91/2 accessing [1] 72/24 accident [1] 9/19 account [8] 3/7 76/3 76/21 77/6 77/7 86/15 87/11 152/5 accurate [4] 3/1 50/25 51/1 86/2 acknowledge [1] 86/14 across [2] 83/2 107/21 act [15] 24/5 26/25 37/9 42/18 85/18 85/22 88/20 89/18 90/1 90/18 121/18 129/12 136/2 138/24 149/11 action [2] 16/7</p>
---	--	--	--	--

<p>A</p> <p>action... [1] 146/19</p> <p>active [1] 10/12</p> <p>activities [1] 106/23</p> <p>activity [1] 39/19</p> <p>actually [22] 7/18 12/11 15/11 15/20 16/24 19/5 20/15 20/16 22/2 24/10 31/3 31/8 47/4 47/25 49/11 60/2 61/6 62/4 68/16 95/9 110/9 123/13</p> <p>acute [2] 96/13 96/14</p> <p>adamant [1] 110/13</p> <p>add [3] 17/11 148/4 149/7</p> <p>addendum [1] 142/25</p> <p>addition [2] 77/17 148/15</p> <p>additional [1] 71/10</p> <p>additions [1] 143/6</p> <p>address [2] 115/17 146/5</p> <p>addressed [1] 36/3</p> <p>adequate [2] 66/5 69/16</p> <p>adjourned [1] 151/16</p> <p>adjournment [1] 81/1</p> <p>adjust [1] 78/18</p> <p>adjusted [1] 9/7</p> <p>admin [2] 27/14 69/7</p> <p>administered [1] 42/25</p> <p>administrative [3] 45/5 54/22 57/4</p> <p>admission [10] 9/22 23/7 57/11 57/15 84/10 85/15 90/2 93/3 94/25 101/11</p> <p>admissions [1] 106/22</p> <p>admit [1] 28/15</p> <p>admitted [17] 4/16 4/23 8/8 9/18 21/13 33/6 66/18 85/17 85/20 88/16 88/23 89/12 89/24 101/25 102/20 102/23 111/5</p> <p>adult [5] 62/19 62/22 94/17 100/13 148/10</p> <p>advice [2] 18/8 62/16</p> <p>advised [1] 91/17</p> <p>affirmed [2] 81/6 152/8</p>	<p>after [49] 5/3 8/14 8/19 8/20 14/2 14/3 20/2 20/7 20/19 23/7 36/15 36/22 37/1 37/2 37/5 40/14 46/6 47/5 48/3 48/8 49/21 50/6 60/19 61/4 62/23 65/22 67/22 75/23 78/24 79/8 80/10 85/3 85/10 88/17 90/6 98/24 101/10 102/20 110/15 111/4 113/3 125/15 136/8 139/20 140/19 141/19 142/5 143/17 143/25</p> <p>aftermath [3] 4/19 14/21 67/18</p> <p>afternoon [6] 1/6 48/3 81/3 81/4 91/13 127/9</p> <p>afterwards [2] 117/25 118/4</p> <p>again [36] 9/2 14/5 23/24 26/23 36/6 42/8 48/2 53/6 53/22 66/18 68/24 84/21 100/19 100/25 101/20 101/21 101/25 108/22 109/8 113/23 114/20 118/9 120/4 120/19 122/5 122/24 123/7 133/12 137/7 140/21 142/20 144/6 148/9 151/8 151/12 151/13</p> <p>age [9] 6/23 18/16 38/8 77/11 78/5 78/10 78/18 78/20 81/12</p> <p>agenda [1] 108/10</p> <p>aggressive [4] 88/17 98/13 98/17 128/8</p> <p>agitated [2] 40/7 47/19</p> <p>ago [2] 49/10 74/15</p> <p>agree [6] 26/13 100/22 100/23 102/5 144/12 144/19</p> <p>agreed [8] 36/16 45/6 90/18 119/7 126/19 141/15 142/5 142/6</p> <p>agreeing [5] 77/17 85/4 85/11 89/20 90/7</p> <p>agreement [2] 77/15 100/17</p> <p>ah [1] 82/9</p> <p>ahead [4] 11/8 11/10 11/20 13/20</p>	<p>air [1] 15/22</p> <p>aired [1] 8/4</p> <p>alarm [1] 65/16</p> <p>alerting [1] 134/6</p> <p>all [76] 1/13 1/18 1/21 2/3 5/17 8/17 9/14 10/15 12/6 14/7 14/23 16/13 16/18 19/25 23/12 25/4 28/19 30/18 30/23 32/24 36/9 37/3 38/11 39/1 41/19 42/6 46/13 47/17 50/13 53/12 60/1 60/5 60/6 62/13 62/15 62/19 66/2 66/14 67/6 70/10 72/20 76/7 77/5 78/2 79/12 88/6 93/23 93/24 96/10 97/18 104/1 105/24 106/13 106/20 109/7 116/24 116/25 117/12 117/16 120/8 121/3 121/12 122/5 122/18 124/3 127/1 127/23 127/24 129/1 136/4 141/22 143/17 144/12 147/9 148/22 149/8</p> <p>allegedly [1] 138/22</p> <p>allied [1] 75/9</p> <p>allow [1] 58/1</p> <p>allowed [2] 22/14 31/8</p> <p>almost [2] 49/4 52/24</p> <p>alone [2] 19/22 95/16</p> <p>along [4] 90/17 126/20 129/1 138/4</p> <p>already [10] 27/11 35/3 39/10 52/14 64/5 91/3 111/12 130/22 130/23 140/8</p> <p>also [33] 3/9 3/14 9/10 14/15 17/12 19/19 21/20 25/9 30/1 30/18 39/23 40/13 43/15 56/7 60/12 65/14 73/13 73/19 73/24 77/24 86/14 87/19 94/4 114/8 118/19 126/9 129/18 134/9 136/15 138/24 141/14 147/16 148/25</p> <p>alternative [1] 137/21</p> <p>although [11] 39/3 44/6 47/10 55/8 67/21 82/21 86/7</p>	<p>96/6 104/23 123/13 124/3</p> <p>always [7] 71/10 75/20 80/14 97/22 98/7 98/9 103/11</p> <p>am [9] 1/2 56/19 56/21 64/22 87/19 91/24 92/11 93/2 151/16</p> <p>amazing [2] 41/1 41/2</p> <p>ambulance [1] 88/19</p> <p>amend [1] 142/20</p> <p>amended [1] 142/24</p> <p>AMHP [14] 90/23 90/25 91/21 128/14 128/17 128/20 130/21 133/9 133/14 133/25 134/3 134/9 138/19 144/15</p> <p>among [2] 7/16 79/9</p> <p>Amongst [1] 120/12</p> <p>amount [1] 106/21</p> <p>anaesthetic [2] 43/24 43/25</p> <p>analysis [8] 70/8 71/21 130/1 141/7 141/14 144/10 145/25 146/15</p> <p>Anastasija [12] 1/5 2/6 2/8 9/25 17/8 50/2 56/12 56/23 67/13 76/2 80/18 152/3</p> <p>angry [1] 116/1</p> <p>announced [1] 47/13</p> <p>another [10] 9/12 20/15 37/6 41/10 45/24 45/25 75/20 78/17 99/4 99/8</p> <p>answer [5] 21/8 45/7 103/9 103/11 113/1</p> <p>anti [2] 26/13 35/1</p> <p>anti-depressant [2] 26/13 35/1</p> <p>antibiotic [1] 14/4</p> <p>antibiotics [1] 13/25</p> <p>anticipation [1] 101/19</p> <p>anxiety [1] 32/1</p> <p>any [73] 1/11 7/9 14/11 14/20 14/24 16/11 16/16 17/11 19/10 24/16 24/16 32/7 32/8 32/8 34/18 34/22 38/1 38/18 38/22 39/19 42/2 43/8 46/25 49/16 54/19 58/4 58/4</p>	<p>58/10 58/17 60/21 62/13 62/16 64/2 64/25 65/2 65/6 65/9 65/10 66/11 66/17 67/8 71/4 77/2 86/21 86/22 98/3 98/11 99/11 99/14 102/4 102/12 102/15 106/2 106/6 106/8 106/23 107/6 110/24 110/25 112/14 113/2 129/20 130/9 134/3 137/10 137/21 141/4 147/1 148/20 149/18 150/10 151/5 151/6</p> <p>anybody [8] 8/5 94/19 95/16 96/5 98/14 98/23 99/22 150/4</p> <p>anyhow [1] 31/9</p> <p>anyone [5] 1/10 27/23 39/20 95/18 105/20</p> <p>anything [28] 4/8 23/17 34/17 34/20 44/19 52/18 54/8 54/9 59/8 69/9 72/18 76/7 88/4 93/21 106/24 106/25 116/10 119/18 130/10 136/10 145/10 147/12 148/4 149/7 149/20 150/8 150/17 150/23</p> <p>anyway [1] 17/2</p> <p>anywhere [2] 42/2 93/9</p> <p>apart [4] 14/16 15/11 40/20 73/17</p> <p>apologetic [1] 68/1</p> <p>Apologies [1] 82/5</p> <p>apology [1] 132/23</p> <p>apparent [2] 41/6 46/24</p> <p>Apparently [1] 135/11</p> <p>appear [1] 107/6</p> <p>appeared [1] 112/24</p> <p>appearing [2] 72/10 88/13</p> <p>appears [2] 31/24 72/21</p> <p>appendicitis [1] 52/4</p> <p>application [1] 91/1</p> <p>appointment [8] 18/13 113/11 113/14 113/21 118/21 119/3 120/2 120/2</p> <p>appreciate [1] 56/2</p> <p>appreciated [1] 60/6</p> <p>approach [2] 71/6</p>
---	---	---	--	---

<p>A</p> <p>approach... [1] 123/4</p> <p>approached [3] 10/22 22/2 54/12</p> <p>approaches [1] 147/24</p> <p>appropriate [2] 69/18 144/3</p> <p>appropriateness [1] 118/25</p> <p>approved [2] 128/14 133/24</p> <p>April [37] 5/7 11/10 49/24 57/18 72/16 81/12 87/4 88/16 90/12 90/16 91/6 91/9 91/13 91/14 91/16 91/20 91/24 92/1 93/3 121/4 121/9 121/15 124/2 124/7 125/1 125/9 125/9 125/15 126/15 127/5 128/3 132/5 135/1 138/12 138/16 138/25 146/3</p> <p>are [54] 1/19 1/22 2/8 2/25 5/23 10/11 14/15 14/20 21/2 23/20 26/5 27/14 36/9 37/8 45/3 49/23 53/13 56/12 57/20 58/17 61/14 62/9 71/4 71/20 71/22 72/2 72/4 75/18 76/12 77/2 80/22 81/11 83/11 93/13 103/1 108/19 117/9 120/3 132/17 135/10 138/4 144/11 145/9 145/16 147/24 147/25 148/2 149/13 149/18 149/24 149/25 150/13 151/5 151/10</p> <p>area [2] 39/15 42/7</p> <p>aren't [3] 77/3 136/13 151/5</p> <p>arm [2] 47/24 59/7</p> <p>around [9] 31/25 32/12 74/21 85/25 88/9 89/5 101/25 144/14 148/3</p> <p>arrange [1] 35/14</p> <p>arranged [2] 7/14 127/9</p> <p>arrangements [1] 28/9</p> <p>arrival [5] 31/2 32/11 34/4 36/15 47/13</p> <p>arrived [5] 47/16</p>	<p>51/10 51/24 59/6 59/14</p> <p>arrogant [2] 27/17 108/5</p> <p>art [1] 40/18</p> <p>art/pictures [1] 40/18</p> <p>as [188]</p> <p>ascertain [1] 134/11</p> <p>aside [2] 71/10 86/1</p> <p>ask [41] 2/5 2/17 2/18 8/15 21/7 24/17 24/25 29/14 30/15 36/2 38/4 43/10 45/3 46/21 53/13 55/15 61/10 61/23 66/17 77/1 80/19 80/20 86/7 86/9 92/6 92/21 95/19 99/13 99/18 99/22 100/3 109/21 113/5 114/24 120/5 121/16 121/19 125/13 139/16 147/12 150/24</p> <p>asked [13] 6/10 6/11 16/21 22/5 35/18 61/14 73/20 76/4 84/13 84/17 94/19 102/8 102/20</p> <p>asking [5] 50/9 52/13 86/20 92/10 132/15</p> <p>aspects [1] 105/5</p> <p>assess [1] 62/3</p> <p>assessed [7] 75/22 84/12 84/16 88/19 121/21 122/8 127/3</p> <p>assessing [1] 149/1</p> <p>assessment [29] 16/12 23/20 25/16 25/22 25/23 27/6 72/15 72/17 72/19 83/18 83/22 84/1 90/19 91/23 122/3 123/5 123/5 124/20 128/18 129/5 129/12 129/15 129/17 130/14 131/10 135/13 135/14 136/3 138/24</p> <p>assessments [2] 72/4 121/18</p> <p>assistance [1] 145/24</p> <p>assisted [1] 19/9</p> <p>assisting [1] 92/5</p> <p>assists [1] 145/12</p> <p>associated [2] 71/21 72/2</p> <p>assumed [1] 105/14</p> <p>assured [1] 86/10</p> <p>at [279]</p>	<p>at page 20 [1] 29/15</p> <p>atmosphere [5] 33/23 38/5 94/13 107/11 107/13</p> <p>attack [1] 47/9</p> <p>attacked [1] 47/8</p> <p>attempts [2] 17/22 110/24</p> <p>attendance [1] 16/8</p> <p>attended [5] 59/25 88/19 104/8 113/11 118/12</p> <p>attention [3] 18/2 86/23 105/11</p> <p>attitude [2] 75/10 140/5</p> <p>August [1] 81/12</p> <p>Authorised [1] 90/20</p> <p>authoritative [1] 63/4</p> <p>authorities [1] 54/24</p> <p>authority [1] 63/11</p> <p>available [8] 1/13 1/25 28/6 91/5 96/9 104/12 131/4 131/13</p> <p>avoided [1] 15/15</p> <p>awaited [1] 45/12</p> <p>awaiting [1] 136/2</p> <p>aware [24] 10/8 11/19 14/15 14/20 23/20 27/3 27/8 27/18 37/8 43/4 43/8 43/16 45/3 48/11 52/13 56/12 58/17 62/9 65/18 71/4 94/6 99/11 109/22 137/25</p> <p>away [6] 50/16 98/17 99/13 136/8 136/12 141/20</p> <hr/> <p>B</p> <p>back [25] 5/7 7/5 13/20 15/5 15/23 20/23 22/17 48/23 77/25 85/14 94/21 103/10 110/15 111/16 112/4 112/8 114/20 120/6 122/1 125/1 127/8 143/20 145/4 146/17 148/9</p> <p>backfired [1] 116/16</p> <p>background [4] 4/6 5/21 81/21 141/21</p> <p>bad [4] 46/11 50/6 104/19 122/16</p> <p>badly [1] 20/14</p> <p>baffles [1] 138/15</p> <p>bag [4] 10/9 13/2 38/17 80/8</p> <p>balance [1] 70/4</p> <p>balanced [1] 70/6</p> <p>balancing [1]</p>	<p>136/15</p> <p>Baroness [1] 36/12</p> <p>based [4] 24/2 87/12 87/19 109/18</p> <p>basic [1] 40/21</p> <p>basically [2] 73/22 112/20</p> <p>Basildon [33] 5/1 7/11 8/8 8/23 26/1 28/10 28/23 29/3 29/23 30/24 32/11 34/4 34/23 35/9 36/6 36/15 43/22 43/23 53/9 56/7 75/5 75/6 75/21 83/24 84/4 84/18 89/4 89/18 92/14 93/5 93/8 94/4 107/15</p> <p>basis [1] 95/24</p> <p>be [127] 1/4 1/8 1/10 1/25 2/5 6/15 6/17 8/18 9/5 10/23 10/25 11/1 12/6 16/24 17/11 22/14 24/4 24/11 24/21 25/12 25/16 29/2 30/20 34/19 34/19 38/11 38/15 38/16 39/6 43/17 44/3 48/22 53/3 54/20 55/5 55/6 56/16 58/2 60/24 61/12 62/1 62/2 62/20 63/10 63/15 66/10 66/17 67/4 68/4 69/4 72/10 73/2 73/16 75/16 77/3 78/14 81/5 82/12 84/13 84/17 85/6 86/10 86/20 87/3 87/8 91/14 91/22 96/21 96/24 98/7 98/8 98/9 100/7 101/2 101/3 101/21 101/23 104/12 104/20 105/10 106/2 106/5 107/11 107/18 108/19 109/18 110/15 112/10 112/24 113/2 113/16 115/17 117/22 118/5 119/8 119/15 119/15 121/21 122/3 123/4 123/6 123/8 124/11 127/3 127/3 129/10 132/9 134/14 134/25 135/16 135/23 136/22 137/19 138/23 138/25 139/15 145/8 145/20 146/20 147/15 148/11 148/15 148/18 149/2 149/15</p>	<p>150/1 151/6</p> <p>Beachy [1] 64/13</p> <p>bear [1] 24/23</p> <p>became [9] 9/11 10/8 77/22 78/6 79/7 88/17 89/1 100/12 134/25</p> <p>because [87] 3/17 6/22 8/8 11/22 15/16 15/19 18/22 20/11 20/12 25/13 27/4 27/11 27/13 28/2 28/19 28/24 29/11 30/12 30/18 31/5 32/20 34/3 38/7 38/16 39/6 40/13 41/25 42/3 43/23 46/12 47/14 47/15 47/21 49/4 51/3 53/7 54/24 55/15 57/2 58/13 58/25 60/5 64/10 65/2 67/6 70/4 71/16 74/8 75/18 76/24 94/16 94/17 97/22 98/8 99/6 100/12 100/13 101/6 102/5 102/5 104/21 104/22 105/7 107/1 107/3 109/9 110/9 112/5 112/6 114/20 115/25 116/5 116/16 116/18 118/8 119/8 119/15 123/6 123/7 123/19 123/22 126/6 129/4 131/22 135/7 136/12 139/12</p> <p>become [4] 21/12 50/24 65/18 128/7</p> <p>becoming [2] 16/4 118/8</p> <p>bed [4] 45/23 45/23 46/16 46/19</p> <p>beds [2] 28/5 89/2</p> <p>bedside [1] 51/22</p> <p>been [72] 7/1 7/2 7/10 8/3 25/6 25/23 25/24 26/23 27/3 27/11 27/21 47/25 51/19 51/21 52/17 53/11 55/12 56/25 57/15 58/8 58/8 60/9 61/17 66/14 67/2 72/16 72/21 73/2 74/5 74/6 79/14 84/12 84/16 93/9 94/2 96/6 107/1 107/6 110/3 111/5 113/22 113/23 113/24 114/8 116/5 116/7 116/10 117/14 120/3 123/19 125/16 125/23 126/15</p>
--	---	--	--	---

<p>B</p> <p>been... [19] 127/16 128/25 129/6 130/2 130/24 131/13 132/22 133/15 133/25 136/5 141/15 142/3 143/17 145/6 145/6 145/18 145/21 147/3 150/12</p> <p>before [41] 1/7 14/13 25/25 32/16 47/11 50/24 53/18 54/1 54/11 55/22 56/23 56/24 57/1 58/7 59/10 64/11 68/5 75/24 76/6 76/17 87/9 89/5 89/20 93/9 94/15 98/21 115/9 116/11 117/16 121/2 121/9 121/12 121/15 122/6 127/16 136/6 138/8 141/15 142/3 146/12 150/23</p> <p>beforehand [1] 138/20</p> <p>began [4] 11/15 11/20 13/4 45/13</p> <p>begin [1] 48/17</p> <p>beginning [7] 12/24 22/3 29/11 66/11 70/21 76/2 102/19</p> <p>begun [1] 47/5</p> <p>behalf [1] 76/4</p> <p>behave [1] 63/15</p> <p>behaving [1] 117/11</p> <p>behaviour [3] 15/17 47/21 98/14</p> <p>being [38] 11/19 13/6 13/15 26/16 37/11 40/5 40/6 40/16 42/24 43/4 50/5 55/6 55/11 68/22 68/22 72/4 72/6 72/19 78/18 84/23 85/6 89/5 89/21 93/24 98/16 98/21 99/18 102/23 105/6 109/5 111/6 111/17 111/18 112/11 119/23 123/5 138/1 141/14</p> <p>Belgrade [2] 77/9 77/25</p> <p>belief [1] 86/3</p> <p>beliefs [3] 111/23 113/16 120/13</p> <p>believe [2] 67/24 69/3</p> <p>below [1] 42/12</p> <p>best [8] 43/17 44/12 51/14 86/3 86/4</p>	<p>122/25 124/17 124/21</p> <p>better [15] 20/17 22/8 29/3 43/24 51/9 66/10 74/23 76/17 95/6 96/24 97/3 97/4 123/3 143/5 148/2</p> <p>between [14] 3/22 4/3 63/6 63/22 70/17 72/9 72/23 97/6 99/16 101/15 115/14 148/16 148/22 149/16</p> <p>beyond [2] 75/12 149/18</p> <p>big [1] 10/16</p> <p>biological [2] 47/6 50/15</p> <p>bit [20] 15/9 15/22 22/8 22/9 40/7 44/6 48/25 60/7 70/7 74/17 74/23 103/21 107/10 108/1 121/16 125/1 132/17 137/9 141/2 150/6</p> <p>bite [1] 150/19</p> <p>bits [1] 140/2</p> <p>black [1] 45/23</p> <p>blamed [4] 116/5 123/6 133/16 133/16</p> <p>blaming [1] 51/25</p> <p>bleeding [1] 9/20</p> <p>block [2] 92/3 139/3</p> <p>blurring [1] 47/2</p> <p>boarding [1] 78/8</p> <p>body [2] 11/23 86/13</p> <p>bolognese [1] 52/1</p> <p>bombing [1] 77/13</p> <p>booked [2] 91/2 130/21</p> <p>booking [2] 90/25 131/1</p> <p>born [3] 6/1 77/8 81/11</p> <p>both [15] 4/3 4/20 11/16 35/9 41/10 45/10 57/24 70/16 71/1 76/11 77/23 122/22 129/5 136/24 149/11</p> <p>bottles [1] 36/25</p> <p>bottom [6] 29/19 42/20 74/10 83/19 120/7 147/18</p> <p>bowel [5] 5/8 18/6 41/11 41/21 58/14</p> <p>bowels [1] 20/11</p> <p>box [2] 38/10 140/19</p> <p>boxes [1] 69/14</p> <p>boy [2] 63/10 77/11</p> <p>brave [2] 9/5 14/9</p>	<p>break [12] 53/18 55/22 56/16 56/20 56/23 57/1 86/22 121/10 121/12 124/24 125/5 151/4</p> <p>breakdown [5] 88/9 97/2 100/10 116/20 137/1</p> <p>breaking [1] 12/21</p> <p>brief [1] 3/16</p> <p>briefly [1] 109/21</p> <p>brighten [1] 36/23</p> <p>brightened [2] 8/13 36/21</p> <p>bring [1] 86/23</p> <p>bringing [1] 143/20</p> <p>brings [1] 32/10</p> <p>broad [1] 75/14</p> <p>brochure [1] 49/12</p> <p>Broomfield [19] 5/1 8/24 9/19 10/7 11/7 12/22 16/19 17/6 21/16 24/10 24/14 28/3 28/7 28/14 29/2 29/22 41/11 43/21 43/22</p> <p>brought [2] 40/16 147/15</p> <p>building [2] 77/1 80/20</p> <p>built [2] 52/10 52/11</p> <p>bullet [1] 72/15</p> <p>bundle [2] 83/2 83/5</p> <p>bureaucratic [1] 45/6</p> <p>business [2] 20/23 79/4</p> <p>busyness [1] 28/18</p> <p>but [157]</p> <hr/> <p>C</p> <p>café [5] 40/10 47/8 47/20 126/6 126/6</p> <p>call [8] 59/20 60/12 60/23 62/18 88/18 90/23 139/21 139/24</p> <p>called [10] 20/25 22/3 32/17 59/21 60/14 72/2 91/8 91/16 123/11 132/5</p> <p>calling [1] 124/11</p> <p>calls [2] 129/2 133/8</p> <p>calm [1] 33/24</p> <p>calmed [1] 48/8</p> <p>calmly [2] 22/6 22/20</p> <p>calorie [1] 36/24</p> <p>came [18] 5/13 6/4 11/13 12/22 13/20 18/13 20/12 47/6 49/8 60/1 68/15 94/14 98/16 106/11 121/21 123/12</p>	<p>140/18 142/9</p> <p>camping [5] 45/24 45/25 46/8 46/10 46/10</p> <p>can [43] 1/17 1/20 1/21 1/25 2/22 21/7 32/7 33/20 36/2 42/13 45/5 48/8 54/22 57/3 58/6 70/25 74/23 77/2 81/5 81/8 82/4 82/14 82/19 83/5 83/18 84/8 84/9 84/20 85/14 87/11 103/20 108/1 112/9 114/24 120/5 122/9 125/10 134/5 135/16 139/24 147/14 147/16 149/1</p> <p>can't [15] 28/20 44/25 48/14 53/9 62/11 99/25 99/25 104/2 109/25 112/11 116/20 116/21 134/15 137/8 147/5</p> <p>capacity [4] 25/16 25/20 25/23 25/24</p> <p>car [1] 111/15</p> <p>care [70] 4/3 11/25 30/4 30/16 38/2 38/15 38/17 42/5 42/7 49/12 60/3 60/13 61/5 65/9 65/11 65/15 66/4 67/6 72/6 74/13 74/18 75/11 75/23 87/1 87/1 87/6 90/9 90/16 92/8 92/12 96/21 97/5 100/6 100/9 102/16 102/22 103/3 105/6 105/6 106/21 107/7 107/7 107/17 113/3 113/6 113/7 113/11 118/10 118/22 119/1 119/3 119/12 119/23 124/8 125/16 126/14 126/19 127/11 127/20 128/3 128/13 129/18 131/22 137/13 140/1 144/1 147/14 147/21 148/2 148/20</p> <p>careful [3] 12/4 98/7 98/9</p> <p>carefully [2] 22/17 86/12</p> <p>carer [5] 40/15 40/20 47/22 47/23 61/8</p> <p>carer's [3] 72/15 72/17 72/19</p> <p>carers [1] 40/15</p>	<p>caring [4] 60/8 60/9 75/3 120/24</p> <p>carried [4] 23/21 25/17 25/23 27/6</p> <p>carry [2] 8/15 110/17</p> <p>case [20] 29/6 33/13 59/18 71/7 73/19 92/25 98/7 110/16 113/16 120/5 126/16 128/14 132/1 132/19 132/21 135/21 141/19 143/25 145/25 146/15</p> <p>cases [4] 135/10 135/16 135/18 149/15</p> <p>Cass [1] 79/4</p> <p>catastrophic [2] 4/16 5/4</p> <p>cause [8] 70/8 71/21 129/25 134/6 141/7 141/14 144/10 146/9</p> <p>caused [1] 134/11</p> <p>causes [1] 48/10</p> <p>causing [2] 74/13 140/16</p> <p>Cavell [4] 37/6 38/5 39/5 39/24</p> <p>ceased [1] 78/23</p> <p>Cedar [11] 85/3 85/9 85/17 85/21 88/23 89/19 90/1 92/14 95/5 96/15 96/16</p> <p>cent [1] 65/1</p> <p>centre [4] 124/19 127/20 131/19 131/20</p> <p>centred [2] 72/6 148/3</p> <p>certainty [1] 22/21</p> <p>Chair [13] 1/4 53/12 53/20 56/15 56/22 76/20 77/1 80/20 80/22 81/3 83/4 86/10 151/10</p> <p>Chair's [1] 82/11</p> <p>challenged [1] 78/10</p> <p>chance [1] 62/25</p> <p>change [2] 145/4 147/5</p> <p>changed [2] 48/5 145/6</p> <p>changes [2] 148/20 149/13</p> <p>changing [5] 14/22 15/17 40/5 40/5 54/24</p> <p>charge [3] 12/13 48/5 65/12</p> <p>charity [1] 79/12</p>
--	---	--	--	---

<p>C</p> <p>check [6] 12/25 13/2 30/8 91/18 115/4 129/21</p> <p>checked [2] 68/5 143/11</p> <p>cheek [1] 143/18</p> <p>cherry [1] 150/20</p> <p>child [1] 148/11</p> <p>childhood [1] 78/2</p> <p>children [1] 79/13</p> <p>choice [1] 51/12</p> <p>Christian [1] 118/18</p> <p>chronologically [1] 86/1</p> <p>chronology [1] 125/12</p> <p>cipher [1] 55/25</p> <p>circumstances [2] 3/20 144/8</p> <p>cited [1] 71/20</p> <p>City [1] 116/24</p> <p>civil [1] 6/5</p> <p>clarified [1] 66/1</p> <p>clarity [1] 53/25</p> <p>clear [7] 19/12 30/1 38/1 39/23 45/7 87/10 134/25</p> <p>clearly [4] 18/1 19/13 38/9 148/18</p> <p>clinical [2] 44/5 119/11</p> <p>clinician [3] 9/12 14/17 24/25</p> <p>clinicians [4] 24/17 35/17 58/7 71/1</p> <p>close [5] 37/14 79/7 80/14 104/22 117/22</p> <p>closest [1] 149/12</p> <p>clue [1] 46/5</p> <p>coeliac [1] 105/7</p> <p>cold [1] 107/22</p> <p>colectomy [1] 10/8</p> <p>colitis [1] 9/23</p> <p>colleague [2] 90/17 128/3</p> <p>collect [2] 111/9 111/13</p> <p>colon [2] 10/3 10/25</p> <p>colorectal [1] 16/19</p> <p>coloured [1] 1/22</p> <p>comb [1] 143/14</p> <p>come [38] 3/10 4/1 4/6 8/11 9/1 15/20 15/22 19/14 23/18 25/9 28/9 33/18 35/6 35/14 36/17 41/9 46/16 48/23 50/4 51/22 54/10 59/9 73/3 76/13 76/25 94/19 94/21 96/24 106/4 112/4 121/8</p>	<p>121/9 121/15 124/25 129/4 143/6 145/13 147/10</p> <p>comfort [1] 17/15</p> <p>coming [10] 9/13 25/3 36/4 38/23 53/22 62/1 76/16 99/5 107/21 148/9</p> <p>commemorative [7] 3/9 76/3 76/21 77/6 77/7 86/15 152/5</p> <p>commenced [1] 146/3</p> <p>comment [4] 94/4 105/4 105/10 125/14</p> <p>commented [1] 146/11</p> <p>comments [3] 119/5 120/3 143/24</p> <p>committed [1] 41/7</p> <p>common [1] 148/6</p> <p>communicate [1] 148/8</p> <p>communicated [5] 30/2 110/19 110/20 126/21 128/22</p> <p>communication [5] 72/9 73/22 134/3 143/25 148/16</p> <p>community [5] 66/3 90/10 113/6 114/5 114/5</p> <p>compassion [1] 133/20</p> <p>complain [3] 9/7 102/13 104/4</p> <p>complained [1] 103/24</p> <p>complaining [1] 104/2</p> <p>complaint [2] 103/21 112/15</p> <p>complete [2] 6/15 51/7</p> <p>completed [4] 65/22 78/11 79/2 128/17</p> <p>completely [3] 27/18 75/16 117/24</p> <p>completing [1] 78/24</p> <p>complex [1] 29/5</p> <p>complicated [4] 3/22 53/10 71/7 71/16</p> <p>complications [1] 28/25</p> <p>computer [1] 133/17</p> <p>concern [4] 60/4 75/8 99/20 108/21</p> <p>concerned [18] 12/17 35/8 60/10 66/6 68/6 97/21 99/6</p>	<p>99/9 112/23 113/10 126/10 127/16 127/19 132/9 137/13 138/2 138/5 140/25</p> <p>concerns [24] 13/4 15/8 16/6 17/5 17/8 73/6 86/25 90/13 92/7 92/22 95/20 99/18 99/23 107/16 109/21 111/6 112/22 113/6 125/8 125/20 129/20 139/16 149/11 149/14</p> <p>concerns/serious [1] 73/6</p> <p>conclude [2] 146/19 151/11</p> <p>concludes [1] 151/6</p> <p>conclusion [3] 108/2 146/7 147/11</p> <p>conclusions [1] 144/19</p> <p>condition [4] 10/1 53/6 55/9 148/19</p> <p>conducted [2] 70/1 141/6</p> <p>confidential [1] 61/12</p> <p>confirm [2] 82/15 83/13</p> <p>confirmed [3] 52/14 91/22 138/23</p> <p>confirming [1] 22/20</p> <p>conflict [1] 102/10</p> <p>confusion [1] 65/12</p> <p>connotation [1] 62/20</p> <p>consent [1] 10/20</p> <p>consented [3] 6/11 11/6 100/5</p> <p>consequences [2] 139/6 149/2</p> <p>consider [7] 57/3 70/1 73/8 73/18 74/11 105/17 113/20</p> <p>consideration [2] 87/20 105/15</p> <p>considered [7] 25/12 43/17 73/1 86/11 107/5 119/24 130/2</p> <p>considering [1] 58/9</p> <p>consistent [1] 96/12</p> <p>constantly [1] 47/22</p> <p>consultant [12] 24/22 48/4 100/8 106/3 106/4 107/17 107/18 108/17 109/15 118/13 118/15 145/21</p> <p>consultants [1]</p>	<p>11/24</p> <p>consulted [1] 70/25</p> <p>contact [23] 8/9 18/8 19/4 36/12 91/18 100/20 103/7 103/19 104/8 115/4 115/18 115/19 117/13 124/1 129/19 133/23 134/10 135/5 135/7 136/4 139/17 141/4 144/2</p> <p>contacted [4] 90/12 91/21 125/17 138/19</p> <p>contacting [1] 144/17</p> <p>contacts [1] 133/14</p> <p>content [6] 2/25 53/12 53/13 53/20 56/15 67/18</p> <p>context [1] 109/12</p> <p>contingency [1] 135/25</p> <p>continue [3] 30/23 36/9 148/13</p> <p>continued [3] 22/25 30/20 79/8</p> <p>continues [1] 113/15</p> <p>continuing [1] 51/3</p> <p>contradict [1] 119/6</p> <p>contradicting [1] 119/2</p> <p>contrast [1] 41/9</p> <p>contribute [1] 35/21</p> <p>controlling [1] 52/6</p> <p>convenient [2] 121/10 124/25</p> <p>conversation [10] 8/13 10/22 14/20 21/23 22/10 51/15 60/3 61/13 63/21 140/11</p> <p>conversations [2] 37/22 104/3</p> <p>convinced [1] 17/18</p> <p>coordinating [2] 70/22 72/23</p> <p>coordination [6] 90/10 113/7 118/23 119/1 119/23 125/16</p> <p>coordinator [16] 90/16 113/12 119/3 119/13 124/8 126/14 126/19 127/12 127/21 128/3 128/13 129/18 131/22 137/14 140/2 144/1</p> <p>cope [1] 7/18</p> <p>coping [2] 16/15 41/3</p> <p>copy [6] 2/16 82/2 82/4 82/6 82/11 83/3</p>	<p>corner [1] 2/2</p> <p>coroner [11] 70/5 141/15 142/3 142/7 142/21 142/21 142/22 143/2 143/6 146/2 146/11</p> <p>coroner's [4] 143/3 143/4 145/23 146/4</p> <p>correct [38] 3/25 5/2 5/12 6/9 9/3 10/4 14/12 14/16 17/14 23/2 23/16 23/22 36/18 37/13 81/14 84/6 84/19 85/12 85/24 87/16 87/24 88/10 88/22 89/7 89/23 90/8 90/10 90/22 91/4 91/11 91/12 91/15 91/19 92/4 92/16 108/16 109/5 109/8</p> <p>correcting [1] 145/24</p> <p>correction [2] 83/12 85/13</p> <p>corrections [2] 86/2 108/20</p> <p>correctly [2] 64/22 87/12</p> <p>correspondence [2] 67/21 67/22</p> <p>corridor [1] 28/17</p> <p>corridors [1] 40/9</p> <p>could [57] 2/5 2/17 2/18 3/19 5/20 11/1 15/9 21/25 29/14 30/18 31/15 39/3 40/12 40/25 42/3 45/8 47/25 55/22 57/4 61/4 67/1 68/19 78/14 80/6 80/7 80/15 84/13 84/17 93/19 97/18 98/8 100/18 100/19 100/20 100/21 101/5 101/6 101/23 102/12 104/8 104/21 105/23 106/17 111/19 111/20 112/22 118/4 124/21 129/19 135/3 135/5 135/6 139/11 144/1 145/6 145/6 149/14</p> <p>couldn't [16] 25/16 67/11 67/24 69/3 99/19 101/5 101/12 109/25 116/2 116/8 117/20 126/5 136/9 137/2 138/14 145/4</p> <p>counselling [2] 19/20 74/20</p> <p>country [6] 6/4 7/8</p>
--	--	---	---	--

<p>C</p> <p>country... [4] 9/14 25/3 47/6 78/17</p> <p>couple [4] 23/6 53/13 71/8 76/23</p> <p>course [18] 4/1 8/7 31/16 44/13 49/17 55/18 58/6 58/25 65/17 68/7 78/25 79/3 79/4 110/16 116/16 140/3 140/9 143/22</p> <p>Court [1] 146/4</p> <p>covered [2] 73/2 73/4</p> <p>covering [1] 56/3</p> <p>crashing [2] 116/23 117/1</p> <p>created [1] 78/3</p> <p>crisis [6] 62/17 112/24 130/19 135/19 135/23 149/5</p> <p>critical [4] 21/13 53/6 55/8 148/25</p> <p>criticism [1] 43/10</p> <p>cross [2] 20/21 142/20</p> <p>crucial [1] 11/25</p> <p>cultural [1] 78/19</p> <p>cupboard [2] 45/22 46/18</p> <p>cured [1] 10/23</p> <p>cutlery [2] 47/20 98/6</p> <p>cycling [3] 78/9 78/11 79/10</p>	<p>20/3 20/19 23/21 33/15 40/3 40/3 42/17 47/14 49/23 50/5 59/10 80/12 90/20 92/1 111/14 113/17 128/20 128/21 130/12 132/6 134/16 137/17 138/15 145/5 151/16</p> <p>days [15] 13/16 20/22 21/9 23/7 26/4 64/2 64/10 78/11 83/23 84/2 84/23 85/6 121/9 125/15 129/9</p> <p>deal [14] 13/10 17/12 28/20 53/9 53/24 67/19 93/14 98/20 99/15 112/17 121/11 122/18 125/12 143/1</p> <p>dealing [1] 121/12</p> <p>dealt [4] 11/1 13/24 103/22 135/16</p> <p>dearly [1] 6/24</p> <p>death [12] 46/7 67/22 69/11 69/21 70/9 79/8 139/18 139/20 141/7 145/2 146/9 149/16</p> <p>December [13] 19/15 82/15 82/19 85/1 85/3 85/8 85/10 89/13 89/20 89/21 101/25 115/13 121/20</p> <p>decide [1] 59/9</p> <p>decided [4] 20/10 25/13 33/19 115/22</p> <p>decision [5] 20/4 54/19 57/4 77/15 143/7</p> <p>decision's [1] 28/18</p> <p>decisions [1] 148/2</p> <p>decline [2] 80/5 88/12</p> <p>declined [1] 122/23</p> <p>decreasing [1] 80/5</p> <p>dedication [1] 75/2</p> <p>deep [1] 79/23</p> <p>deeply [1] 67/20</p> <p>deficiencies [1] 74/12</p> <p>definitely [5] 17/11 36/23 55/21 96/10 148/23</p> <p>degree [1] 15/19</p> <p>Dehydrated [1] 34/7</p> <p>delay [9] 44/21 44/24 44/25 45/4 45/9 134/6 134/7 134/11 145/1</p>	<p>delays [2] 139/6 148/25</p> <p>deleted [1] 142/24</p> <p>delirium [2] 25/14 27/20</p> <p>delivered [1] 145/20</p> <p>delusional [2] 113/15 119/4</p> <p>delusions [1] 88/14</p> <p>denial [4] 12/11 12/18 13/6 13/15</p> <p>department [4] 122/10 130/15 137/20 150/1</p> <p>depending [1] 24/21</p> <p>depleted [1] 13/20</p> <p>depressant [2] 26/13 35/1</p> <p>depressed [4] 34/9 64/1 64/1 110/7</p> <p>depressing [2] 80/4 93/16</p> <p>depression [3] 15/24 79/22 79/24</p> <p>depressive [1] 32/1</p> <p>descended [1] 62/17</p> <p>describe [9] 39/15 39/20 46/23 63/24 88/8 107/21 122/9 138/1 140/16</p> <p>described [5] 9/23 33/22 45/14 51/16 125/23</p> <p>describing [1] 49/23</p> <p>desperate [2] 30/12 30/13</p> <p>desperately [1] 74/1</p> <p>detail [4] 9/13 26/4 125/7 144/9</p> <p>details [2] 12/4 100/5</p> <p>detained [7] 24/11 26/24 27/3 57/25 88/20 89/17 89/25</p> <p>detention [6] 25/6 25/12 27/23 54/3 54/17 54/20</p> <p>deteriorate [1] 45/13</p> <p>deteriorated [3] 4/21 18/1 39/25</p> <p>deteriorating [4] 17/23 30/19 45/10 80/1</p> <p>deterioration [5] 42/24 73/10 80/7 130/3 149/4</p> <p>determined [1] 28/14</p> <p>detriment [1] 41/14</p> <p>detrimental [1]</p>	<p>39/10</p> <p>devastating [1] 149/2</p> <p>developed [1] 79/23</p> <p>development [2] 37/3 78/25</p> <p>devices [1] 12/15</p> <p>devil [1] 127/14</p> <p>Devon [1] 46/8</p> <p>diagnosed [4] 9/22 31/25 75/18 89/9</p> <p>diagnoses [1] 31/21</p> <p>diagnosing [1] 149/1</p> <p>diagnosis [3] 32/8 75/13 90/4</p> <p>dialogue [1] 22/15</p> <p>Dicks [5] 1/6 81/6 81/10 81/11 152/8</p> <p>did [104] 5/16 6/14 7/23 9/4 9/6 10/21 11/17 15/8 16/24 17/5 18/10 19/12 24/9 24/9 24/16 24/19 24/25 25/22 26/13 27/23 28/16 30/23 33/13 35/16 35/18 36/23 40/1 41/24 42/6 44/4 45/1 46/16 48/17 54/5 54/10 56/12 58/15 59/4 59/19 60/15 61/5 62/16 63/22 65/18 65/20 66/17 66/22 67/15 67/21 78/17 79/19 82/23 95/22 97/20 98/3 98/11 98/12 99/13 99/16 100/1 100/23 100/25 101/6 102/1 102/19 103/11 103/21 104/4 104/14 104/14 110/5 110/9 110/10 111/11 112/21 114/19 116/8 116/8 117/8 117/18 118/3 122/11 123/3 123/9 123/15 124/17 126/24 128/5 132/6 134/3 135/6 137/4 137/21 139/12 139/13 139/25 140/2 140/3 140/8 143/1 143/14 144/4 145/17 146/12</p> <p>didn't [97] 4/15 7/20 9/7 19/18 22/14 22/19 22/21 29/4 30/14 32/25 38/11 38/22 43/8 44/14 46/5 46/9 46/21 47/9 47/10 54/8 54/9</p>	<p>54/18 55/15 55/15 55/16 55/16 57/2 58/4 58/5 62/24 65/1 65/2 65/6 67/8 69/9 69/16 89/11 94/1 95/17 96/21 97/7 98/18 100/9 100/23 100/24 101/2 102/4 102/4 102/6 102/15 104/15 104/17 104/24 105/10 105/15 105/24 106/6 106/7 106/25 106/25 110/8 110/14 114/2 115/21 115/22 115/23 116/11 117/20 122/15 122/18 123/6 123/8 123/18 123/18 123/23 127/5 128/9 128/10 128/11 130/10 130/11 130/13 131/10 132/20 137/10 137/25 139/9 139/13 139/14 140/3 140/7 140/20 143/12 144/6 144/6 147/1 147/4</p> <p>die [3] 22/5 22/7 22/21</p> <p>died [5] 2/11 5/18 81/12 92/1 146/5</p> <p>diet [2] 37/23 80/8</p> <p>dietary [2] 105/7 105/13</p> <p>difference [1] 149/16</p> <p>different [9] 25/3 78/19 96/25 97/1 104/18 110/25 118/15 145/7 148/11</p> <p>differently [2] 67/2 135/16</p> <p>difficult [6] 1/9 7/3 42/1 122/21 136/25 137/19</p> <p>difficulties [3] 50/15 103/19 111/23</p> <p>dignity [3] 40/22 41/4 70/1</p> <p>directly [2] 60/16 103/8</p> <p>disagree [1] 3/18</p> <p>disagreeable [1] 63/8</p> <p>disappointed [1] 80/2</p> <p>disaster [3] 45/24 45/25 46/9</p> <p>discharge [6] 111/3 113/3 113/7 115/10 119/7 119/23</p>
--	--	---	---	--

D	87/11 88/3 91/18 94/12 100/6 102/1 105/17 107/1 110/21 110/23 112/22 113/20 114/12 116/11 118/4 118/18 119/8 119/22 121/8 124/21 130/24 135/3 137/5 139/12 140/16 141/3 143/12 144/7 144/7 147/7 147/9 150/23	142/5 145/18 147/2 147/4 door [5] 59/6 59/19 122/15 128/11 136/11 doors [1] 61/11 dots [1] 64/14 down [6] 12/21 48/8 64/12 116/23 117/1 136/5 downstairs [3] 1/16 15/21 61/23 downwards [2] 14/1 74/9 Dr [4] 23/9 24/3 26/6 26/23 Dr A [4] 23/9 24/3 26/6 26/23 drafted [2] 101/15 101/16 dream [1] 50/6 dreaming [1] 46/13 dreary [1] 93/15 drink [3] 20/20 23/1 31/8 drinking [6] 15/16 21/7 21/10 26/11 30/25 36/24 drinks [1] 36/24 drip [1] 21/5 drips [1] 22/8 drove [2] 45/21 64/11 drowsy [1] 110/8 drugs [3] 48/6 75/23 78/22 drugs/medicine [1] 48/6 dry [2] 78/15 78/15 due [5] 57/13 80/6 89/1 138/2 146/6 during [26] 6/4 14/7 14/16 34/23 35/8 35/13 45/12 49/16 57/14 61/4 64/22 65/7 65/20 66/4 77/13 81/15 84/2 85/1 85/8 90/2 93/2 95/2 99/10 106/22 139/24 146/11 duty [8] 52/22 91/17 128/14 135/5 135/9 135/22 137/18 144/17	early [8] 4/23 9/17 35/9 63/24 66/4 78/2 78/18 147/23 earth [1] 46/5 ease [1] 40/16 easier [1] 83/6 easy [1] 150/12 eat [2] 31/8 52/23 eating [9] 20/4 20/10 20/19 20/22 21/10 26/11 30/25 37/24 52/18 economy [1] 79/1 ECT [21] 5/4 26/16 35/6 43/18 44/2 44/7 44/9 44/18 44/22 45/12 47/5 47/11 48/17 48/18 48/22 49/2 49/17 51/6 55/19 57/15 75/23 Edith [4] 37/6 38/5 39/5 39/24 education [1] 77/17 educational [1] 77/21 effect [4] 7/8 9/13 45/8 52/4 effectively [1] 11/7 effects [2] 44/3 110/18 effort [2] 42/5 69/10 efforts [1] 19/3 eight [1] 48/17 eighth [1] 49/21 either [8] 3/12 16/18 91/17 92/13 96/5 110/23 135/7 150/13 elaborate [1] 7/20 electronic [3] 72/22 131/1 145/1 electronically [1] 90/25 else [5] 33/16 33/17 71/15 76/7 150/4 elsewhere [1] 28/15 email [3] 41/20 68/1 68/4 emailed [3] 127/11 128/17 137/13 Embedding [1] 147/25 emergency [14] 9/19 91/17 122/10 130/1 130/8 130/10 130/15 135/5 135/9 135/21 137/18 137/20 139/11 144/17 emotional [6] 1/12 1/15 1/17 1/25 79/18 88/8 emphasis [1] 149/2	employ [1] 116/21 employer [1] 19/19 end [14] 3/11 11/4 31/23 73/3 76/25 79/8 99/5 114/25 115/9 120/17 127/14 129/24 130/12 134/16 ended [4] 65/10 80/10 88/9 99/5 ends [1] 149/23 engagement [1] 105/19 engaging [3] 2/3 97/12 97/17 England [1] 6/18 English [3] 7/18 7/20 77/22 enjoy [1] 80/7 enjoyed [4] 77/24 77/25 78/7 79/1 enough [7] 13/18 20/22 27/8 96/9 96/10 112/10 139/13 enquire [1] 55/12 enquired [2] 103/12 104/1 enquiries [2] 133/9 133/21 enrolled [3] 77/19 78/24 79/3 ensure [6] 73/3 82/4 82/6 123/14 135/4 148/2 ensuring [1] 149/3 entitled [3] 65/10 65/15 73/6 environment [8] 33/17 38/12 39/4 39/9 39/19 93/8 94/13 95/6 environments [1] 92/22 episode [1] 48/4 episodes [2] 45/14 106/14 EPUT [17] 55/2 60/13 60/21 60/23 64/25 65/7 65/10 65/20 73/8 87/8 100/22 100/24 113/10 118/13 139/17 141/6 144/23 EPUT's [1] 141/10 equipment [1] 46/10 error [5] 52/20 130/25 133/17 134/11 139/11 errors [5] 139/8 142/11 142/11 143/10 145/25 escaped [1] 45/16
	doctor [2] 16/18 16/22 doctors [3] 100/13 101/4 110/12 doctors' [1] 44/19 document [5] 82/12 86/2 102/1 102/10 142/17 documented [1] 72/12 documents [3] 57/9 57/25 87/20 does [3] 44/10 114/4 146/23 doesn't [4] 75/19 101/7 107/6 150/4 doing [14] 15/13 18/17 32/24 35/17 49/13 59/8 61/15 61/24 103/17 116/1 117/21 118/2 133/16 133/17 don't [66] 3/5 8/16 9/2 15/12 17/1 19/5 19/6 19/10 20/7 22/6 23/3 26/3 33/19 39/13 41/18 44/8 45/5 45/7 45/20 46/14 48/9 51/8 52/6 52/14 55/4 56/14 59/10 59/16 59/17 59/18 68/9 70/9 82/1 82/2 94/15 94/16 95/12 95/14 95/16 97/3 99/2 100/1 103/24 104/3 104/21 105/12 105/20 106/17 107/4 108/6 108/7 109/9 109/10 109/15 109/17 110/22 111/2 113/25 117/2 119/7 121/1 121/6 127/25 148/10 150/9 150/11 donations [1] 79/12 done [17] 43/24 51/25 58/10 66/14 67/2 79/11 104/4 127/24 133/3 133/4 136/10 138/20 141/2	E E' [1] 56/1 each [3] 1/15 77/25 106/18 earlier [4] 36/2 36/11 106/10 115/2 earliest [4] 67/4 131/4 134/20 135/1		

E	41/16 47/3 49/8 50/21 51/8 55/14 57/23 58/12 74/8 102/11 138/8 140/12	79/14 86/17 92/6 105/2 108/7 122/21 150/5 150/7	65/19 66/6 68/5 71/4 94/6 97/18 99/11 114/18 124/23 135/24 137/25 138/21 140/24 147/20	51/9 54/10 58/1 59/18 65/18 65/21 74/2 77/23 81/16 81/19 88/16 93/3 100/10 101/10 102/20 102/23 108/3 114/14 114/16 115/25 116/9 116/9 149/4 149/13
especially [2] 12/1 78/3	example [4] 99/20 103/7 129/21 145/19	eyes [2] 49/9 68/19	fast [1] 71/24	firstly [3] 77/19 83/15 92/21
essential [1] 149/10	Excel [2] 69/2 69/13	F	fatal [1] 10/2	fit [4] 10/12 19/18 38/25 39/1
essentially [5] 12/25 26/4 34/13 69/1 72/23	exchanged [1] 61/25	face [4] 9/5 14/9 144/4 144/4	father [6] 47/6 47/8 50/15 77/12 77/16 78/1	fitted [1] 10/9
Essex [9] 74/13 74/19 77/15 87/2 87/4 87/7 88/1 92/13 146/4	excitement [1] 78/3	facilitate [2] 91/23 138/23	February [17] 1/1 4/23 8/21 26/9 26/22 31/25 32/12 35/8 41/20 42/13 42/17 113/12 115/16 117/10 119/3 120/2 138/13	five [6] 20/22 33/4 37/15 44/25 45/1 45/2
established [1] 30/14	Excruciating [1] 51/11	fact [29] 1/8 21/9 25/12 31/18 32/16 34/25 36/3 39/2 39/5 43/12 56/24 59/25 65/18 74/24 78/17 83/25 84/15 85/5 85/19 94/4 106/2 124/10 127/5 130/1 130/20 132/11 133/15 134/7 146/17	February 2026 [1] 1/1	Five/four [1] 44/25
estate [1] 79/4	Excuse [1] 71/23	factors [2] 71/21 72/3	fed [3] 38/16 42/24 58/2	flat [7] 61/20 90/17 92/3 112/5 123/12 123/13 139/3
euphoric [2] 50/11 50/18	executed [1] 135/1	failed [1] 134/9	feel [13] 2/3 20/17 94/1 106/6 107/23 109/12 110/6 110/7 110/8 114/18 123/3 144/4 144/23	flick [1] 83/6
Eve [1] 20/7	executing [1] 139/7	failing [1] 73/8	feeling [7] 15/23 29/2 40/16 78/3 98/1 104/13 127/2	floor [2] 20/9 97/12
even [6] 69/6 94/2 96/4 133/4 134/6 142/11	exercise [1] 140/19	failings [4] 73/7 73/17 144/14 144/14	feelings [1] 44/17	fluids [2] 26/19 26/20
evening [1] 137/12	exhausted [1] 13/20	failure [2] 70/22 144/25	felt [28] 12/5 13/18 30/7 44/6 78/16 90/13 93/10 93/13 95/13 95/15 95/15 97/22 97/24 97/24 98/25 104/19 105/21 106/12 106/13 112/20 116/22 118/5 123/25 125/20 132/8 133/20 140/18 145/3	focus [2] 41/12 86/25
event [3] 58/4 58/10 79/16	exist [1] 67/8	failures [2] 4/3 144/24	few [6] 10/24 16/21 24/19 38/22 46/6 64/10	focused [1] 37/23
events [3] 7/6 121/15 125/12	existent [1] 73/23	fair [12] 3/24 17/16 34/15 39/21 63/6 73/16 74/14 106/5 107/11 109/18 136/15 144/12	fight [1] 123/9	follow [6] 19/14 23/3 23/4 27/24 44/19 141/4
eventually [2] 26/19 118/6	expect [1] 96/24	fairly [3] 28/14 37/11 146/23	final [6] 17/4 17/8 49/1 80/10 85/13 150/19	follow-up [1] 141/4
ever [17] 7/23 34/22 36/5 38/1 66/17 70/25 98/3 98/11 102/18 103/24 104/4 105/12 106/16 111/21 117/2 140/20 145/17	expected [2] 9/11 93/22	faith [2] 105/24 106/2	finally [3] 66/1 147/10 149/9	following [18] 11/12 22/10 39/24 49/1 51/10 83/17 83/22 84/1 88/18 113/17 118/21 125/9 139/18 140/13 141/6 145/17 146/2 151/16
every [4] 26/3 40/3 40/3 80/12	expecting [1] 129/15	false [2] 111/23 120/12	find [4] 83/5 105/23 111/16 133/14	food [8] 21/5 22/25 51/12 52/9 52/17 53/1 80/7 105/13
everybody [5] 93/10 95/12 118/8 148/7 148/8	experience [11] 15/2 74/19 74/20 75/15 75/17 88/13 97/21 103/5 103/6 122/9 122/12	families [4] 147/20 147/22 148/17 149/12	findings [1] 70/14	force [1] 78/4
everybody's [1] 148/7	experienced [3] 1/14 70/3 87/13	family [34] 6/16 6/17 50/15 66/9 70/2 70/6 77/10 95/22 97/21 100/6 103/1 104/14 104/22 107/22 108/9 123/4 124/9 126/9 127/17 130/9 134/1 134/3 135/2 140/14 140/16 140/23 141/15 142/11 144/2 144/23 146/19 148/1 150/13 150/21	form [6] 26/14 35/4 67/8 74/9 86/12 128/17	
everyone [3] 45/6 80/3 112/2	explaining [2] 60/4 72/12	family's [2] 108/9 143/24	formal [1] 38/2	foreign [1] 109/10
everything [13] 16/3 63/19 65/22 73/4 74/8 80/3 86/11 109/13 116/22 117/24 119/2 145/3 145/5	explained [16] 10/7 36/11 42/22 43/3 43/12 43/15 43/24 44/6 76/22 102/18 118/17 123/24 124/8 127/7 131/23 137/19	fantastic [1] 75/12	forward [2] 9/16 67/7	forgave [1] 116/17
evidence [24] 1/7 1/8 3/4 3/11 70/17 70/21 73/4 76/16 81/15 81/22 86/6 86/13 86/17 86/18 86/25 87/9 124/22 146/12 149/20 150/12 151/6 151/8 151/8 151/11	explains [1] 9/12	far [26] 14/15 14/20 16/7 23/13 23/20 37/8 40/25 45/3 45/8 56/12 58/17 62/9	found [10] 1/25 8/9 25/9 25/19 25/24 45/22 60/9 64/10 72/3 146/5	forgive [2] 117/2 118/2
exact [2] 82/12 104/2	express [1] 79/21		Foundation [3] 87/2 87/5 87/7	
exactly [17] 3/21 4/5 14/14 25/2 25/2	expressed [3] 44/9 119/13 125/20			
	expressing [2] 90/13 95/20			
	extended [1] 77/10			
	extensively [1] 141/8			
	extract [1] 146/15			
	extreme [1] 11/24			
	extremely [9] 35/8			

F	43/25 107/10 gentleman [4] 28/17 60/2 61/23 63/9 gently [2] 52/8 52/8 genuinely [1] 149/10 geographically [1] 37/14 get [22] 12/6 17/22 19/4 24/16 45/6 100/17 100/22 102/4 103/6 112/3 116/21 123/5 126/24 127/24 129/21 133/3 133/4 136/6 136/19 137/19 141/11 147/4 getting [8] 57/15 98/18 100/3 118/10 122/9 122/14 123/4 123/17 girlfriends [1] 78/13 give [9] 3/8 52/22 76/16 87/11 97/2 98/3 100/14 100/20 112/21 given [27] 9/10 14/24 27/25 38/1 44/2 48/11 49/12 51/12 55/25 62/13 74/5 90/3 90/17 102/12 112/14 112/21 113/1 113/2 115/1 124/23 130/2 132/18 135/2 140/14 145/21 145/24 151/9 giving [3] 22/18 52/11 70/4 glass [1] 93/12 go [40] 5/22 11/7 11/20 12/4 12/17 19/6 21/4 26/3 31/18 32/15 39/13 42/10 44/22 49/14 53/18 61/23 70/10 75/12 75/19 76/24 77/3 85/14 87/9 96/23 97/1 98/17 99/13 100/18 100/21 100/22 102/19 120/6 123/9 126/5 126/14 136/23 142/7 146/10 148/24 150/15 gobbledygook [2] 108/24 109/7 goes [3] 20/13 68/5 75/18 going [54] 15/15 15/24 16/21 20/11 20/13 27/8 27/19 35/6 42/17 46/6 50/14 53/11 53/13 53/17 55/9 55/13	63/5 63/19 64/5 68/23 71/15 78/12 83/2 83/13 85/25 86/7 86/8 88/2 92/10 93/22 102/21 105/22 112/4 113/5 116/21 117/24 120/13 121/11 122/1 122/5 123/8 124/6 124/24 125/13 128/2 129/1 129/14 131/7 140/24 144/6 150/1 150/6 150/24 150/25 gokarting [1] 78/9 gone [5] 52/7 105/1 114/20 118/5 127/6 good [24] 1/4 8/12 11/25 18/23 20/22 22/1 46/6 46/7 56/16 63/10 63/16 66/14 70/4 75/13 78/14 79/9 79/19 81/3 81/4 110/11 116/23 116/25 143/2 143/4 Goodness [1] 44/11 Google [1] 25/4 Googled [1] 11/23 got [15] 9/8 15/5 20/20 20/23 28/18 102/3 103/23 106/18 111/15 124/19 130/11 137/2 139/11 142/11 142/23 Government [2] 76/12 149/24 GP [16] 18/8 18/13 18/16 18/16 42/7 42/10 100/13 100/18 100/20 100/20 100/23 101/17 119/12 121/25 122/5 122/7 gradually [3] 52/10 52/11 78/22 grammar [1] 77/20 grammatical [1] 142/11 grandparents [2] 6/24 77/10 granted [1] 35/19 graphic [1] 12/4 grateful [3] 76/12 82/9 86/17 great [2] 53/24 60/3 greater [1] 148/22 grew [1] 77/9 grim [2] 16/3 39/15 grounded [1] 50/20 group [7] 15/2 15/4 15/5 16/8 38/9 79/6 79/9 grown [1] 62/19	guy [1] 47/24 H had [159] Hadleigh [3] 89/18 92/13 96/16 hadn't [3] 132/22 138/20 138/21 half [1] 55/24 hallucinations [1] 88/14 hand [5] 2/2 12/5 49/9 83/2 132/1 handed [2] 83/4 143/25 handle [2] 104/21 116/11 handover [1] 144/14 Hang [1] 56/7 happen [11] 24/7 55/13 98/18 100/25 123/14 123/15 129/14 129/15 131/11 134/20 141/18 happened [27] 13/7 18/12 33/19 47/13 51/8 52/15 53/14 59/11 62/4 71/3 100/19 101/20 113/21 119/22 119/25 125/1 125/13 127/25 129/17 130/13 130/20 137/12 138/8 139/24 140/1 140/4 146/25 happening [12] 54/18 98/4 99/10 107/2 107/3 107/4 120/17 121/5 123/7 126/25 127/17 138/11 happy [8] 40/7 47/17 77/11 79/2 100/17 101/3 132/24 142/22 hard [2] 41/7 122/13 hardest [1] 133/2 harm [1] 149/15 harming [1] 118/17 Harrow [2] 18/5 55/2 harsh [1] 30/6 Harvey [5] 32/18 33/7 33/25 34/1 34/18 has [11] 23/18 57/9 57/13 57/15 61/17 76/25 82/6 111/4 130/12 133/7 133/15 hasn't [2] 7/10 28/18 hated [1] 80/8	have [126] 1/13 2/15 2/16 3/14 3/17 4/8 6/19 6/19 7/6 9/11 9/12 9/22 10/9 12/14 15/22 18/24 20/14 20/24 25/20 25/24 32/4 32/25 45/14 46/5 46/9 47/5 47/25 51/15 52/7 54/18 54/19 55/7 55/12 55/21 60/9 60/17 65/2 65/16 67/1 67/3 71/22 72/3 72/16 72/21 73/2 73/17 73/18 74/7 76/2 76/4 76/8 76/16 79/13 79/14 79/15 81/25 82/2 82/4 82/8 82/11 83/8 86/11 86/15 93/1 94/2 96/6 97/2 102/15 104/4 106/7 107/1 107/6 111/6 113/15 113/21 113/22 113/23 113/24 114/7 116/5 118/16 118/16 119/18 119/22 119/25 120/1 120/3 121/3 122/15 127/6 128/7 129/12 130/2 130/15 130/24 131/8 132/20 134/11 135/9 136/10 136/12 136/13 137/2 139/11 140/11 144/2 144/23 144/25 145/6 145/6 147/2 147/3 147/9 147/14 147/20 148/11 149/1 150/3 150/5 150/7 150/9 150/16 150/16 150/22 150/24 151/4 haven't [1] 130/11 having [18] 25/11 44/9 44/17 54/2 59/19 64/23 70/23 92/2 94/20 98/9 99/21 107/5 109/12 110/3 113/8 113/20 116/7 139/2 he [566] he'd [5] 46/15 102/7 136/11 139/14 147/3 he's [18] 15/11 20/15 60/1 62/22 101/25 102/23 111/17 112/9 112/10 112/11 115/15 116/20 117/14 117/15 117/15 117/21 119/5 127/16 head [8] 46/13 64/5
G	gain [1] 91/2 garden [1] 15/22 gave [5] 17/15 17/17 108/1 136/19 141/20 gazing [1] 15/17 general [6] 32/17 33/7 33/21 34/3			

H	helped [3] 42/3 76/16 143/6	hoping [2] 110/15 143/13	51/24	114/19 150/12 150/13
head... [6] 64/13 66/1 110/1 112/1 116/19 141/5	helpful [12] 17/3 18/22 39/2 66/2 68/16 92/6 99/1 105/2 106/20 108/7 150/5 150/7	horrible [1] 98/25	I ask [8] 2/5 2/17 8/15 21/7 29/14 36/2 43/10 114/24	I look [1] 145/4
health [100] 3/23 3/23 4/9 4/13 4/20 4/24 5/4 5/16 7/9 9/11 11/16 14/21 15/8 16/12 16/16 17/23 24/5 25/1 25/12 26/24 28/20 28/25 30/15 30/20 31/21 32/8 32/21 34/18 34/25 35/10 37/9 38/2 39/7 39/11 41/12 41/15 41/25 42/13 42/15 42/18 51/3 55/9 55/13 56/8 57/14 58/18 63/25 65/13 69/6 70/16 71/2 71/9 71/9 71/13 72/7 72/9 73/11 74/13 75/3 75/9 80/1 80/6 83/24 84/3 84/5 84/14 84/18 85/18 85/22 88/1 88/13 88/20 89/3 89/5 89/18 89/19 90/1 90/18 90/20 91/23 92/14 93/5 93/8 94/5 96/22 96/25 103/20 104/9 121/18 122/23 123/12 128/15 128/18 129/12 130/14 133/24 136/2 138/24 140/15 148/16	her [25] 8/11 8/15 13/4 13/10 17/10 22/1 44/12 82/7 99/9 108/10 108/17 109/8 118/5 124/17 127/13 127/13 131/22 132/18 132/25 133/2 133/21 136/19 140/5 140/16 146/12	hospital [41] 5/8 7/11 11/12 13/23 16/20 17/6 18/6 21/5 33/5 41/11 41/21 47/16 56/3 58/15 59/21 83/18 83/23 84/1 84/11 85/2 85/9 85/15 85/17 85/21 88/16 88/24 89/12 89/20 89/24 90/1 92/15 93/4 94/24 94/25 95/6 96/23 97/9 101/12 110/21 111/10 112/8	I asked [2] 16/21 35/18	I marry [1] 77/18
healthy [1] 52/12	helpfully [1] 149/19	hostility [1] 118/20	I assumed [1] 105/14	I mean [27] 12/3 17/1 22/9 30/12 33/19 47/10 63/16 68/4 70/3 75/7 106/17 116/8 116/23 117/12 117/13 119/2 119/25 121/3 122/14 124/16 127/19 127/24 132/23 142/10 147/1 148/6 148/9
hear [1] 1/7	helping [2] 97/23 109/1	hour [5] 8/12 33/9 40/13 53/11 61/8	I can [4] 45/5 54/22 120/5 134/5	I mention [1] 8/6
heard [4] 22/4 22/11 22/20 140/11	helps [4] 92/23 110/2 111/7 121/24	hours [2] 32/16 38/22	I can't [10] 28/20 44/25 48/14 62/11 99/25 99/25 104/2 109/25 134/15 137/8	I might [1] 75/16
hearing [9] 1/4 1/11 1/16 1/18 91/3 91/6 130/21 146/4 151/16	her [25] 8/11 8/15 13/4 13/10 17/10 22/1 44/12 82/7 99/9 108/10 108/17 109/8 118/5 124/17 127/13 127/13 131/22 132/18 132/25 133/2 133/21 136/19 140/5 140/16 146/12	house [1] 127/13	I decided [1] 20/10	I needed [1] 25/3
heights [2] 64/18 64/19	here [17] 1/15 2/25 6/7 50/11 52/15 54/19 56/8 57/8 66/10 70/22 80/19 83/21 100/4 120/8 139/15 144/9 150/14	how [51] 7/18 8/15 9/10 11/1 12/17 28/16 30/2 33/19 34/17 40/4 48/8 49/1 49/10 52/18 59/11 60/5 61/14 61/17 61/24 62/17 63/22 63/24 68/19 69/5 69/10 95/21 97/20 102/12 103/12 103/22 104/12 105/23 106/16 110/5 112/14 112/17 114/17 116/11 116/22 117/11 117/11 121/20 122/11 124/14 125/23 127/16 132/17 133/5 143/20 144/4 147/13	I did [6] 24/19 28/16 35/16 44/4 82/23 110/10	I never [1] 98/12
held [2] 14/20 47/24	herself [1] 137/5	however [2] 12/3 147/17	I didn't [14] 32/25 38/22 43/8 46/5 54/8 54/9 54/18 55/16 55/16 58/5 62/24 69/16 106/25 122/18	I noticed [3] 15/17 41/25 63/8
Helen [1] 81/10	Hestia [4] 1/14 1/17 1/18 1/21	hugely [2] 38/6 80/12	I do [1] 76/6	I now [1] 92/6
help [41] 8/16 17/22 19/10 20/11 20/16 27/2 28/12 30/13 38/11 41/22 42/2 43/17 44/14 44/19 50/17 51/2 62/17 75/21 78/5 83/15 93/12 95/17 96/10 96/10 104/23 104/24 105/23 114/2 114/4 114/5 116/2 116/3 116/14 117/9 123/17 136/1 136/1 137/10 147/4 147/24 149/14	hiding [1] 45/22	human [4] 30/4 44/14 44/14 68/22	I don't [42] 3/5 9/2 15/12 19/6 19/10 20/7 22/6 26/3 33/19 44/8 45/5 45/7 48/9 51/8 52/6 56/14 59/18 70/9 82/1 94/15 95/12 95/14 95/16 99/2 100/1 103/24 104/3 104/21 105/12 105/20 107/4 108/6 109/9 109/10 110/22 111/2 117/2 119/7 121/1 121/6 150/9 150/11	I personally [1] 74/1
helped [3] 42/3 76/16 143/6	high [4] 49/7 78/3 142/14 142/14	humour [2] 78/14 78/16	I don't [42] 3/5 9/2 15/12 19/6 19/10 20/7 22/6 26/3 33/19 44/8 45/5 45/7 48/9 51/8 52/6 56/14 59/18 70/9 82/1 94/15 95/12 95/14 95/16 99/2 100/1 103/24 104/3 104/21 105/12 105/20 107/4 108/6 109/9 109/10 110/22 111/2 117/2 119/7 121/1 121/6 150/9 150/11	I presume [1] 128/6
helpful [12] 17/3 18/22 39/2 66/2 68/16 92/6 99/1 105/2 106/20 108/7 150/5 150/7	highlight [2] 4/2 149/20	hurt [2] 98/8 150/4	I experienced [1] 70/3	I probably [1] 52/1
helpfully [1] 149/19	him [163]	husband [12] 6/19 68/14 76/11 86/15 87/14 95/25 102/18 108/3 122/4 122/13 127/13 136/24	I felt [4] 30/7 95/15 95/15 106/12	I rang [1] 8/11
helping [2] 97/23 109/1	himself [12] 12/20 18/15 19/9 49/11 51/25 59/4 60/20 62/23 64/11 78/10 118/17 130/5	hydrated [1] 27/11	I found [1] 8/9	I read [1] 30/6
helps [4] 92/23 110/2 111/7 121/24	hm [7] 13/17 14/14 25/21 34/12 47/7 51/5 70/19	hygiene [1] 11/25	I Googled [1] 11/23	I realised [1] 46/12
her [25] 8/11 8/15 13/4 13/10 17/10 22/1 44/12 82/7 99/9 108/10 108/17 109/8 118/5 124/17 127/13 127/13 131/22 132/18 132/25 133/2 133/21 136/19 140/5 140/16 146/12	hold [1] 147/22	I	I had [1] 55/21	I really [5] 17/1 55/4 55/16 74/17 106/17
here [17] 1/15 2/25 6/7 50/11 52/15 54/19 56/8 57/8 66/10 70/22 80/19 83/21 100/4 120/8 139/15 144/9 150/14	holding [1] 49/11	I are [1] 76/12	I have [2] 4/8 76/8	I requested [1] 18/2 92/11 93/2
herself [1] 137/5	holiday [1] 78/1	I arrived [2] 51/10	I heard [1] 22/4	I said [4] 46/8 76/2 95/17 110/10
Hestia [4] 1/14 1/17 1/18 1/21	home [23] 5/13 5/18 11/13 12/22 14/5 15/6 20/8 45/20 59/6 59/9 59/14 60/13 61/6 63/23 66/9 67/16 68/12 97/3 112/4 115/17 126/20 146/5 150/15		I hope [1] 81/24	I see [16] 18/20 25/9 26/2 27/20 28/1 42/12 48/7 52/21 54/7 54/23 62/5 62/24 63/2 64/15 71/18 97/4
hiding [1] 45/22	homeland [1] 6/23		I indicated [1] 12/19	I separated [1] 77/12
high [4] 49/7 78/3 142/14 142/14	hope [3] 76/13 81/24 106/6		I just [13] 22/14 44/19 49/8 52/1 59/8 69/3 93/13 95/13 98/24 140/18 147/12 149/22 149/22	I should [3] 17/11 150/15 150/16
highlight [2] 4/2 149/20	hopefully [1] 100/21		I know [7] 23/13 46/8 48/3 110/9	I stepped [1] 22/17
him [163]				I summarise [1] 88/4
himself [12] 12/20 18/15 19/9 49/11 51/25 59/4 60/20 62/23 64/11 78/10 118/17 130/5				I suspect [1] 64/6
his [192]				I talked [1] 11/24
history [2] 36/4 147/23				I tell [1] 48/8
hm [7] 13/17 14/14 25/21 34/12 47/7 51/5 70/19				I think [106] 3/4 3/14 3/17 4/1 7/5 8/20 11/15 12/23 13/14 13/22 15/7 15/24 17/19 18/10 19/18 24/23 25/8 25/10 27/17 27/25 28/1 29/8 31/3 31/8
hold [1] 147/22				
holding [1] 49/11				
holiday [1] 78/1				
home [23] 5/13 5/18 11/13 12/22 14/5 15/6 20/8 45/20 59/6 59/9 59/14 60/13 61/6 63/23 66/9 67/16 68/12 97/3 112/4 115/17 126/20 146/5 150/15				
homeland [1] 6/23				
hope [3] 76/13 81/24 106/6				
hopefully [1] 100/21				

<p>I</p> <p>I think... [82] 32/17 32/22 33/21 35/12 36/15 37/5 37/22 38/16 39/2 40/20 41/5 43/16 45/16 46/2 46/23 47/4 47/11 49/23 51/6 52/20 53/23 56/15 59/25 60/12 60/16 63/18 66/5 66/25 68/11 68/16 70/21 73/16 74/4 75/14 76/10 76/22 79/14 80/12 93/17 94/3 94/14 94/23 96/14 96/22 97/8 97/25 99/2 104/19 107/14 108/7 108/11 108/22 109/9 110/7 110/14 113/1 113/22 114/4 114/19 115/25 116/4 116/22 116/25 118/2 119/6 119/8 120/1 120/3 122/2 122/20 123/11 126/4 137/2 137/6 137/7 137/7 138/12 140/10 143/6 143/12 145/16 149/8</p> <p>I thought [2] 20/15 75/11</p> <p>I told [1] 20/21</p> <p>I turned [1] 33/15</p> <p>I understand [39] 7/22 9/1 16/2 19/3 20/2 21/20 22/16 22/25 29/14 30/23 31/10 33/6 34/3 34/21 36/21 41/17 44/21 45/12 46/15 48/16 48/16 51/2 59/13 61/8 66/13 67/20 69/1 69/20 74/23 75/25 81/15 83/11 87/11 105/6 111/5 113/9 118/12 120/11 135/24</p> <p>I understanding [1] 64/22</p> <p>I want [22] 3/16 38/4 48/25 73/1 73/3 87/9 92/9 92/21 94/21 95/19 100/3 109/21 111/3 121/8 121/8 121/15 121/18 125/7 133/23 139/16 147/10 150/11</p> <p>I wanted [1] 30/8</p> <p>I was [26] 12/16 12/16 17/17 20/8 22/12 22/14 22/17 24/15 27/4 27/4 27/6</p>	<p>27/25 30/12 40/3 42/2 47/22 47/23 54/12 61/13 61/13 66/7 70/3 124/3 128/2 140/25 141/25</p> <p>I wasn't [6] 34/20 43/6 47/14 61/10 61/12 122/19</p> <p>I will [4] 3/6 3/12 62/1 150/19</p> <p>I won't [3] 8/14 12/4 86/20</p> <p>I wonder [2] 24/23 82/4</p> <p>I would [6] 1/7 1/12 24/20 55/21 61/23 70/10</p> <p>I'd [7] 50/11 67/18 86/14 86/20 87/25 93/9 149/22</p> <p>I'll [8] 5/21 12/5 44/22 48/13 50/3 76/21 80/20 150/15</p> <p>I'm [53] 5/23 6/19 7/22 9/4 9/16 9/25 14/9 17/3 17/8 19/7 19/10 19/10 19/15 20/21 22/19 23/4 28/21 29/19 29/21 39/14 42/20 45/2 49/13 52/13 52/13 53/13 53/17 60/18 62/20 65/1 65/4 66/6 66/24 68/5 71/24 71/24 74/22 82/9 83/12 86/7 86/8 88/2 92/9 94/6 99/25 103/10 109/10 113/5 121/10 122/1 125/12 137/25 150/24</p> <p>I've [9] 51/25 66/6 76/22 76/24 76/25 105/1 109/1 141/2 141/24</p> <p>idea [3] 54/16 54/18 54/19</p> <p>identified [3] 73/17 144/11 145/9</p> <p>identify [2] 73/24 144/13</p> <p>if [97] 1/17 2/18 3/18 4/7 5/21 6/11 9/3 9/16 12/1 15/1 17/19 19/14 19/14 23/3 23/4 26/2 31/12 31/22 33/20 34/17 40/9 41/17 42/12 50/2 53/12 53/20 55/5 55/21 55/22 58/23 60/17 62/17 63/8 63/16 65/14 67/18 71/19 74/4</p>	<p>75/19 77/2 77/3 79/15 80/22 82/4 82/5 82/14 83/16 84/8 84/20 85/13 86/22 88/3 92/23 95/24 96/4 96/23 99/20 100/19 101/20 105/2 109/4 109/10 109/11 110/2 111/7 112/23 112/24 115/2 117/13 120/5 120/6 121/10 121/24 124/24 125/10 127/25 129/4 129/19 130/13 130/14 134/11 136/10 139/14 144/4 145/11 147/2 148/10 148/11 148/12 150/2 150/2 150/8 150/17 150/23 151/5 151/5 151/10</p> <p>ignored [1] 14/11</p> <p>ill [2] 38/8 41/3</p> <p>illness [6] 10/23 20/13 33/2 36/4 79/23 126/12</p> <p>imagine [3] 45/5 54/22 64/19</p> <p>immediately [5] 8/24 11/15 39/25 48/5 52/24</p> <p>impact [15] 9/14 13/7 39/10 55/19 71/22 72/3 74/5 86/15 94/8 94/12 97/20 105/4 105/17 123/24 144/25</p> <p>impacted [1] 147/13</p> <p>important [5] 3/7 67/9 124/14 124/16 136/16</p> <p>impression [14] 28/20 28/24 29/9 30/11 65/8 93/7 96/8 96/17 106/6 108/2 109/18 111/13 132/18 132/20</p> <p>improve [2] 5/16 150/2</p> <p>improved [2] 77/16 77/22</p> <p>improvement [9] 49/5 49/16 49/19 49/20 57/14 57/16 57/21 58/8 148/16</p> <p>improving [1] 42/1</p> <p>inability [1] 141/10</p> <p>inadequate [1] 66/6</p> <p>incident [1] 40/14</p> <p>include [1] 146/15</p> <p>includes [1] 83/3</p> <p>including [2] 5/3</p>	<p>87/22</p> <p>inconvenience [1] 107/23</p> <p>incorrectly [1] 88/4</p> <p>indeed [1] 150/12</p> <p>indicated [3] 12/19 64/16 64/17</p> <p>indication [1] 135/19</p> <p>indifferent [1] 107/22</p> <p>individual [1] 86/21</p> <p>infection [3] 13/23 13/24 14/4</p> <p>inflammation [1] 10/2</p> <p>inflammatory [1] 42/25</p> <p>informal [4] 85/4 85/11 89/21 90/7</p> <p>informally [1] 35/20</p> <p>information [34] 1/24 14/24 24/20 24/25 32/25 37/19 38/1 44/2 44/4 48/12 52/13 53/24 62/13 65/6 73/14 73/18 73/19 88/6 94/22 100/2 100/3 100/14 100/20 101/13 102/12 112/14 112/21 113/2 115/1 135/2 141/11 141/20 147/23 148/17</p> <p>informed [3] 58/10 129/18 148/2</p> <p>infuriating [1] 143/19</p> <p>initial [4] 36/3 140/13 141/11 144/2</p> <p>Initially [1] 88/23</p> <p>injuries [3] 92/2 146/6 146/10</p> <p>inpatient [13] 4/24 66/18 75/4 84/23 85/1 85/6 85/8 92/11 92/23 94/23 103/6 106/14 107/8</p> <p>input [2] 50/10 73/21</p> <p>inquest [4] 69/20 87/23 146/4 146/11</p> <p>Inquiry [18] 1/20 1/22 2/1 2/3 2/15 3/4 54/13 54/14 65/25 74/11 76/12 81/21 81/24 86/7 86/10 86/13 86/16 149/23</p> <p>insensitive [2] 140/7 140/8</p> <p>insight [2] 126/12 143/5</p>	<p>insisted [1] 112/4</p> <p>instances [2] 98/3 98/11</p> <p>Instead [1] 3/6</p> <p>intake [1] 53/1</p> <p>integral [1] 148/1</p> <p>intelligence [1] 80/13</p> <p>intend [1] 3/5</p> <p>intended [1] 69/4</p> <p>intensify [1] 79/22</p> <p>intention [3] 32/15 146/13 146/21</p> <p>interacting [4] 97/17 97/18 131/14 131/21</p> <p>interaction [2] 108/13 140/13</p> <p>interactions [2] 4/13 97/6</p> <p>interest [3] 30/4 132/19 132/21</p> <p>interesting [1] 27/13</p> <p>interfere [1] 22/15</p> <p>internal [1] 13/24</p> <p>internally [1] 12/5</p> <p>interplay [1] 3/22</p> <p>interpreting [1] 28/22</p> <p>interrupt [2] 7/13 22/19</p> <p>interrupting [2] 99/21 108/8</p> <p>intervene [1] 99/13</p> <p>intervention [3] 67/5 73/9 148/25</p> <p>intestine [1] 31/6</p> <p>intestines [5] 20/16 51/12 52/24 54/2 55/17</p> <p>intimidating [1] 93/25</p> <p>into [21] 9/3 12/4 15/24 17/20 18/16 20/13 62/17 69/10 69/20 79/23 80/9 96/23 97/1 105/15 116/18 123/8 123/9 126/6 126/12 142/17 143/5</p> <p>investigate [1] 74/11</p> <p>investigation [4] 139/17 140/14 141/6 146/3</p> <p>investment [1] 79/4</p> <p>invited [1] 68/25</p> <p>involve [1] 15/16</p> <p>involved [11] 94/17 100/9 101/2 101/4 101/8 102/6 106/24 123/4 123/19 148/7 148/22</p>
--	---	---	---	--

<p>I</p> <p>involvement [4] 88/1 121/17 147/21 148/1</p> <p>involves [1] 44/3</p> <p>ironical [1] 78/15</p> <p>irritability [1] 118/21</p> <p>is [261]</p> <p>isn't [3] 82/21 98/23 135/18</p> <p>isolated [1] 104/13</p> <p>issue [7] 4/17 5/4 94/21 103/22 112/17 115/3 133/23</p> <p>issues [15] 4/2 4/9 9/11 30/21 36/4 38/15 38/21 39/4 50/15 50/17 51/3 144/10 144/12 144/13 148/14</p> <p>it [347]</p> <p>it's [50] 2/17 7/19 17/18 23/5 25/19 28/21 30/6 33/22 35/12 41/17 50/3 52/2 53/10 53/12 59/18 62/25 71/24 73/19 76/10 82/15 82/17 87/12 87/19 92/6 92/25 93/15 93/21 93/23 93/24 96/25 96/25 98/22 105/2 111/21 113/15 119/8 119/12 120/5 120/7 121/10 124/24 133/13 141/9 143/19 146/2 147/9 148/6 150/7 150/12 150/19</p> <p>itself [1] 119/2</p> <p>IV [2] 26/19 26/20</p>	<p>63/24 66/5 67/14</p> <p>jumped [3] 85/25 92/2 139/3</p> <p>June [16] 1/6 61/5 63/23 66/4 81/6 81/10 81/11 81/19 82/6 82/8 124/22 125/7 150/22 151/4 151/11 152/8</p> <p>junior [1] 68/2</p> <p>just [134] 7/11 7/21 8/3 12/6 13/10 13/13 14/13 15/23 17/3 17/12 20/9 22/14 25/25 26/20 27/15 29/16 33/15 33/22 35/20 38/22 42/6 42/10 44/19 46/10 47/24 49/8 49/19 49/20 50/3 50/7 52/1 52/18 52/20 53/14 53/20 55/22 57/4 59/8 62/25 63/20 64/2 64/10 69/3 80/18 80/19 82/6 82/14 83/2 83/6 83/12 85/13 86/23 92/23 93/13 93/13 93/23 95/12 95/13 95/14 95/14 95/15 95/17 96/8 96/17 96/20 98/19 98/24 100/3 101/10 102/4 103/10 103/14 104/1 105/21 105/22 106/18 108/15 108/24 109/17 109/20 110/14 110/14 110/15 111/17 111/20 115/14 115/22 115/24 116/14 116/25 116/25 117/2 117/16 117/18 118/10 119/6 120/5 121/6 121/6 121/7 121/11 121/16 122/1 123/6 123/19 129/8 129/8 132/8 132/24 133/1 137/2 137/10 137/18 137/20 138/8 138/12 139/8 139/25 140/4 140/6 140/7 140/18 140/24 140/25 141/25 142/25 145/14 146/16 147/12 148/6 149/22 149/22 149/22 150/22</p>	<p>keeping [3] 122/14 124/14 124/18</p> <p>Kent [1] 64/12</p> <p>kept [6] 94/20 99/4 107/1 117/23 117/23 127/1</p> <p>key [1] 88/2</p> <p>keying [1] 133/17</p> <p>kind [17] 7/9 34/22 39/19 40/6 44/5 52/8 60/7 60/11 62/4 63/10 64/12 68/23 69/6 108/19 108/20 138/5 142/16</p> <p>kindly [3] 8/11 36/16 143/1</p> <p>Kingston [2] 78/25 79/6</p> <p>kitchen [1] 98/6</p> <p>kitesurfing [1] 78/8</p> <p>knew [16] 31/22 31/22 35/17 50/22 59/18 61/1 102/21 109/24 110/23 117/12 117/18 129/1 136/6 140/3 140/4 140/9</p> <p>knife [1] 47/20</p> <p>knocked [1] 136/10</p> <p>knocking [1] 128/11</p> <p>know [222]</p> <p>knowing [3] 42/4 67/3 118/3</p> <p>knowledge [8] 51/14 65/1 75/14 75/15 86/3 86/4 102/15 136/22</p> <p>known [6] 55/5 55/11 55/21 65/14 79/15 101/21</p>	<p>lasting [1] 61/7</p> <p>late [2] 5/7 73/9</p> <p>later [16] 6/22 7/1 25/7 28/13 41/9 43/13 46/6 46/6 46/16 56/24 64/10 68/25 77/20 113/8 118/11 119/5</p> <p>lay [1] 15/21</p> <p>layperson [1] 111/19</p> <p>lead [10] 44/5 126/21 132/2 132/6 132/11 133/9 133/14 135/2 139/22 143/23</p> <p>leader [3] 131/17 133/18 133/20</p> <p>leading [5] 121/4 138/12 141/7 145/3 145/5</p> <p>learn [4] 25/22 54/10 65/21 69/5</p> <p>learned [6] 6/22 7/1 25/5 43/13 56/24 145/8</p> <p>learnt [1] 78/4</p> <p>least [2] 36/21 55/12</p> <p>leave [11] 1/11 12/14 17/12 64/6 83/5 84/13 84/17 122/16 131/24 147/1 151/7</p> <p>leaving [2] 47/19 112/6</p> <p>led [1] 46/21</p> <p>left [14] 5/13 6/23 59/2 59/2 59/10 59/13 59/19 66/9 74/7 93/12 93/13 97/22 112/20 122/25</p> <p>legal [1] 81/22</p> <p>less [2] 68/8 68/24</p> <p>lessons [2] 69/5 145/8</p> <p>let [6] 13/10 45/3 50/3 117/22 126/24 135/21</p> <p>let's [2] 25/9 140/7</p> <p>letter [1] 101/15</p> <p>letting [1] 63/20</p> <p>level [4] 75/21 78/23 78/24 130/2</p> <p>liaised [1] 117/19</p> <p>liaison [6] 56/3 56/10 70/17 140/15 140/23 142/12</p> <p>life [27] 3/10 4/6 5/10 5/21 7/7 9/4 9/7 10/14 13/8 14/22 64/11 67/7 67/13 77/17 77/24 78/2 78/7 78/16 79/2</p>	<p>79/25 80/5 80/11 116/24 139/2 146/13 146/21 149/16</p> <p>life-changing [1] 14/22</p> <p>lifted [6] 52/16 54/20 55/6 55/11 57/1 57/13</p> <p>lifting [1] 58/9</p> <p>light [1] 149/20</p> <p>lightly [1] 144/25</p> <p>like [76] 1/7 1/12 12/5 15/10 18/15 18/17 27/15 28/21 28/22 33/2 33/4 33/21 38/9 44/14 45/2 46/5 49/14 50/5 50/7 50/11 50/16 52/3 52/22 61/25 62/19 62/25 63/7 63/10 63/11 63/18 67/18 68/22 70/10 71/10 71/13 71/15 74/9 76/7 78/16 79/19 81/15 86/14 86/20 87/25 93/9 93/10 93/13 93/23 98/5 98/6 101/2 104/4 106/24 108/12 109/2 109/4 116/10 116/22 117/18 118/5 122/11 122/12 123/9 133/3 138/6 140/19 142/13 142/15 143/18 145/3 147/13 148/4 149/7 149/21 149/22 150/9</p> <p>liked [3] 40/15 40/18 78/12</p> <p>likelihood [1] 113/23</p> <p>likely [7] 13/7 29/8 44/3 74/5 113/2 146/20 147/24</p> <p>limited [2] 70/17 72/10</p> <p>line [6] 3/6 3/6 14/8 85/5 86/9 86/9</p> <p>lines [6] 17/4 17/9 47/2 57/10 59/7 138/4</p> <p>lingering [1] 75/20</p> <p>linked [1] 38/16</p> <p>liquid [3] 26/14 35/4 52/8</p> <p>list [6] 130/17 135/8 135/10 142/19 142/23 145/13</p> <p>listed [1] 120/12</p> <p>listen [2] 1/9 149/10</p> <p>listener [1] 79/19</p> <p>listening [4] 22/17</p>
<p>J</p> <p>J-pouch [1] 12/1</p> <p>January [10] 20/3 21/13 23/6 23/15 23/24 25/8 25/10 26/8 26/8 81/22</p> <p>jargon [3] 69/6 69/6 69/7</p> <p>job [8] 19/16 27/15 50/14 88/10 116/21 116/25 144/7 147/7</p> <p>jobs [2] 68/8 116/24</p> <p>join [1] 15/2</p> <p>joined [1] 71/6</p> <p>joining [1] 72/6</p> <p>joint [4] 70/23 71/1 71/4 71/8</p> <p>jointly [1] 4/3</p> <p>joy [1] 64/2</p> <p>judge [1] 79/19</p> <p>July [5] 2/11 5/18</p>	<p>115/24 116/14 116/25 116/25 117/2 117/16 117/18 118/10 119/6 120/5 121/6 121/6 121/7 121/11 121/16 122/1 123/6 123/19 129/8 129/8 132/8 132/24 133/1 137/2 137/10 137/18 137/20 138/8 138/12 139/8 139/25 140/4 140/6 140/7 140/18 140/24 140/25 141/25 142/25 145/14 146/16 147/12 148/6 149/22 149/22 149/22 150/22</p> <p>K</p> <p>keen [1] 11/2</p> <p>keep [2] 58/2 124/18</p>	<p>L</p> <p>lack [10] 30/3 53/25 74/18 75/9 75/14 75/24 89/2 97/20 105/18 143/24</p> <p>lacked [1] 133/20</p> <p>lacking [1] 126/12</p> <p>lad [1] 52/23</p> <p>lady [2] 8/14 21/2</p> <p>Lampard [4] 1/25 36/12 54/12 76/12</p> <p>lampandinquiry.org.uk [1] 2/1</p> <p>language [5] 7/8 7/17 8/13 36/19 77/23</p> <p>lanyards [2] 1/19 1/23</p> <p>last [8] 31/18 57/10 57/17 79/25 82/17 84/8 84/21 106/15</p> <p>lasted [1] 20/22</p>	<p>legal [1] 81/22</p> <p>less [2] 68/8 68/24</p> <p>lessons [2] 69/5 145/8</p> <p>let [6] 13/10 45/3 50/3 117/22 126/24 135/21</p> <p>let's [2] 25/9 140/7</p> <p>letter [1] 101/15</p> <p>letting [1] 63/20</p> <p>level [4] 75/21 78/23 78/24 130/2</p> <p>liaised [1] 117/19</p> <p>liaison [6] 56/3 56/10 70/17 140/15 140/23 142/12</p> <p>life [27] 3/10 4/6 5/10 5/21 7/7 9/4 9/7 10/14 13/8 14/22 64/11 67/7 67/13 77/17 77/24 78/2 78/7 78/16 79/2</p>	<p>113/23</p> <p>likely [7] 13/7 29/8 44/3 74/5 113/2 146/20 147/24</p> <p>limited [2] 70/17 72/10</p> <p>line [6] 3/6 3/6 14/8 85/5 86/9 86/9</p> <p>lines [6] 17/4 17/9 47/2 57/10 59/7 138/4</p> <p>lingering [1] 75/20</p> <p>linked [1] 38/16</p> <p>liquid [3] 26/14 35/4 52/8</p> <p>list [6] 130/17 135/8 135/10 142/19 142/23 145/13</p> <p>listed [1] 120/12</p> <p>listen [2] 1/9 149/10</p> <p>listener [1] 79/19</p> <p>listening [4] 22/17</p>

L	lots [4] 129/3 132/8 141/20 143/9 love [1] 77/9 loved [7] 6/24 78/2 78/7 78/12 79/20 147/2 147/22 lovely [3] 21/3 40/10 76/23 lower [1] 75/21 luckily [1] 22/3 lucky [1] 21/2 lunch [1] 51/22 lyrics [1] 79/21	16/19 18/2 18/5 41/11 41/21 53/4 53/15 54/1 54/17 56/25 58/7 58/14 58/19 58/21 59/2 59/13 64/23 65/7 marked [3] 57/21 58/8 64/14 marker [1] 45/23 marriage [1] 88/9 marry [1] 77/18 mask [1] 18/23 masking [2] 19/1 19/2 master's [2] 15/19 79/3 material [1] 87/22 mathematics [2] 15/20 79/1 matter [2] 29/12 12/18 matters [2] 83/11 88/6 may [28] 1/8 1/10 4/8 4/16 10/9 47/5 55/5 58/21 58/24 59/2 61/4 63/23 63/23 66/4 72/3 73/2 83/15 89/5 107/1 108/19 113/24 114/7 116/4 119/15 134/14 135/23 149/15 150/1 Maybe [2] 51/24 60/25 me [54] 3/18 4/7 9/3 12/11 15/6 15/6 17/10 17/17 18/13 20/21 24/19 25/2 28/12 28/16 28/18 32/9 40/18 42/22 44/6 44/14 45/3 46/7 48/13 49/9 49/14 50/5 51/2 55/7 59/8 61/4 62/2 65/3 66/9 66/19 69/9 69/10 71/23 73/16 76/4 76/16 80/14 80/18 81/15 88/3 98/16 106/18 110/10 114/3 118/4 119/2 138/15 139/9 148/6 150/18 mean [32] 12/3 17/1 22/9 22/19 27/24 30/12 33/19 47/10 62/24 63/16 68/4 69/9 70/3 75/7 99/17 106/17 116/8 116/23 117/12 117/13 119/2 119/25 121/3 122/14 124/16 127/19 127/24 132/23 142/10 147/1 148/6	148/9 meaning [3] 46/15 63/14 105/5 meaningful [1] 147/20 means [1] 114/3 meant [3] 44/12 46/4 131/3 meantime [2] 18/21 135/4 mechanisms [1] 16/16 medic [1] 9/25 medical [11] 28/25 33/5 39/6 41/13 41/25 67/10 75/14 87/22 107/5 113/9 123/1 medicated [1] 62/9 medication [19] 26/13 35/1 42/25 48/5 48/12 62/3 62/14 66/11 97/2 109/22 109/23 109/24 110/6 110/25 113/25 114/8 119/14 119/19 126/10 medicine [2] 48/6 48/15 meet [2] 140/20 151/13 meeting [13] 15/5 60/20 68/17 68/25 99/21 102/19 102/23 108/3 109/19 109/20 113/17 126/17 144/4 meetings [4] 71/4 71/5 71/8 109/16 megacolon [1] 9/23 member [6] 1/20 60/13 60/23 63/3 68/2 124/9 members [4] 1/22 86/21 95/22 97/21 memories [1] 143/20 memory [1] 79/10 mental [95] 3/23 4/9 4/13 4/20 4/23 5/16 7/9 9/10 11/16 14/21 15/8 16/11 16/16 17/23 18/1 18/2 24/5 25/1 25/12 26/24 30/15 31/21 32/8 34/18 34/25 35/10 37/9 38/2 39/10 41/14 42/1 42/7 42/13 42/15 42/18 55/13 56/8 57/14 57/16 57/22 58/18 63/25 65/13 69/6 70/16 71/2 71/9 72/7	72/9 73/11 74/13 74/18 75/3 75/9 80/2 80/6 83/24 84/3 84/4 84/14 84/18 85/18 85/21 88/1 88/13 88/20 89/3 89/4 89/17 89/18 90/1 90/18 90/20 91/23 92/14 93/5 93/8 94/5 96/22 96/24 103/20 104/9 121/17 122/23 123/12 128/14 128/18 129/12 130/14 133/24 136/2 138/2 138/24 140/15 148/16 mentally [9] 12/18 15/13 15/24 30/19 38/8 38/9 45/10 47/15 63/19 mention [7] 8/6 8/14 68/9 106/5 108/12 111/22 141/10 mentioned [6] 7/11 65/2 100/2 111/4 114/7 114/8 menu [4] 51/22 52/7 52/12 52/17 merged [1] 87/4 merger [1] 87/6 messages [1] 138/5 met [1] 79/6 method [1] 11/1 methodical [1] 76/11 middle [1] 73/6 might [18] 9/12 16/11 19/22 35/21 39/20 42/4 42/5 55/7 55/12 56/16 71/22 74/7 75/16 83/5 96/6 112/15 112/17 134/11 migrating [1] 78/17 Milan [135] 2/9 3/10 4/8 4/23 5/7 5/13 5/18 6/1 6/23 7/17 7/18 8/12 8/13 8/18 9/2 9/18 10/7 11/1 11/12 12/3 12/13 13/6 14/17 15/1 16/21 16/23 17/10 18/13 18/14 18/17 18/22 19/9 19/16 20/3 21/4 22/5 23/7 24/4 24/11 25/13 26/5 26/11 26/24 27/8 28/10 28/15 29/2 30/1 30/2 30/4 30/23 31/22 31/24 32/12 33/2 33/6 33/23 34/4 34/23
listening... [3] 61/13 79/20 108/4 literally [2] 10/23 13/25 little [24] 4/6 5/20 12/21 15/9 15/22 17/15 36/11 36/21 36/24 40/6 41/9 44/6 47/20 48/25 60/7 63/7 68/25 74/17 77/11 103/21 108/1 121/16 129/8 132/17 live [1] 67/9 lived [4] 6/2 10/14 58/25 115/24 lives [1] 62/25 LLOYD [2] 81/7 152/9 local [5] 8/17 56/2 56/10 77/19 78/4 locally [1] 89/2 locations [1] 92/17 locked [3] 93/10 93/17 96/6 London [5] 8/10 55/2 78/11 79/5 79/10 long [9] 2/18 20/2 37/5 53/12 56/15 78/8 122/11 142/19 142/23 long-distance [1] 78/8 look [25] 5/21 17/19 18/17 18/23 29/15 29/16 31/12 33/20 42/12 47/9 49/13 51/25 55/22 57/4 58/23 58/24 60/17 62/16 71/19 93/1 98/23 110/10 112/9 142/6 145/4 looked [9] 8/19 18/14 18/15 45/21 49/9 49/10 66/8 120/24 138/6 looking [22] 5/23 7/5 9/17 14/9 17/3 17/8 19/15 23/3 23/4 25/7 26/21 39/14 40/18 42/20 50/5 51/16 65/4 66/24 67/7 72/15 117/15 120/1 looks [2] 56/6 62/23 losing [1] 50/14 lost [3] 18/14 79/13 88/10 lot [7] 15/20 18/14 70/6 78/16 111/23 117/19 144/9	M made [27] 2/19 15/11 15/14 17/21 19/3 20/19 24/3 24/7 26/23 27/3 28/9 28/19 33/23 36/12 42/14 77/15 82/24 90/19 96/24 119/5 120/3 123/20 128/25 133/7 133/9 145/11 145/14 main [3] 33/5 73/10 74/13 maintained [1] 117/4 major [3] 4/2 70/14 73/6 majority [2] 84/4 93/4 make [11] 60/1 75/13 87/9 93/22 97/3 97/4 98/24 103/21 108/20 124/18 124/20 makes [1] 105/11 making [8] 50/8 107/22 110/6 110/7 110/8 110/13 114/17 124/19 Maldon [1] 77/15 male [1] 18/16 malnourished [2] 34/5 36/25 man [4] 10/12 48/4 74/6 126/6 managed [2] 11/7 144/2 managing [1] 41/3 manic [2] 125/21 138/7 many [7] 7/12 7/16 93/14 95/9 95/10 139/8 139/9 March [10] 9/18 90/9 113/7 117/10 118/11 119/12 119/23 120/2 120/17 138/13 Mark's [20] 5/8 5/13			

M	30/17 34/12 47/7 49/25 51/5 54/4 54/4 55/10 56/11 64/8 68/15 70/19 72/8 75/1 83/14 89/14 90/24 93/6 94/11 101/14 103/4 104/11 106/12 107/9 107/25 111/25 112/13 113/13 113/19 118/14 118/24 119/17 120/22 123/2 123/2 124/13 125/19 126/3 126/3 131/25 132/16 135/15 135/20 136/18 139/5 139/19 141/5 141/5 144/20 149/6 149/17 mm-hm [7] 13/17 14/14 25/21 34/12 47/7 51/5 70/19 Mm-mm [1] 141/5 moment [10] 19/8 29/16 82/6 82/21 86/1 94/21 105/2 121/10 124/25 145/15 moments [1] 16/1 Monday [5] 125/9 125/9 125/15 131/5 134/20 monitor [1] 150/1 month [2] 118/11 119/5 months [2] 113/8 113/8 months' [1] 10/24 mood [4] 39/24 40/4 40/5 142/14 more [25] 9/13 15/9 29/8 33/17 42/5 46/25 53/21 68/10 80/22 87/21 96/13 96/14 102/13 104/2 107/14 108/1 110/7 112/11 118/8 132/17 140/16 144/3 146/19 147/20 151/10 morning [11] 1/4 1/5 3/5 51/9 51/10 59/14 127/8 131/11 131/12 138/25 139/20 most [4] 3/7 67/9 73/8 147/24 mother [8] 2/8 7/17 19/12 24/24 62/20 66/19 73/20 81/11 motions [3] 105/22 140/24 144/7 motivation [1] 67/8 mouth [8] 9/3 31/3 31/4 51/4 51/6 51/11	51/18 52/16 move [5] 9/16 17/20 39/24 67/18 73/1 moved [3] 32/17 33/14 77/14 Ms [6] 1/3 2/7 8/4 81/7 152/4 152/9 MS LLOYD-OWEN [2] 81/7 152/9 Ms Troup [4] 1/3 2/7 8/4 152/4 much [20] 9/15 51/9 68/8 69/10 76/5 76/10 76/14 76/15 76/15 76/17 80/17 84/7 86/5 96/21 104/23 125/3 132/21 147/5 150/11 150/20 multidisciplinary [3] 71/5 113/17 126/17 multiple [3] 92/1 146/6 146/9 music [1] 79/20 must [7] 3/18 4/7 9/3 13/10 51/2 94/2 148/15 my [54] 9/25 10/19 12/14 15/12 20/8 20/11 20/12 21/12 23/6 28/20 29/4 32/11 49/9 49/13 65/1 66/1 73/6 74/19 75/15 76/11 76/25 77/8 80/22 81/16 86/4 86/23 95/25 95/25 98/15 100/9 102/18 108/3 110/1 111/16 115/12 115/21 115/23 117/13 117/23 118/4 122/4 122/4 122/13 122/13 124/3 124/17 127/19 129/2 131/11 136/24 136/24 137/13 141/2 142/12 myself [1] 95/25	15/12 16/11 18/18 19/5 19/10 21/4 23/4 26/3 39/13 41/18 44/10 56/7 58/24 70/10 105/2 110/11 114/4 116/14 147/7 150/2 needed [15] 25/3 38/17 74/1 89/1 91/1 105/11 108/20 114/6 116/2 123/14 129/5 136/13 136/13 144/4 147/4 needs [22] 3/23 3/23 4/4 11/23 24/11 32/21 39/6 39/7 40/21 41/13 41/15 63/15 68/4 70/23 71/7 72/7 75/13 105/7 114/4 129/10 148/3 149/2 neglect [1] 30/1 neglected [1] 66/8 neighbouring [2] 28/6 38/7 never [29] 7/9 7/25 17/17 24/12 24/12 38/3 38/10 47/25 62/3 65/2 71/3 71/3 93/9 94/18 94/18 94/19 96/5 98/12 98/21 101/5 102/20 102/21 103/14 105/13 116/10 116/17 116/17 118/1 142/14 new [6] 7/7 7/8 7/8 20/3 20/7 87/6 next [8] 42/17 61/18 62/2 62/2 73/24 91/5 127/8 137/17 NHS [7] 8/17 54/24 87/2 87/5 87/7 88/18 149/25 nice [3] 16/1 18/24 133/1 night [3] 52/22 59/11 140/4 nil [7] 31/3 31/4 51/4 51/6 51/11 51/18 52/16 nine [1] 79/9 no [153] nobody [10] 16/11 32/9 35/21 36/3 46/14 57/2 93/12 98/19 132/9 143/10 nodded [24] 46/1 88/5 91/10 95/1 95/4 97/11 107/20 113/19 114/11 120/15 123/2 128/16 128/19	128/24 129/13 130/4 131/25 132/16 135/20 136/21 138/18 144/16 144/18 146/1 non [3] 61/25 73/23 74/9 Non-existent [1] 73/23 non-stoppable [1] 74/9 none [1] 58/20 Nonetheless [1] 42/12 normal [5] 51/21 52/7 52/11 52/17 110/15 North [1] 87/4 Northampton [2] 84/3 89/3 not [130] 1/10 3/19 5/16 5/17 7/19 8/4 13/18 14/23 15/6 15/11 16/13 16/18 16/18 16/19 16/23 17/11 18/15 19/7 19/9 19/22 19/25 20/2 20/19 20/21 23/8 23/14 24/24 24/25 24/25 25/20 25/24 26/11 27/20 28/14 28/21 30/25 31/8 37/5 37/19 38/6 38/7 40/7 42/1 43/10 43/22 43/23 45/2 46/16 48/11 50/8 52/11 53/23 54/17 58/24 59/8 60/4 62/15 62/19 63/14 65/10 67/10 68/9 68/22 69/6 71/13 72/4 72/6 72/20 73/20 74/7 74/22 79/19 80/6 80/7 80/19 86/8 86/22 87/20 91/14 93/14 93/21 94/6 95/10 95/24 96/8 96/10 97/7 97/12 97/15 98/1 98/22 99/3 99/25 100/2 103/3 104/15 105/6 105/22 108/19 109/6 109/10 110/2 110/5 110/15 110/21 111/20 112/9 112/10 114/7 115/20 119/14 123/4 123/9 126/10 129/22 133/1 133/10 133/15 134/5 134/14 134/25 138/12 139/12 144/23 145/19
----------	---	---	---	---

<p>N</p> <p>not... [5] 146/12 147/3 148/6 150/12 150/19</p> <p>note [7] 19/18 27/16 32/12 39/9 50/11 57/18 68/10</p> <p>noted [7] 50/16 55/25 57/9 57/16 72/21 118/16 119/12</p> <p>notes [2] 50/13 147/1</p> <p>nothing [4] 39/18 66/11 102/18 130/12</p> <p>notice [4] 11/15 11/21 38/22 149/13</p> <p>noticed [7] 11/18 15/17 40/21 41/25 49/16 63/8 88/12</p> <p>notify [2] 130/15 133/25</p> <p>November [5] 2/22 69/23 90/6 111/4 115/15</p> <p>November 2017 [1] 111/4</p> <p>now [62] 6/16 9/17 9/25 18/5 20/10 23/3 24/10 28/12 28/21 30/6 30/7 44/7 52/15 53/14 53/22 53/25 54/19 57/13 57/18 61/4 65/5 66/24 67/3 71/18 74/15 76/8 76/22 80/15 82/11 83/2 83/11 83/13 86/14 89/8 90/2 92/6 95/19 95/20 100/2 100/4 100/8 103/5 103/11 107/5 109/25 110/24 111/3 113/5 113/20 122/1 124/24 125/7 129/25 133/23 137/8 137/11 139/16 141/24 143/20 147/5 150/25 151/4</p> <p>number [8] 13/16 17/22 21/9 29/18 32/16 37/22 120/9 133/7</p> <p>numbers [2] 96/18 96/18</p> <p>nurse [14] 12/12 12/19 12/22 14/18 15/1 15/7 16/6 17/6 21/20 24/21 44/4 45/20 46/21 51/21</p> <p>nurses [1] 75/12</p>	<p>27/18 33/15 40/14</p> <p>observations [1] 33/9</p> <p>observe [2] 93/19 97/5</p> <p>observing [1] 58/8</p> <p>obtained [5] 91/14 91/21 129/6 131/6 138/17</p> <p>obtaining [1] 145/1</p> <p>obvious [4] 19/13 55/5 74/19 80/1</p> <p>obviously [9] 6/22 33/1 67/8 70/15 101/1 109/24 114/20 115/17 128/12</p> <p>occasion [9] 27/2 45/16 99/3 99/10 108/12 108/13 108/16 111/10 121/21</p> <p>occasionally [2] 61/13 63/7</p> <p>occasions [4] 16/21 71/8 99/23 120/8</p> <p>occurred [5] 5/5 47/5 52/19 54/10 73/18</p> <p>October [5] 85/16 85/20 89/25 95/3 122/23</p> <p>off [8] 51/6 51/12 54/9 105/1 110/1 126/15 145/20 150/6</p> <p>offer [1] 137/21</p> <p>offered [10] 30/13 52/7 52/16 66/12 72/16 72/18 72/19 74/25 144/3 149/4</p> <p>offering [1] 16/8</p> <p>office [6] 97/10 97/14 104/9 143/3 143/4 145/23</p> <p>officer [2] 140/15 142/12</p> <p>officers [1] 60/9</p> <p>often [6] 40/11 95/22 97/9 147/22 147/25 149/13</p> <p>Oh [8] 40/13 44/10 46/7 51/25 52/22 66/9 141/2 150/15</p> <p>okay [15] 38/10 49/13 53/16 66/10 68/4 70/3 83/7 98/24 103/17 121/14 125/2 129/23 136/11 137/21 139/10</p> <p>olanzapine [3] 110/3 110/4 111/1</p> <p>old [1] 49/9</p> <p>older [2] 38/8 40/15</p>	<p>on [250]</p> <p>once [12] 12/21 36/6 44/21 48/17 51/6 76/24 84/12 84/15 98/15 112/23 134/25 140/18</p> <p>one [69] 3/18 4/1 6/10 6/22 7/5 7/6 7/12 8/8 9/1 13/13 14/7 15/1 15/5 16/18 22/1 24/23 26/3 27/13 28/12 29/14 31/13 33/15 33/20 33/22 33/22 35/12 37/18 38/4 39/2 40/15 41/5 46/23 47/16 47/19 48/4 50/1 57/1 61/8 63/2 65/4 66/8 66/13 66/24 67/19 69/25 70/14 70/20 75/11 75/11 79/2 85/13 86/24 96/13 97/23 102/19 105/2 106/4 106/15 106/15 108/13 108/15 109/19 109/20 118/15 121/8 135/21 143/16 143/22 145/20</p> <p>one's [1] 116/21</p> <p>one-off [1] 145/20</p> <p>ones [1] 147/22</p> <p>ongoing [1] 56/4</p> <p>online [1] 1/24</p> <p>only [17] 12/12 14/17 16/7 23/6 32/16 34/25 45/5 50/8 54/22 57/3 71/9 75/21 104/8 115/24 118/3 124/9 133/13</p> <p>onwards [2] 125/11 141/9</p> <p>open [4] 11/22 61/11 143/7 146/6</p> <p>operation [1] 74/2</p> <p>operations [1] 16/14</p> <p>opinion [2] 95/5 108/4</p> <p>opinions [1] 108/17</p> <p>opportunity [4] 24/16 83/8 96/1 144/3</p> <p>options [1] 148/19</p> <p>or [110] 1/20 3/12 7/20 9/12 10/21 10/24 14/11 14/13 14/25 15/13 17/15 19/4 19/19 21/10 22/17 24/17 25/10 26/11 27/24 28/1 29/4 31/25 32/7</p>	<p>34/19 34/22 35/8 35/14 35/22 39/20 43/8 48/11 53/20 54/9 54/17 58/17 60/15 60/25 61/5 62/2 62/7 63/3 63/5 63/9 63/9 65/9 67/8 69/13 69/18 71/5 72/18 73/17 76/8 76/8 78/15 80/21 86/9 91/18 92/14 94/16 95/6 95/22 96/7 96/12 96/13 96/18 97/3 97/17 98/13 99/3 99/13 99/13 99/16 99/18 101/15 102/16 103/21 103/22 104/2 105/18 106/3 106/24 107/2 107/7 108/9 108/14 108/20 110/21 110/23 113/8 115/3 118/17 119/19 123/5 130/9 132/18 132/19 133/10 134/6 135/7 136/4 137/5 138/6 141/4 145/19 147/13 148/20 149/13 149/20 150/13 150/16</p> <p>orange [2] 1/19 1/19</p> <p>order [3] 58/1 133/18 134/10</p> <p>orders [1] 44/19</p> <p>organisations [1] 118/20</p> <p>organised [2] 18/21 79/9</p> <p>organising [1] 111/24</p> <p>orient [2] 92/24 101/10</p> <p>originally [1] 57/11</p> <p>other [13] 7/16 12/5 14/7 33/14 38/18 47/4 75/9 77/2 79/18 95/22 96/13 110/25 135/18</p> <p>others [1] 118/18</p> <p>otherwise [2] 55/4 63/15</p> <p>our [8] 15/21 57/24 104/24 112/9 112/20 132/20 137/3 143/5</p> <p>ourselves [3] 10/11 98/20 118/2</p> <p>out [47] 3/16 15/15 18/18 23/21 25/10 25/17 25/23 27/6 28/23 38/23 40/9 47/10 62/16 68/5 70/7 71/15 71/20</p>	<p>72/2 76/13 78/12 86/10 87/25 92/2 92/24 94/14 95/20 96/24 97/15 98/19 105/23 106/11 107/12 109/1 111/16 114/4 120/10 120/18 133/4 139/3 143/11 143/13 143/22 145/8 147/6 147/11 149/19 150/18</p> <p>outcome [2] 134/1 145/2</p> <p>outdoor [4] 39/15 94/5 94/6 94/7</p> <p>outline [1] 111/7</p> <p>outpatient [2] 113/10 119/10</p> <p>output [1] 118/13</p> <p>outside [2] 104/8 123/14</p> <p>over [22] 7/6 10/25 26/2 29/5 31/23 58/6 62/24 63/12 84/8 108/9 115/19 120/11 125/23 126/4 130/16 132/1 135/8 136/11 137/4 142/25 143/14 144/1</p> <p>over-friendly [1] 126/4</p> <p>over-speak [1] 62/24</p> <p>overlooked [1] 147/25</p> <p>overnight [2] 59/16 129/21</p> <p>overseeing [1] 107/17</p> <p>OWEN [2] 81/7 152/9</p> <p>owing [1] 122/2</p> <p>own [16] 12/15 13/11 17/13 20/8 67/13 93/14 97/23 104/19 108/10 112/4 112/20 115/17 137/3 139/2 146/13 146/21</p> <p>ownership [1] 132/2</p>
<p>O</p> <p>obscuring [1] 18/25</p> <p>observation [3]</p>				<p>P</p> <p>paedophile [1] 109/5</p> <p>paedophilia [1] 109/2</p> <p>page [54] 2/18 2/19 5/24 9/18 14/9 17/4 17/19 19/6 19/15 23/5 23/25 26/2 29/15 29/18 29/19 31/12 31/18 31/22 31/23 39/14 41/17 42/20 55/23 57/5</p>

<p>P</p> <p>page... [30] 58/23 60/18 65/5 66/25 70/11 71/19 71/24 73/5 74/10 82/14 82/17 83/16 83/19 84/8 84/9 84/21 84/22 85/14 92/25 111/8 120/7 120/7 120/10 120/11 125/10 141/9 145/12 146/16 146/17 147/18</p> <p>page 1 [1] 9/18 page 10 [1] 85/14 page 11 [1] 120/7 page 12 [2] 39/14 84/21</p> <p>page 13 [2] 92/25 111/8</p> <p>page 14 [1] 66/25 page 16 [1] 5/24 page 18 [1] 58/23 page 2 [2] 14/9 17/4 page 20 [1] 29/19 page 21 [2] 55/23 57/5</p> <p>page 22 [3] 60/18 65/5 141/9</p> <p>page 26 [1] 145/12 page 27 [1] 147/18 page 29 [1] 82/14 page 3 [3] 19/15 23/5 23/25</p> <p>page 30 [1] 70/11 page 32 [2] 71/19 71/24</p> <p>page 33 [1] 73/5 page 34 [1] 2/18 page 4 [1] 26/2 page 5 [3] 41/17 42/20 125/10</p> <p>page 6 [1] 31/18 page 7 [2] 31/12 31/23</p> <p>page 8 [3] 17/19 19/6 83/16</p> <p>page 9 [1] 84/9 pages [6] 2/17 49/13 69/13 85/14 120/6 146/17</p> <p>paid [1] 60/24 pain [5] 14/11 20/15 51/10 51/11 51/24 painful [1] 52/2 panicked [1] 59/21 paper [1] 27/25 papers [1] 21/4 paperwork [1] 15/18 PAPYRUS [1] 79/12 paragraph [58] 5/24 9/18 14/10 17/5</p>	<p>17/20 19/7 19/15 23/5 23/24 26/21 29/16 29/17 29/19 29/20 31/13 31/17 31/18 31/19 31/21 31/24 39/14 41/18 42/12 50/3 50/3 55/23 55/24 57/6 58/24 60/17 60/19 65/5 66/25 70/11 71/20 71/23 71/25 73/7 73/24 73/25 83/16 83/17 84/9 84/9 84/20 84/21 85/14 120/7 121/24 125/11 145/12 146/10 146/17 147/15 147/19 148/13 148/24 149/9</p> <p>paragraph 10 [1] 17/5</p> <p>paragraph 11 [1] 19/15</p> <p>paragraph 113 [2] 29/16 29/20</p> <p>paragraph 115 [1] 57/6</p> <p>paragraph 116 [1] 55/23</p> <p>paragraph 119 [1] 65/5</p> <p>paragraph 121 [1] 60/19</p> <p>paragraph 131 [1] 145/12</p> <p>paragraph 135 [1] 146/10</p> <p>paragraph 138 [2] 147/15 147/19</p> <p>paragraph 139 [1] 148/13</p> <p>paragraph 14 [1] 50/3</p> <p>paragraph 140 [1] 148/24</p> <p>paragraph 141 [1] 149/9</p> <p>paragraph 15 [1] 23/5</p> <p>paragraph 16 [1] 23/24</p> <p>paragraph 184 [2] 71/20 71/25</p> <p>paragraph 188 [1] 73/7</p> <p>paragraph 189 [1] 73/25</p> <p>paragraph 21 [1] 26/21</p> <p>paragraph 22 [1] 60/17</p> <p>paragraph 24 [1]</p>	<p>125/11</p> <p>paragraph 25 [1] 41/18</p> <p>paragraph 32 [2] 31/13 31/19</p> <p>paragraph 37 [1] 19/7</p> <p>paragraph 39 [1] 17/20</p> <p>paragraph 4 [1] 9/18</p> <p>paragraph 44 [1] 83/16</p> <p>paragraph 48 [1] 121/24</p> <p>paragraph 49 [1] 84/9</p> <p>paragraph 54 [1] 85/14</p> <p>paragraph 60 [1] 120/7</p> <p>paragraph 63 [1] 84/20</p> <p>paragraph 65 [1] 39/14</p> <p>paragraph 73 [1] 66/25</p> <p>paragraph 75 [1] 50/3</p> <p>paragraph 85 [1] 5/24</p> <p>paragraph 9 [1] 14/10</p> <p>paragraph 98 [1] 58/24</p> <p>paragraphs [3] 92/25 111/8 141/9</p> <p>paranoia [2] 118/19 138/7</p> <p>paranoid [4] 113/16 117/16 119/4 126/4</p> <p>parent [1] 30/14 parents [4] 30/3 77/10 79/13 101/8</p> <p>Paris [2] 78/11 79/10</p> <p>part [8] 20/15 35/9 41/5 41/10 71/13 86/12 140/14 148/1</p> <p>particular [5] 23/17 42/3 47/14 75/8 145/10</p> <p>particularly [7] 40/15 97/8 98/4 106/4 113/10 121/19 138/2</p> <p>parties [1] 148/22 partner [1] 127/7 Partnership [3] 87/2 87/5 87/7</p> <p>parts [2] 1/8 3/7 partway [1] 94/24</p>	<p>pass [1] 63/20 passed [7] 91/3 112/2 130/22 130/23 136/8 140/8 141/20</p> <p>passing [3] 7/21 48/13 64/3</p> <p>passion [1] 78/6 past [4] 7/24 42/4 46/12 47/2</p> <p>patient [8] 53/9 65/19 72/6 75/13 99/4 99/13 99/20 118/13</p> <p>patient's [3] 147/23 148/3 148/19</p> <p>patients [13] 33/1 33/14 38/7 38/18 75/18 96/22 97/13 97/15 97/17 148/17 149/1 149/11 149/12</p> <p>patients' [1] 40/22</p> <p>pattern [4] 120/21 120/23 138/6 138/7</p> <p>patterns [1] 96/1 pause [2] 82/5 150/22</p> <p>peaceful [1] 39/20 pen [1] 64/14 pending [6] 130/14 130/18 135/10 135/13 135/14 135/22</p> <p>people [19] 1/12 15/2 36/25 38/23 41/3 74/18 74/21 79/18 79/19 80/14 93/13 95/9 96/11 97/1 105/21 126/4 139/9 143/13 147/6</p> <p>people's [2] 68/19 98/22</p> <p>per [1] 65/1 perforated [4] 51/13 52/24 54/2 55/17</p> <p>perforation [1] 52/3 perhaps [6] 53/17 53/20 109/14 118/2 135/18 138/5</p> <p>period [18] 5/3 7/7 14/7 14/16 21/7 30/9 34/23 35/13 64/23 65/7 65/20 78/20 83/23 84/2 92/8 115/14 115/20 125/8</p> <p>permission [2] 35/18 35/19</p> <p>person [7] 27/15 61/8 62/3 104/18 130/16 131/14 131/15</p> <p>personally [2] 74/1 124/1</p>	<p>persuade [1] 11/7 phenomenon [1] 146/20</p> <p>phone [12] 60/25 64/10 64/13 104/17 117/19 124/3 126/24 127/19 127/23 129/2 133/8 142/22</p> <p>phoned [5] 129/3 131/11 131/12 132/8 132/21</p> <p>phoning [1] 124/19 photographs [8] 3/14 64/13 76/23 80/15 80/16 150/24 150/25 151/2</p> <p>physical [34] 3/23 4/16 4/20 5/4 5/16 11/16 12/17 12/25 14/11 15/12 28/20 28/25 30/20 32/21 33/2 35/10 38/15 38/21 39/6 41/12 41/13 41/25 42/23 45/11 51/3 55/8 70/16 71/2 71/9 72/7 80/1 80/4 92/22 93/7</p> <p>physically [5] 15/23 22/9 38/8 38/25 39/1</p> <p>PICC [1] 59/7 picked [7] 27/14 32/4 91/5 98/8 98/10 115/16 131/3</p> <p>pictures [2] 40/10 40/18</p> <p>piece [1] 3/10 pieces [1] 79/20</p> <p>place [15] 26/8 34/23 48/20 56/13 56/16 58/1 74/7 93/15 94/23 98/25 104/20 127/5 135/19 136/1 139/18</p> <p>placed [5] 26/19 33/9 42/18 43/4 144/24</p> <p>places [5] 97/1 98/21 104/18 123/9 123/10</p> <p>plan [12] 8/18 49/12 49/13 50/13 50/16 61/18 66/7 67/6 70/23 75/23 113/3 136/1</p> <p>planning [4] 64/5 64/17 147/22 148/2</p> <p>plans [4] 50/8 72/6 107/7 148/20</p> <p>play [1] 123/25 playing [1] 120/18</p> <p>pleasant [2] 38/6 38/7</p>
--	--	---	---	---

<p>P</p> <p>please [23] 2/5 2/17 5/23 17/19 29/15 31/12 55/22 57/5 58/23 60/17 70/11 71/19 73/1 80/15 81/5 81/8 86/10 86/21 86/23 88/3 125/10 147/14 150/18</p> <p>pleased [1] 47/14</p> <p>pm [9] 80/23 80/25 81/2 91/20 125/4 125/6 138/16 138/22 151/15</p> <p>poignantly [1] 50/1</p> <p>point [39] 1/7 1/11 3/12 8/8 8/12 15/1 25/13 27/14 31/3 46/22 47/19 66/8 72/16 74/8 75/22 86/23 100/9 102/1 105/1 112/21 114/2 114/7 117/9 117/22 119/1 119/20 119/22 120/4 120/17 124/9 126/22 127/2 127/16 129/25 130/9 138/20 149/5 149/21 150/9</p> <p>points [1] 144/13</p> <p>police [16] 59/23 59/24 59/25 70/4 88/19 91/18 91/22 115/4 129/19 135/7 136/5 136/7 136/8 137/21 138/19 138/22</p> <p>poor [4] 28/19 31/5 52/23 74/13</p> <p>posed [2] 130/5 134/12</p> <p>position [4] 55/8 68/20 100/7 115/18</p> <p>positive [8] 7/19 9/5 33/23 37/3 50/9 55/19 68/10 68/24</p> <p>possibility [2] 14/24 130/8</p> <p>possible [5] 1/10 16/15 63/21 67/11 124/20</p> <p>possibly [3] 13/15 115/4 119/13</p> <p>post [2] 12/9 13/14</p> <p>post-recovery [1] 12/9</p> <p>post-surgery [1] 13/14</p> <p>potentially [1] 10/2</p> <p>pouch [2] 10/25 12/1</p> <p>powers [1] 136/12</p>	<p>practical [1] 105/5</p> <p>practically [1] 77/22</p> <p>practitioner [2] 25/13 42/14</p> <p>Prague [1] 13/16</p> <p>prefer [1] 147/17</p> <p>preferred [1] 40/9</p> <p>preparation [1] 65/25</p> <p>prepare [1] 8/18</p> <p>prepared [3] 68/1 76/3 87/10</p> <p>prescribed [1] 110/3</p> <p>presence [1] 97/20</p> <p>present [10] 22/11 22/12 22/14 23/14 27/4 27/6 46/12 47/2 61/10 66/7</p> <p>presentation [3] 24/2 90/18 122/2</p> <p>presented [2] 69/1 69/9</p> <p>presenting [2] 117/11 125/21</p> <p>preserve [1] 41/4</p> <p>pressing [2] 30/20 41/14</p> <p>pressure [1] 17/12</p> <p>presumably [6] 10/14 10/17 17/15 35/19 40/11 126/9</p> <p>presume [1] 128/6</p> <p>prevent [2] 42/23 149/15</p> <p>prevented [1] 64/19</p> <p>previous [1] 146/16</p> <p>previously [2] 121/18 138/6</p> <p>primary [2] 77/19 77/21</p> <p>principally [1] 37/23</p> <p>printed [1] 2/16</p> <p>prior [2] 53/14 84/23</p> <p>priority [1] 107/24</p> <p>prison [1] 93/10</p> <p>privacy [2] 22/18 40/22</p> <p>private [3] 1/16 18/21 74/20</p> <p>proactively [1] 148/18</p> <p>probably [7] 27/11 52/1 52/7 71/16 104/5 143/12 150/15</p> <p>problem [7] 12/12 35/20 67/10 67/10 74/13 96/12 96/22</p> <p>problems [5] 11/16 50/14 72/23 100/12 101/11</p> <p>proceedings [1]</p>	<p>87/23</p> <p>process [3] 12/20 43/25 69/25</p> <p>processing [1] 32/24</p> <p>produced [1] 70/9</p> <p>professional [10] 24/24 30/4 32/7 50/17 75/15 90/20 116/2 116/3 128/15 133/24</p> <p>professionals [5] 21/2 27/7 68/22 138/13 148/17</p> <p>prompting [1] 88/18</p> <p>promptly [1] 149/4</p> <p>proper [1] 106/7</p> <p>properly [1] 120/24</p> <p>property [2] 78/25 91/2</p> <p>proposal [1] 144/5</p> <p>proposed [1] 34/22</p> <p>proud [1] 79/15</p> <p>provide [2] 74/21 77/16</p> <p>provided [11] 2/15 3/9 34/19 53/23 75/11 76/23 81/23 86/15 88/7 101/17 142/3</p> <p>provider [2] 1/14 8/17</p> <p>providing [1] 34/19</p> <p>provision [1] 92/13</p> <p>provisional [1] 90/3</p> <p>psychiatric [18] 16/20 28/6 30/5 33/3 56/3 56/10 58/17 60/13 60/21 60/21 60/23 61/5 64/25 65/9 65/15 65/20 66/3 67/5</p> <p>psychiatrist [32] 7/12 7/14 7/15 7/23 8/1 8/10 9/12 16/22 16/25 23/8 23/11 23/15 23/23 24/3 25/11 26/6 26/22 28/2 28/14 36/13 36/16 56/1 57/9 65/9 75/22 107/17 107/19 107/21 108/14 118/13 118/15 119/11</p> <p>Psychiatrist 1 [1] 118/15</p> <p>Psychiatrist 2 [1] 107/19</p> <p>psychiatrists [2] 37/12 43/16</p> <p>psychological [2] 14/25 74/24</p>	<p>psychologically [1] 15/13</p> <p>psychotherapist [2] 35/14 145/21</p> <p>psychotherapists [1] 19/4</p> <p>psychotic [3] 45/14 128/8 146/20</p> <p>purely [1] 41/12</p> <p>purple [1] 1/22</p> <p>pursued [1] 78/6</p> <p>put [22] 1/21 9/3 9/5 18/23 18/23 34/22 38/10 50/25 55/7 57/11 60/5 65/24 68/20 69/10 71/10 74/6 116/18 130/16 142/16 143/15 149/24 149/25</p> <p>putting [3] 14/9 49/7 133/4</p> <p>pyjama [1] 59/7</p> <p>Q</p> <p>qualified [2] 8/10 74/18</p> <p>quality [3] 74/21 77/17 80/5</p> <p>question [1] 7/21</p> <p>Questioned [4] 2/7 81/7 152/4 152/9</p> <p>questions [23] 7/16 24/17 46/21 53/14 61/10 61/14 61/21 76/25 77/2 80/22 81/17 86/8 92/7 92/10 92/21 95/19 99/18 113/5 121/17 132/15 150/10 151/5 151/10</p> <p>quick [2] 63/20 121/8</p> <p>quickly [3] 12/7 12/9 31/12</p> <p>quiet [2] 40/6 46/18</p> <p>quietly [1] 46/19</p> <p>quite [31] 6/23 7/19 12/3 15/11 16/3 21/9 22/6 27/8 27/13 33/23 33/23 34/13 34/15 39/10 43/20 44/21 44/24 68/16 70/7 73/16 74/19 79/1 93/15 93/24 97/24 97/24 98/20 108/5 122/13 132/11 137/9</p> <p>quoted [3] 32/1 57/8 70/14</p> <p>quoting [1] 57/12</p> <p>R</p> <p>Radovanovic [4] 2/9</p>	<p>77/6 77/8 152/6</p> <p>RAID [1] 56/1</p> <p>raise [6] 17/6 76/9 99/18 102/13 103/22 112/15</p> <p>raised [9] 17/7 36/5 49/8 55/21 65/16 99/23 103/18 107/16 130/8</p> <p>raising [1] 112/22</p> <p>random [1] 74/17</p> <p>rang [2] 8/11 45/20</p> <p>rather [4] 107/23 143/8 146/21 149/5</p> <p>reached [3] 108/2 146/6 149/5</p> <p>reaching [1] 121/6</p> <p>read [11] 3/12 30/6 41/19 76/4 76/21 76/24 77/6 83/8 86/9 86/11 152/6</p> <p>readily [1] 37/19</p> <p>reading [1] 80/17</p> <p>readmitted [1] 13/22</p> <p>reads [1] 43/11</p> <p>real [2] 46/25 79/4</p> <p>realise [2] 130/13 143/12</p> <p>realised [3] 46/12 114/17 128/12</p> <p>realistic [1] 50/13</p> <p>reality [1] 47/2</p> <p>really [98] 7/19 11/25 11/25 17/1 18/14 18/15 20/21 21/4 22/5 25/25 27/13 29/12 30/8 34/13 38/11 41/1 44/10 48/14 55/4 55/16 59/8 62/1 65/12 65/22 68/22 68/23 69/16 69/18 74/17 76/13 94/3 94/17 95/13 97/7 97/7 98/18 98/25 99/9 102/15 102/16 102/21 103/14 103/24 104/4 104/15 104/17 105/15 105/21 105/22 106/17 108/15 108/23 108/24 108/24 108/25 109/6 110/22 112/3 112/5 116/1 116/17 116/17 116/18 117/3 117/15 118/1 119/6 123/20 123/20 127/19 132/20 133/1 133/3 136/10 137/2 137/8 137/10 137/13</p>
--	--	---	---	---

R	recovering [1] 64/24 recovery [12] 4/19 12/1 12/9 12/17 15/12 90/12 91/8 125/18 126/20 134/10 139/21 143/23 recreational [1] 78/22 rectal [1] 9/20 redacted [3] 117/23 124/17 142/15 reduce [1] 148/21 reducing [1] 149/3 refer [7] 42/6 81/16 81/19 110/2 119/10 141/8 147/16 reference [3] 29/22 39/14 85/5 referral [9] 24/7 26/23 42/14 56/2 56/8 90/19 128/17 128/25 134/1 referred [5] 14/18 16/9 35/3 36/2 67/22 referring [7] 8/3 24/3 26/23 87/3 87/8 107/18 127/14 reflect [1] 146/23 reflects [1] 13/14 refuse [1] 22/25 refused [1] 10/19 refusing [1] 26/16 regarding [7] 92/7 92/22 95/21 109/21 111/6 113/6 139/17 regardless [1] 148/9 regards [3] 98/6 136/5 136/7 regular [2] 117/13 148/18 regularly [8] 7/16 12/13 24/13 37/11 40/2 57/15 96/1 96/2 rehydrated [1] 22/23 rehydration [1] 21/5 relapse [1] 138/6 relapsing [2] 90/14 125/21 related [1] 71/9 relating [1] 107/7 relation [14] 17/5 55/13 82/8 83/12 84/10 85/15 86/16 87/1 92/7 125/8 145/18 148/4 148/13 149/7 relationship [7] 22/1 63/5 106/8 117/4 123/25 124/15 136/16	relatively [1] 40/6 relatives [1] 8/9 relaxed [1] 40/16 reluctant [1] 12/16 rely [1] 86/13 remain [2] 33/13 80/19 remained [4] 35/8 37/8 38/14 54/16 remains [2] 53/25 80/18 remarkable [1] 57/14 remarried [1] 6/8 remarry [1] 6/12 remember [8] 44/8 44/25 48/14 70/25 99/25 99/25 104/2 110/1 remind [3] 1/12 10/11 86/20 remove [1] 20/14 removed [2] 51/19 85/7 repeated [1] 79/11 repeating [1] 120/21 reply [2] 61/20 143/13 report [25] 59/23 70/8 70/14 71/21 119/11 130/1 141/7 141/11 141/14 141/18 142/1 142/5 142/6 142/9 142/21 142/23 143/5 143/11 143/23 144/10 145/9 145/11 145/17 145/25 146/16 reported [4] 15/7 16/6 59/23 59/24 reports [1] 143/13 represent [1] 74/12 representatives [2] 68/11 81/22 request [4] 24/20 81/21 81/23 90/18 requested [2] 18/2 67/4 requesting [1] 128/17 require [2] 1/13 86/22 required [2] 1/18 78/18 rescinded [1] 54/3 resistant [1] 43/20 resolve [2] 50/17 67/11 respect [3] 70/2 70/6 105/20 respected [1] 40/23 respond [2] 63/10	68/19 responding [1] 132/12 response [11] 13/10 17/10 18/19 29/5 42/8 81/23 102/2 102/4 103/15 103/23 146/20 responses [1] 133/21 responsibility [1] 29/5 responsible [2] 71/1 132/2 result [5] 18/12 53/1 53/3 113/21 130/25 resulting [1] 87/6 return [2] 63/23 83/3 returned [1] 126/16 Returning [1] 103/5 review [2] 119/19 141/19 reviews [1] 26/5 right [144] 2/2 4/11 5/14 7/5 10/3 13/22 23/1 23/14 28/5 35/10 36/1 36/9 36/17 37/20 37/24 39/12 51/23 53/12 55/6 60/1 60/6 60/12 62/13 70/22 74/4 77/5 81/13 82/21 83/25 84/15 85/5 85/23 87/15 87/16 87/19 88/11 88/21 88/22 88/24 89/10 89/15 90/4 90/14 90/15 90/21 91/3 91/7 91/24 91/25 92/3 92/11 92/18 93/2 93/6 93/19 93/23 94/5 97/14 99/7 99/8 101/1 101/8 101/9 101/17 104/10 105/8 105/9 106/9 106/20 107/5 107/8 107/13 108/10 108/18 111/9 113/12 113/13 113/18 115/10 117/7 118/10 118/23 119/16 121/13 122/1 122/4 123/1 124/2 124/7 124/12 125/17 125/21 125/22 125/25 126/5 126/8 126/13 126/17 126/18 126/22 126/23 127/4 127/6 127/10 127/11 128/5 128/7 128/12 128/20 129/18 130/6 130/7	130/20 130/23 131/2 131/15 132/3 132/7 134/1 134/21 134/22 135/9 136/4 138/20 138/22 139/1 139/4 139/20 140/13 141/11 141/12 141/16 141/17 141/25 142/4 144/7 144/21 145/2 146/2 146/14 146/22 147/3 147/7 147/9 right-hand [1] 2/2 rise [2] 80/20 80/23 risk [4] 72/4 130/5 134/12 148/20 river [1] 78/5 road [2] 115/24 136/6 Rochford [16] 83/18 83/22 84/1 84/14 85/2 85/9 85/20 88/23 89/20 90/1 92/15 94/24 95/5 96/14 97/9 107/14 rocks [1] 64/13 role [4] 10/24 27/15 72/13 123/24 rolls [1] 101/25 room [8] 1/11 1/16 20/9 33/11 61/11 93/18 96/6 99/5 rooms [1] 38/23 root [7] 70/8 71/21 129/25 141/14 144/10 145/25 146/15 round [3] 109/3 109/4 117/14 route [2] 79/11 141/7 routine [1] 148/1 Roy [11] 84/12 84/16 86/15 87/14 88/17 108/16 109/5 109/7 109/12 115/19 121/24 rude [2] 132/12 140/7 Rule [1] 81/21 running [1] 92/5 RWB [2] 132/1 132/11
			S	
			sadness [1] 79/21 safe [7] 2/3 58/2 98/1 124/14 124/18 124/18 135/4 safety [3] 99/7 99/9 122/24 said [77] 6/15 6/15 6/19 7/16 8/16 11/24	

<p>S</p> <p>said... [71] 12/14 12/19 14/8 15/1 15/8 16/22 18/17 19/4 20/10 20/21 20/24 21/4 21/18 22/6 22/6 22/11 22/20 27/14 29/11 35/20 36/16 40/18 42/6 44/10 44/22 45/20 46/8 46/9 49/13 51/25 53/9 56/7 57/1 59/7 62/2 68/1 69/25 72/15 76/2 76/10 95/17 100/8 100/17 102/5 102/7 105/13 105/21 106/10 109/17 110/10 110/13 111/17 113/1 114/25 115/2 115/16 118/4 126/5 128/7 128/10 130/1 131/12 136/9 136/11 139/25 141/24 142/13 142/24 150/16 150/16 150/18</p> <p>sail [1] 78/4</p> <p>Sailing [1] 78/6</p> <p>same [14] 15/2 23/23 26/6 26/22 30/9 52/4 78/21 79/11 82/12 92/1 99/3 120/10 131/15 138/8</p> <p>sandwiches [1] 20/20</p> <p>sarcastic [1] 27/17</p> <p>Saturday [2] 91/16 137/6</p> <p>saw [11] 13/6 23/14 23/23 38/18 38/23 51/15 57/21 87/13 116/18 116/22 144/10</p> <p>say [83] 3/19 6/14 9/10 16/24 17/7 17/25 18/24 19/9 24/10 29/25 31/15 39/3 40/20 42/20 45/1 48/25 50/1 50/4 55/7 55/24 60/24 63/2 66/13 67/2 73/7 73/13 73/16 73/25 74/10 83/25 84/15 85/7 85/19 86/11 93/17 94/23 97/8 99/2 103/15 105/11 106/5 107/11 108/1 108/7 108/19 109/18 110/10 112/8 113/14 115/1 116/4 117/14 119/8 119/14 122/2</p>	<p>122/20 122/24 128/2 132/17 132/22 133/12 133/19 134/14 134/15 136/15 137/14 138/4 140/7 140/10 140/17 141/2 142/22 144/12 144/23 145/10 146/10 147/13 148/14 148/24 149/21 149/22 150/9 150/15</p> <p>saying [16] 13/15 63/9 101/2 101/7 101/12 105/12 108/21 108/23 108/25 109/6 109/11 114/3 118/1 119/4 127/12 141/25</p> <p>says [6] 23/9 83/21 84/22 84/25 85/16 149/8</p> <p>scan [1] 52/3</p> <p>scared [1] 64/18</p> <p>scarves [1] 1/20</p> <p>schizoaffective [1] 89/10</p> <p>schizophrenia [1] 90/4</p> <p>school [5] 63/18 77/20 77/20 77/25 79/5</p> <p>schools [1] 77/23</p> <p>scrawled [1] 46/15</p> <p>screen [4] 76/24 147/15 147/16 150/24</p> <p>seater [1] 15/21</p> <p>second [11] 55/24 64/24 82/17 84/10 89/12 94/22 94/25 114/21 121/20 121/22 136/25</p> <p>secondary [1] 130/5</p> <p>section [39] 24/5 25/6 25/11 26/24 27/3 27/23 30/24 32/13 37/9 42/18 43/5 43/11 53/22 54/2 54/8 54/8 54/20 55/11 56/25 57/8 57/11 58/1 58/9 66/25 73/5 85/18 85/21 88/20 89/17 89/25 91/1 91/20 95/23 107/8 114/14 114/21 114/22 114/23 123/7</p> <p>Section 135 [1] 91/20</p> <p>Section 2 [10] 24/5 25/6 26/24 27/3</p>	<p>27/23 37/9 85/18 85/21 89/17 89/25</p> <p>Section 3 [10] 42/18 43/5 54/2 54/20 55/11 56/25 57/11 58/1 58/9 88/20</p> <p>sectioned [13] 24/4 25/16 42/23 83/23 84/2 95/2 113/23 115/25 116/7 116/9 120/4 120/9 121/19</p> <p>sectioning [1] 25/2</p> <p>secure [3] 84/14 89/1 89/3</p> <p>securing [1] 121/17</p> <p>security [3] 47/24 84/18 122/15</p> <p>see [65] 2/22 7/14 16/21 18/13 18/20 25/9 26/2 26/4 26/21 27/20 28/1 30/19 35/14 36/17 39/3 40/25 41/17 42/12 42/13 45/8 47/6 48/7 50/2 52/21 54/7 54/23 62/5 62/24 63/2 63/16 64/15 67/12 68/19 71/18 77/2 80/15 82/19 83/17 83/18 84/9 93/19 95/17 96/1 96/2 96/12 97/4 97/7 97/9 97/19 98/11 101/6 106/17 111/19 112/9 120/11 123/18 124/20 125/11 129/3 138/10 138/14 139/13 150/19 150/23 151/5</p> <p>seeing [6] 14/17 15/15 16/24 32/25 103/8 142/21</p> <p>seeking [2] 41/22 42/2</p> <p>seem [4] 63/22 96/21 105/10 148/10</p> <p>seemed [5] 40/4 49/1 77/23 132/9 133/3</p> <p>seen [17] 23/11 66/7 87/21 87/21 89/9 90/3 111/21 113/8 113/20 117/16 118/16 119/18 122/6 123/5 127/3 127/8 127/16</p> <p>send [4] 97/3 142/25 143/13 143/18</p> <p>senior [3] 10/21 11/6 102/14</p> <p>sense [3] 78/14 97/16 148/6</p>	<p>sensing [1] 120/13</p> <p>sensitivity [1] 80/13</p> <p>sent [4] 41/20 81/21 141/14 143/11</p> <p>sentence [1] 61/25</p> <p>separated [1] 77/12</p> <p>SEPT [2] 87/3 87/4</p> <p>September [1] 146/5</p> <p>Serbia [4] 6/1 36/5 77/9 77/13</p> <p>Serbian [5] 7/17 7/20 8/6 8/13 36/13</p> <p>series [2] 26/5 69/2</p> <p>serious [9] 4/19 10/2 15/19 28/25 68/8 73/6 73/8 139/13 144/8</p> <p>seriously [1] 149/14</p> <p>seriousness [2] 12/12 12/18</p> <p>served [1] 29/3</p> <p>service [6] 16/20 75/4 90/20 128/20 133/24 134/4</p> <p>services [6] 4/14 14/25 70/16 70/18 88/2 130/15</p> <p>session [3] 1/10 49/1 145/20</p> <p>sessions [2] 5/3 48/18</p> <p>set [13] 3/19 70/7 71/20 72/2 92/24 95/20 104/7 107/12 120/10 143/22 145/8 147/11 149/19</p> <p>sets [3] 4/4 70/23 71/7</p> <p>setting [2] 3/16 87/25</p> <p>settle [1] 77/24</p> <p>settled [1] 6/7</p> <p>seven [1] 121/9</p> <p>several [4] 27/7 49/12 80/10 108/14</p> <p>severe [2] 9/10 38/19</p> <p>severity [1] 13/7</p> <p>Shall [1] 8/6</p> <p>share [2] 100/5 101/12</p> <p>shared [3] 37/19 124/11 148/18</p> <p>sharing [6] 50/9 64/2 73/14 73/18 94/22 100/2</p> <p>sharp [1] 88/12</p> <p>she [73] 8/11 8/16 12/13 12/14 12/19 21/3 21/4 22/1 22/3 22/4 22/4 36/19 44/4</p>	<p>44/5 44/5 44/6 44/9 44/10 44/12 90/13 91/13 108/8 108/10 108/20 109/2 109/2 109/8 109/9 109/10 109/11 112/10 117/10 117/12 117/14 117/18 118/5 124/8 124/8 124/10 124/17 124/21 124/21 125/20 125/20 125/23 127/23 129/6 129/19 129/19 131/21 131/23 131/23 132/1 132/6 132/8 132/8 132/8 132/15 132/18 132/24 133/2 137/6 137/7 137/7 137/9 137/14 138/3 140/5 140/6 140/18 142/13 142/16 146/9</p> <p>she'd [2] 127/8 142/14</p> <p>she's [2] 132/25 142/15</p> <p>sheepish [1] 60/7</p> <p>sheet [1] 45/23</p> <p>shock [2] 10/15 10/16</p> <p>shocking [1] 112/3</p> <p>shook [1] 141/5</p> <p>short [12] 3/9 4/7 53/18 56/16 56/20 56/23 60/3 81/1 99/6 103/14 121/12 125/5</p> <p>shortage [1] 96/18</p> <p>shortly [3] 36/15 82/9 121/11</p> <p>should [25] 2/16 6/19 17/11 24/4 52/7 74/11 82/12 83/25 84/15 85/6 85/7 85/18 104/4 113/21 113/22 119/22 120/1 120/3 130/2 147/20 148/7 148/8 148/18 150/15 150/16</p> <p>shouldn't [5] 52/2 62/20 119/25 124/11 130/24</p> <p>show [6] 42/5 69/10 140/25 141/2 142/1 150/25</p> <p>showed [4] 12/11 28/17 30/1 30/3</p> <p>shower [1] 18/24</p> <p>showing [6] 60/3 63/11 88/8 96/20 102/2 151/3</p> <p>shown [1] 51/22</p> <p>sick [1] 41/3</p>
---	---	---	---	---

S	sofa [1] 15/21	117/23 117/25	St [20] 5/8 5/13	28/13 29/15 34/4
side [3] 68/24 78/15	solicitors [1] 54/12	124/17 127/25	16/19 18/2 18/5	34/21 41/5 41/10
110/18	solid [1] 52/17	130/11 133/12	41/11 41/21 53/4	41/18 42/21 43/11
sign [2] 100/17	solution [1] 137/22	141/24 142/2	53/15 54/1 54/17	48/16 50/2 55/23
100/18	some [40] 1/9 3/14	sort [21] 12/20	56/25 58/7 58/14	57/5 58/24 60/18
signed [4] 2/20	8/20 17/17 19/5	14/13 18/18 22/20	58/19 58/21 59/2	65/6 66/14 67/1 70/7
82/22 82/24 100/18	22/21 35/22 42/5	28/22 38/1 39/20	59/13 64/23 65/7	70/12 73/5 81/24
significant [4] 57/16	43/20 44/4 52/8	49/4 50/18 52/13	St Mark's [20] 5/8	82/2 82/5 82/7 82/8
61/25 144/24 148/15	57/20 62/11 64/12	57/3 63/4 64/17 71/5	5/13 16/19 18/2 18/5	82/11 82/14 82/22
significantly [1]	64/17 65/15 67/11	71/15 72/6 98/19	41/11 41/21 53/4	82/24 82/25 83/3
77/22	72/2 72/17 74/4	109/2 116/16 132/22	53/15 54/1 54/17	83/9 83/12 83/16
signs [6] 12/11	74/20 75/23 83/11	150/3	56/25 58/7 58/14	86/6 86/8 86/12
79/21 88/8 147/24	86/7 87/20 92/7	sorted [1] 12/6	58/19 58/21 59/2	87/10 88/3 88/7
149/4 149/13	92/10 92/21 95/19	sorts [2] 98/21	59/13 64/23 65/7	92/24 93/17 95/21
silly [1] 108/25	113/5 113/8 115/22	141/22	staff [45] 1/14 1/17	97/8 99/2 103/18
similar [4] 8/16 33/2	115/24 116/14	sought [2] 73/19	1/19 37/22 41/1	104/7 105/4 107/12
35/24 148/13	118/19 121/17 127/2	129/10	60/13 63/3 64/25	108/8 110/2 111/22
simple [1] 10/1	139/16 149/15 150/3	sounded [1] 28/16	68/2 74/12 75/3 75/9	113/14 116/4 118/12
simply [3] 9/7 27/4	somebody [8] 56/6	sounds [2] 74/17	86/21 90/25 91/21	119/10 120/6 122/20
66/5	96/5 98/7 98/8	108/12	93/14 93/19 95/10	123/11 125/11
single [3] 16/18 26/3	102/13 130/18	South [1] 87/2	95/17 96/9 96/10	133/19 138/1 140/10
33/11	130/19 133/2	Southend [1] 85/17	96/17 96/18 96/20	141/8 146/16 147/11
sister [34] 84/13	somehow [1]	space [3] 94/5 94/6	96/20 97/6 97/9	147/17
84/16 87/15 90/12	136/20	94/7	97/20 99/11 99/13	statements [2] 70/5
91/8 91/16 99/4	someone [10] 24/9	spaghetti [1] 52/1	99/16 99/17 99/19	128/8
112/8 117/7 120/16	59/20 60/14 67/9	speak [17] 1/20 7/23	99/24 101/12 102/3	states [1] 79/18
121/25 124/2 124/7	68/5 68/23 71/15	24/10 24/16 54/25	103/7 103/19 105/18	stating [1] 55/5
124/15 125/17 126/9	74/2 75/13 98/16	60/15 62/24 94/19	105/25 106/2 106/8	stay [7] 35/9 47/16
126/21 126/24 127/7	someone's [1]	96/4 104/12 104/14	110/21 138/19	77/1 80/13 85/1 85/8
127/11 128/22	11/23	110/11 115/21	149/10	127/6
129/19 130/9 132/5	something [34] 7/1	119/19 124/10	staff-wise [1] 95/17	stepfather [3] 20/23
132/13 133/7 133/19	7/2 10/15 18/17	128/10 137/5	staffing [3] 75/8	77/18 78/6
133/25 135/3 136/16	19/19 20/24 28/22	speaking [8] 10/11	95/21 96/3	stepped [1] 22/17
137/4 137/19 138/1	32/4 35/22 43/13	103/19 112/1 112/2	stage [9] 8/20 25/19	steps [3] 38/2
139/21	45/2 49/4 52/14	115/20 123/22	41/24 54/21 58/10	119/18 137/4
sister's [2] 99/6	52/23 61/17 62/25	127/13 132/18	66/17 67/4 77/21	still [12] 23/23 26/11
115/19	63/9 63/11 64/18	special [2] 105/7	110/25	28/2 30/25 51/4
sit [2] 1/10 49/14	71/10 71/15 76/13	105/12	stages [1] 36/3	51/18 55/19 58/21
site [1] 18/5	97/16 102/7 106/13	specialist [7] 5/8	stand [1] 86/6	59/10 59/16 65/19
sitting [7] 2/25 20/9	110/19 110/20	16/20 18/5 41/11	stands [1] 3/3	130/12
52/15 54/19 97/10	124/11 126/5 127/24	41/21 42/15 58/14	start [6] 3/16 7/7	stoma [13] 10/9
100/4 150/14	137/5 138/11 143/18	specific [1] 107/16	67/7 87/25 92/10	12/12 12/19 12/22
situation [5] 5/10	149/23	specifically [1] 18/3	151/12	13/2 14/17 15/1 15/7
21/12 24/21 69/17	sometimes [10]	speeds [1] 78/3	started [8] 15/16	16/6 17/6 21/20
122/21	24/19 24/20 24/21	spelling [2] 142/10	15/24 36/23 78/21	38/17 80/8
six [4] 6/2 6/7 77/14	24/22 78/14 78/15	143/10	79/22 88/7 114/16	stomach [1] 51/11
78/5	79/21 95/24 104/20	spend [1] 78/1	140/10	stomachs [1] 52/12
skiing [1] 78/8	104/23	spending [1] 78/13	starting [2] 44/24	stop [7] 4/7 20/4
slightly [2] 43/11	somewhere [2]	spent [3] 38/22 84/2	83/17	20/10 88/3 110/9
142/14	33/16 33/17	93/4	starving [1] 20/16	114/18 114/19
slower [1] 129/8	son [6] 15/13 49/9	spiral [1] 74/9	state [18] 18/1 18/3	stoppable [1] 74/9
slowly [1] 121/5	77/8 86/16 147/2	spiralled [1] 14/1	25/14 27/20 30/13	stopped [2] 48/9
small [3] 6/11 20/19	150/25	spiralling [1] 73/10	31/5 42/2 50/18	116/19
61/25	son's [2] 87/1 88/1	spoke [14] 28/16	57/16 57/22 59/12	storage [1] 45/22
smile [1] 80/13	soon [1] 124/20	36/11 36/19 70/20	63/24 80/2 81/8	straight [3] 37/2
smiled [1] 60/7	sorry [28] 6/20 7/13	124/8 131/22 135/3	84/10 111/15 138/2	48/3 143/15
snow [1] 78/8	7/22 22/19 28/21	136/7 137/6 137/7	147/19	straightaway [3]
so [195]	29/18 29/19 31/15	137/7 137/9 138/13	stated [1] 118/18	21/3 51/13 138/10
social [3] 32/24	31/18 44/6 60/18	140/5	statement [80] 2/15	straightforward [3]
78/19 120/14	62/24 71/24 82/16	sport [1] 80/7	2/19 2/22 2/25 3/3	3/19 29/12 122/11
socialise [1] 78/12	82/18 105/1 110/1	spreadsheets [2]	5/22 9/17 14/10 17/4	strength [1] 80/4
society [1] 118/20	110/4 115/11 115/12	69/2 69/13	17/20 23/5 23/9	stressful [1] 122/21

S	80/10	talking [18] 11/20 18/21 19/4 19/5 30/8 34/22 35/14 56/23 100/13 108/8 108/22 108/23 108/24 108/25 109/1 109/4 109/7 117/15	104/6 106/21 106/23 107/10 109/22 115/18 129/8 130/25 136/17 137/18 144/14 144/14 145/24	102/21 104/1 105/6 107/5 107/7 107/17 109/22 112/8 113/3 113/6 113/9 115/19 117/7 117/14 119/11 119/12 119/19 120/16 121/25 122/23 123/12 124/2 124/7 124/15 125/17 126/14 126/16 126/20 126/21 126/24 127/7 127/11 128/14 128/22 129/19 129/20 130/2 130/9 132/5 132/12 133/7 133/19 133/24 135/3 135/21 136/16 137/4 137/18 138/1 138/2 139/18 139/20 139/21 141/6 141/21 145/2 146/19 147/14
stressing [1] 133/5	surgical [3] 21/14 23/23 24/14	Taylor [3] 124/19 127/20 131/19	terrible [5] 44/25 48/1 111/15 112/6 116/10	126/14 126/16 126/20 126/21 126/24 127/7 127/11 128/14 128/22 129/19 129/20 130/2 130/9 132/5 132/12 133/7 133/19 133/24 135/3 135/21 136/16 137/4 137/18 138/1 138/2 139/18 139/20 139/21 141/6 141/21 145/2 146/19 147/14
strongly [2] 13/18 133/19	surprised [1] 49/11	teacher [1] 63/18	terribly [2] 18/22 38/7	text [2] 70/8 138/3
structuring [1] 147/21	surrounded [1] 77/9	teaching [1] 145/20	Terry [123] 81/11 81/16 83/17 83/22 83/25 84/12 84/13 84/16 84/17 84/23 85/16 85/20 86/16 87/17 88/7 88/13 88/16 88/19 89/1 89/2 89/9 89/12 89/24 90/9 90/14 90/19 91/17 91/21 92/1 92/23 93/18 94/12 94/23 95/22 97/6 97/21 98/15 98/17 99/5 99/15 99/21 100/3 100/5 100/10 100/25 101/15 102/5 102/19 103/5 103/8 103/12 104/6 104/8 104/13 105/19 106/10 106/22 107/22 108/5 108/22 109/4 109/11 109/23 110/5 110/25 111/4 111/9 111/13 112/23 113/11 113/15 115/9 118/12 118/16 118/19 118/22 119/1 119/13 119/15 120/9 120/24 121/18 121/19 121/20 122/9 123/13 124/1 124/12 124/14 125/16 125/20 125/23 126/2 127/3 127/6 127/12 127/18 128/4 129/7 131/7 134/12 134/17 135/4 135/23 136/2 136/7 136/8 136/17 137/5 137/19 139/2 139/7 139/25 140/1 140/8 140/11 141/20 142/13 146/5 146/12 146/25 147/1 151/1	146/21 149/5 thank [61] 2/8 3/3 3/15 5/20 12/21 17/3 26/2 36/8 36/10 36/11 43/15 44/20 53/19 56/17 56/18 56/22 64/21 66/3 71/19 72/1 75/25 76/1 76/5 76/14 76/15 76/15 76/18 76/19 76/20 77/4 80/17 80/18 80/23 81/8 82/10 82/13 82/24 84/7 84/20 85/13 85/25 86/5 87/25 89/8 92/5 92/20 99/1 99/1 106/20 124/22 124/22 125/3 127/22 150/5 150/11 150/20 150/20 151/3 151/8 151/10 151/14
struggle [1] 136/6	sworn [4] 2/5 2/6 81/5 152/3	team [40] 1/21 1/22 42/15 56/1 56/3 57/13 60/21 60/21 60/23 65/9 71/1 71/5 86/11 90/13 91/8 91/17 103/20 123/1 123/12 125/18 126/20 131/17 132/1 132/6 132/11 133/9 133/14 133/18 133/20 134/10 135/2 135/5 135/9 135/22 137/18 139/22 140/15 143/23 143/25 144/17	100/10 100/25 101/15 102/5 102/19 103/5 103/8 103/12 104/6 104/8 104/13 105/19 106/10 106/22 107/22 108/5 108/22 109/4 109/11 109/23 110/5 110/25 111/4 111/9 111/13 112/23 113/11 113/15 115/9 118/12 118/16 118/19 118/22 119/1 119/13 119/15 120/9 120/24 121/18 121/19 121/20 122/9 123/13 124/1 124/12 124/14 125/16 125/20 125/23 126/2 127/3 127/6 127/12 127/18 128/4 129/7 131/7 134/12 134/17 135/4 135/23 136/2 136/7 136/8 136/17 137/5 137/19 139/2 139/7 139/25 140/1 140/8 140/11 141/20 142/13 146/5 146/12 146/25 147/1 151/1	than [15] 66/10 76/17 94/15 96/14 96/16 104/2 106/11 107/14 107/23 111/1 112/11 135/18 143/8 146/21 149/5
student [2] 133/16 133/17	sympathetic [2] 44/7 68/18	team's [1] 72/13	teenage [1] 78/20	thank [61] 2/8 3/3 3/15 5/20 12/21 17/3 26/2 36/8 36/10 36/11 43/15 44/20 53/19 56/17 56/18 56/22 64/21 66/3 71/19 72/1 75/25 76/1 76/5 76/14 76/15 76/15 76/18 76/19 76/20 77/4 80/17 80/18 80/23 81/8 82/10 82/13 82/24 84/7 84/20 85/13 85/25 86/5 87/25 89/8 92/5 92/20 99/1 99/1 106/20 124/22 124/22 125/3 127/22 150/5 150/11 150/20 150/20 151/3 151/8 151/10 151/14
studies [1] 78/24	sympathy [1] 44/9	teams [2] 65/20 72/9	telephone [5] 103/7 103/9 103/10 103/11 104/9	thanked [1] 60/8
studying [3] 15/19 20/10 79/1	symptoms [6] 48/10 111/23 117/16 120/10 120/12 120/18	ten [5] 56/17 56/18 80/21 124/25 145/13	tell [54] 3/17 3/18 6/1 6/10 9/2 9/16 11/18 11/18 13/13 14/8 14/10 14/15 15/9 17/21 18/12 19/7 20/6 21/25 24/19 28/12 31/13 31/23 32/7 33/20 35/12 37/12 37/18 37/23 38/5 39/13 39/23 40/4 41/5 41/10 41/19 45/19 47/4 48/8 51/21 60/19 61/4 62/1 62/11 65/4 65/14 66/24 68/10 69/2 103/20 109/25 110/5 112/11 137/20 139/24	that [979]
stuff [1] 15/20	system [5] 116/18 116/19 130/25 144/24 145/1	tense [2] 98/18 107/13	Terry's [78] 84/10 84/12 84/16 87/15 87/22 88/12 90/12 90/16 90/17 90/17 91/2 91/8 91/14 91/16 92/8 93/2 99/4 101/21 102/2 102/15	that's [86] 3/24 16/23 17/3 17/14 20/11 23/2 23/24 30/7 32/4 39/2 39/12 43/13 43/24 51/8 56/1 58/14 62/13 70/20 72/16 84/6 84/19 85/12 85/24 87/16 87/16 88/11 88/22 88/22 89/7 90/15 90/22 91/4
subject [1] 36/5	systematical [1] 76/11	tension [1] 63/7		
substantive [1] 3/11	systems [1] 72/22	terms [21] 4/7 10/1 30/15 67/6 92/12 96/3 99/17 102/1		
subtle [1] 149/13	T			
successfully [1] 79/3	tab [1] 2/2			
such [7] 28/25 29/5 38/24 41/3 45/13 76/10 103/24	tablets [2] 62/11 114/17			
sudden [2] 49/19 49/20	take [40] 3/5 5/22 27/16 29/5 29/16 31/12 40/10 40/14 53/17 56/12 56/16 57/4 58/6 70/10 83/13 85/13 86/1 86/9 86/24 88/2 91/17 92/9 105/2 105/15 110/8 114/16 115/3 121/10 121/11 122/7 122/12 124/24 125/13 127/5 129/8 132/2 137/4 137/10 146/13 146/21			
suggest [3] 19/22 53/17 119/18	taken [13] 10/25 16/7 48/22 51/6 51/11 54/20 71/6 84/14 84/17 105/6 119/18 122/3 139/2			
suggested [3] 16/11 35/21 115/2	taking [23] 35/3 48/9 48/10 54/8 62/11 88/6 101/8 109/23 109/24 110/9 110/16 110/17 113/24 114/8 114/10 114/13 114/18 114/19 119/14 121/25 126/10 135/19 149/14			
suggesting [1] 19/8	talk [14] 1/17 3/6 5/20 48/25 61/25 74/2 75/2 76/7 97/5 106/4 111/3 121/24 125/1 125/7			
suicide [2] 79/14 143/8	talked [4] 11/24 32/9 74/23 98/1			
suit [1] 18/23				
summarise [1] 88/4				
summary [2] 3/16 41/21				
Sunday [2] 137/8 137/12				
support [21] 1/12 1/14 1/15 1/17 1/17 1/19 1/25 2/2 6/20 14/21 14/25 15/4 15/5 16/8 16/16 35/22 74/6 74/24 136/1 136/19 149/3				
supported [1] 2/4				
supportive [1] 68/18				
supports [1] 79/13				
sure [12] 7/19 45/2 46/4 60/1 65/1 74/22 93/23 98/24 99/25 109/10 124/18 124/19				
surely [1] 121/5				
surgeon [6] 10/21 11/6 16/19 18/3 41/20 42/3				
Surgeons [1] 10/7				
surgery [18] 4/17 4/20 5/11 10/5 10/20 11/10 11/13 13/14 14/22 18/16 20/14 53/8 54/2 58/15 64/24 64/24 74/6				

<p>T</p> <p>that's... [54] 91/7 91/12 91/15 91/19 91/25 92/4 92/16 92/25 93/6 96/22 97/14 99/1 99/8 102/7 105/9 106/9 106/20 108/7 108/18 109/6 110/4 113/13 115/12 116/21 122/1 122/4 122/6 122/8 125/22 126/8 126/13 126/18 126/23 127/4 127/10 127/20 128/5 130/7 130/23 131/2 131/17 134/22 136/4 136/12 139/1 139/14 141/17 143/20 146/14 146/22 147/5 147/17 150/5 150/6</p> <p>their [12] 22/15 38/9 56/3 70/5 93/13 135/8 136/12 144/25 147/7 147/22 147/25 149/12</p> <p>them [30] 22/18 24/17 26/4 35/18 60/8 63/6 65/11 72/24 97/2 97/3 97/3 97/4 97/7 98/24 100/22 101/7 102/5 102/8 114/18 114/19 114/20 122/22 125/14 127/23 128/10 141/20 142/25 143/15 147/13 149/12</p> <p>thematically [1] 92/9</p> <p>themselves [6] 68/20 79/9 93/14 99/19 119/6 133/4</p> <p>then [88] 5/1 10/21 10/23 12/18 13/25 15/24 19/14 20/19 20/23 22/8 22/10 22/23 23/23 25/9 26/16 26/21 28/1 33/6 35/6 37/3 40/4 42/17 45/21 46/12 46/24 47/19 48/15 50/8 51/9 52/2 52/5 53/17 57/11 58/9 58/13 58/23 61/23 62/1 63/9 68/10 71/19 72/9 72/21 75/18 75/20 76/22 76/24 79/3 84/8 84/20 84/25 87/3 88/12 89/4 89/12 89/17 89/19 89/24 90/6 90/9 91/21</p>	<p>100/19 103/1 112/14 114/21 115/11 116/19 116/22 117/23 118/11 119/4 121/9 121/11 122/14 123/22 124/25 127/25 131/3 131/6 137/6 138/9 138/14 138/16 141/6 142/6 143/5 148/24 151/11</p> <p>therapeutic [2] 39/21 106/21</p> <p>therapies [1] 35/15</p> <p>therapist [1] 18/24</p> <p>therapy [4] 18/22 19/5 34/22 66/11</p> <p>there [182]</p> <p>there'd [1] 131/13</p> <p>there's [13] 57/8 72/17 73/5 93/14 121/3 130/13 130/14 144/9 145/13 147/6 147/12 150/8 150/23</p> <p>thereabouts [2] 62/7 63/3</p> <p>thereafter [8] 4/17 5/13 10/5 26/5 67/19 85/2 85/10 141/4</p> <p>therefore [5] 3/3 53/24 86/6 124/10 128/22</p> <p>these [25] 36/24 40/18 48/2 50/17 60/5 62/6 86/2 88/6 92/9 95/23 97/1 101/11 106/22 111/7 120/18 121/4 122/6 123/8 123/10 125/12 138/4 143/13 144/8 145/18 149/14</p> <p>they [118] 6/24 8/18 16/22 20/14 24/19 28/22 29/4 35/18 35/21 37/14 38/25 39/1 40/14 41/6 42/6 42/6 42/22 45/21 47/24 52/2 59/21 59/23 60/1 60/2 60/15 66/9 68/1 68/1 68/15 68/18 68/19 68/19 69/4 69/9 69/10 79/11 90/18 91/22 94/6 97/1 97/2 97/2 97/3 97/14 97/16 97/18 98/7 98/9 98/9 100/14 100/23 100/23 101/6 101/6 101/8 101/12 102/5 103/9 103/11 105/15 105/23 108/4 108/5 111/17 111/20 112/21 114/24 119/6</p>	<p>119/7 119/7 120/20 121/3 122/4 122/7 122/15 122/18 124/19 128/5 128/11 128/12 129/5 130/15 130/16 130/24 131/12 133/3 133/16 136/9 136/9 136/11 136/13 136/13 137/21 137/25 138/14 138/20 138/21 138/23 139/9 139/11 139/12 139/13 139/13 142/1 142/12 142/13 142/16 142/24 143/1 143/1 143/2 143/4 143/12 143/12 143/17 144/13 145/7 147/13</p> <p>they'd [3] 136/10 142/11 143/11</p> <p>they're [4] 59/8 98/23 98/24 114/3</p> <p>thin [1] 34/11</p> <p>thing [5] 47/4 62/4 110/11 147/9 148/12</p> <p>things [58] 3/18 6/10 6/22 7/6 8/3 9/2 9/8 13/13 14/7 24/20 24/23 28/12 29/14 31/13 33/20 35/12 37/18 38/4 39/3 50/1 57/1 60/5 63/2 63/15 65/4 66/1 66/13 66/24 67/20 68/8 69/25 70/20 76/17 86/1 98/3 98/5 98/6 101/2 108/20 108/25 109/16 114/3 120/13 120/14 121/4 122/6 123/20 133/3 141/22 142/13 142/19 142/23 143/9 143/22 144/11 144/13 145/6 150/2</p> <p>think [144] 3/4 3/14 3/17 3/24 4/1 7/5 8/20 11/15 12/23 13/14 13/22 15/7 15/11 15/12 15/14 15/24 17/19 18/10 19/6 19/18 19/20 24/10 24/23 25/8 25/10 26/3 27/17 27/25 28/1 29/8 31/3 31/8 32/17 32/22 33/21 35/12 36/15 37/5 37/22 38/16 39/2 40/20 41/5 43/16 45/16 46/2 46/23 47/4 47/11</p>	<p>49/23 51/6 52/20 53/23 56/14 56/15 59/18 59/25 60/12 60/16 61/24 63/18 66/5 66/22 66/25 68/11 68/16 69/16 70/9 70/21 73/16 74/1 74/4 74/12 74/18 75/14 76/8 76/10 76/22 79/14 80/12 93/17 94/3 94/12 94/14 94/15 94/23 95/13 95/16 96/14 96/22 97/8 97/25 99/2 100/1 103/10 104/3 104/19 104/21 105/20 107/1 107/2 107/4 107/14 108/7 108/11 108/22 109/9 110/7 110/14 113/1 113/22 114/4 114/19 115/25 116/4 116/4 116/22 116/25 117/2 118/2 119/6 119/8 119/14 119/22 120/1 120/3 121/1 122/2 122/20 123/11 126/4 137/2 137/6 137/7 137/7 138/12 140/3 140/10 143/6 143/12 145/16 149/8 149/22 150/17</p> <p>thinking [5] 19/23 60/6 66/9 67/1 67/2</p> <p>thinks [1] 20/16</p> <p>third [7] 85/15 89/24 95/2 111/5 114/22 114/23 137/1</p> <p>this [170]</p> <p>Thorpe [11] 7/15 32/15 33/3 33/4 37/12 38/14 38/19 44/5 48/20 48/22 66/15</p> <p>those [41] 1/13 1/24 2/3 4/4 8/4 11/18 15/9 17/7 26/8 37/14 37/23 48/20 60/9 62/7 63/13 63/14 69/4 70/17 71/22 72/4 83/13 92/17 98/21 104/17 114/3 119/5 120/11 120/12 120/24 121/9 129/9 135/10 135/16 142/16 144/13 144/19 145/16 149/12 149/18 149/24 151/3</p> <p>though [6] 38/14 39/9 43/12 52/17 107/23 133/5</p>	<p>thought [11] 7/6 20/15 74/5 75/11 116/3 116/14 116/15 122/25 126/6 131/7 140/6</p> <p>thoughtful [1] 79/20</p> <p>thoughts [3] 80/4 111/24 118/17</p> <p>threatening [2] 5/10 98/13</p> <p>three [9] 13/13 49/10 53/20 69/13 77/12 78/11 106/14 120/8 150/25</p> <p>through [48] 1/10 3/6 3/7 5/22 7/12 8/9 12/20 15/18 21/3 21/5 26/3 30/6 30/24 36/13 38/16 40/9 43/18 49/15 50/14 52/8 52/8 63/23 68/23 70/10 76/7 78/16 78/23 79/13 83/6 83/8 83/13 86/9 87/9 92/5 92/8 92/9 93/11 94/25 104/9 105/22 114/20 116/10 122/5 125/13 129/4 140/24 143/17 144/6</p> <p>throughout [11] 1/18 9/4 33/13 61/6 78/7 79/23 79/25 81/16 91/9 131/15 132/6</p> <p>Thursday [10] 129/2 129/7 129/14 129/16 129/17 131/7 131/15 132/5 133/7 133/10</p> <p>tick [1] 140/19</p> <p>ticked [1] 69/14</p> <p>ties [1] 57/20</p> <p>time [92] 2/13 10/24 12/9 15/10 16/11 16/14 17/10 23/11 23/13 24/2 24/9 24/18 25/5 26/11 27/20 28/18 29/12 30/9 30/11 32/8 32/13 37/8 38/19 43/3 43/4 43/12 43/15 43/20 44/17 45/12 46/2 46/18 48/11 51/2 53/22 54/5 54/16 55/6 55/17 57/2 58/4 62/2 62/10 63/22 65/8 65/15 67/16 74/2 77/14 78/1 78/13 78/21 87/13 87/17 87/21 89/8 89/12 89/24 91/5 92/11</p>
---	--	--	--	---

T	47/10 48/2 66/6 95/15 96/25 96/25	96/4 97/3 110/25 111/16 137/5	87/11 89/8 90/2 100/6 101/5 102/7 105/3 105/6 111/5 111/20 113/9 115/14 118/12 118/22 120/11 128/6 128/13 129/9 129/25 135/12 135/24	unwilling [1] 136/22 up [35] 8/14 32/4 33/15 36/23 46/13 50/6 52/10 52/11 59/19 62/19 66/11 71/6 72/7 76/24 77/9 83/15 91/5 93/11 98/10 98/16 115/16 115/24 117/24 120/6 121/4 127/1 127/13 131/3 138/12 140/25 141/2 141/4 145/3 145/5 147/15 update [1] 145/18 updated [1] 72/4 updates [2] 129/3 148/19 upon [2] 125/14 149/11 upset [2] 98/4 140/16 upsetting [1] 67/20 urgent [5] 56/2 133/5 133/5 137/14 139/10 urgently [1] 18/8 us [94] 3/9 3/17 6/1 6/10 9/2 9/16 11/18 11/18 13/13 14/8 14/10 14/15 15/9 15/21 17/21 18/12 19/7 19/22 20/6 21/25 27/2 28/12 28/21 30/3 31/13 31/23 32/7 33/20 35/12 37/12 37/18 37/23 38/5 39/13 39/23 40/4 41/6 41/10 41/19 45/19 45/20 47/4 47/23 51/21 56/16 57/21 60/5 60/19 60/25 62/1 62/25 64/2 64/6 65/4 65/14 66/10 66/24 68/10 69/2 70/5 70/6 77/14 88/7 98/5 100/9 100/14 100/17 100/20 101/2 101/3 101/10 102/6 102/18 103/21 104/17 104/19 104/21 115/21 116/1 116/16 116/17 117/2 117/24 123/18 123/20 123/22 137/10 139/24 142/9 142/24 142/25 143/11 143/18 151/3 use [3] 78/22 142/14 142/16 used [7] 20/9 80/8 103/9 115/23 123/7
time... [32] 93/3 93/4 93/24 94/9 99/8 104/1 106/18 110/23 111/5 111/7 114/9 114/16 115/10 115/20 116/10 117/25 120/25 121/20 121/22 122/16 122/19 122/25 123/3 124/4 124/15 127/1 127/23 131/3 136/25 139/2 143/19 143/21	touch [2] 1/21 78/15 touched [7] 7/9 7/10 47/25 107/10 111/12 121/16 145/23 tour [2] 78/11 79/10 towards [9] 30/1 31/23 42/5 44/7 47/21 60/11 70/2 70/6 88/17 tower [2] 92/2 139/3 town [1] 125/23 toxic [1] 9/23 track [1] 150/6 tracksuit [1] 59/7 transfer [9] 28/9 28/10 28/15 29/22 30/24 53/15 57/9 58/7 58/14 transferred [15] 5/7 8/24 25/25 37/5 53/3 54/1 54/11 56/25 85/2 85/3 85/9 89/2 89/4 89/19 94/24 transparency [2] 73/13 148/21 traumatic [1] 112/5 travelling [1] 77/25 treat [2] 133/2 139/9 treated [2] 21/18 132/25 treating [2] 24/17 149/1 treatment [31] 5/3 7/9 14/4 30/16 34/18 34/25 49/21 55/13 56/4 58/18 61/5 70/15 75/19 85/4 85/11 87/1 89/21 90/7 92/8 94/15 94/16 94/20 102/16 102/22 103/3 106/7 107/7 118/10 147/14 147/21 148/19 tried [8] 14/13 35/13 40/11 47/9 104/23 112/3 136/24 147/6 trip [3] 13/16 14/2 20/23 Troup [4] 1/3 2/7 8/4 152/4 true [3] 3/1 86/2 142/17 truly [2] 74/18 148/3 trust [14] 67/22 68/11 68/25 72/3 72/22 87/3 87/5 87/6 87/8 117/4 118/1 118/5 136/17 148/22 truth [2] 2/19 82/24 try [7] 24/19 86/22	trying [8] 103/6 103/10 105/22 109/2 124/21 127/24 133/2 136/19 tubes [1] 38/17 Tuesday [2] 1/1 126/15 turn [14] 2/18 26/2 31/22 82/14 83/15 84/8 84/20 95/19 111/3 120/5 125/7 125/10 133/23 139/16 turned [6] 33/15 59/19 80/9 109/3 109/4 127/13 TV [1] 15/22 two [16] 10/21 15/21 37/14 49/10 53/20 68/11 68/11 70/23 71/7 72/22 77/14 79/25 85/14 92/17 120/6 146/17 two pages [1] 120/6 two-seater [1] 15/21 two/three [1] 49/10 type [1] 74/6	under [26] 2/1 24/4 25/6 26/24 27/3 30/24 32/13 33/9 37/8 40/13 42/18 43/4 43/24 54/17 57/11 58/1 65/8 85/17 85/21 87/1 87/5 88/20 89/17 89/25 95/23 107/8 undergo [1] 58/15 understaffing [2] 105/5 105/18 understand [58] 7/22 9/1 16/2 17/1 19/3 20/2 21/20 22/16 22/25 25/4 29/14 30/23 31/10 33/6 34/3 34/21 36/21 41/17 44/21 45/12 46/15 48/16 48/16 51/2 59/13 61/8 65/19 66/13 67/20 69/1 69/20 74/23 75/25 76/17 79/18 81/15 83/11	understating [1] 10/15 understood [8] 21/3 28/1 63/19 109/11 127/6 141/18 141/19 141/25 underwent [1] 4/17 undone [1] 66/15 unfortunately [4] 7/10 53/23 79/22 145/7 uni [1] 64/12 uninviting [1] 39/16 unit [18] 83/24 84/3 84/5 84/14 84/14 84/18 84/18 89/1 89/3 89/5 89/18 89/19 92/13 92/14 93/5 93/8 94/5 96/16 unit's [1] 104/9 university [6] 78/25 79/2 79/6 87/2 87/5 87/7 unkempt [1] 125/24 unprepared [1] 48/2 unrealistic [1] 50/18 unsafe [1] 95/13 unsettling [1] 107/13 unshaven [1] 125/24 untidy [1] 39/16 until [13] 4/8 6/2 46/16 54/16 79/8 80/23 91/14 129/22 134/20 135/1 138/25 149/5 151/16 unusual [2] 126/1 126/2 unwell [11] 18/14 30/19 34/15 50/24 96/23 98/23 101/21 106/18 108/23 111/19 114/25
timeline [3] 87/25 88/2 92/6 Timely [1] 148/25 times [5] 30/18 104/7 129/3 132/8 149/3 toastie [1] 20/20 today [12] 1/4 1/15 2/25 52/15 86/18 86/21 100/4 100/7 139/15 149/20 151/9 151/11 today's [1] 1/8 together [4] 49/15 65/24 93/18 97/10 told [29] 10/22 15/6 19/18 20/21 28/2 28/5 32/8 34/17 34/20 46/7 48/13 57/2 61/12 61/14 87/14 87/17 91/13 94/22 98/17 110/10 112/11 114/9 114/12 115/8 129/6 131/6 133/25 135/6 136/4 tomorrow [2] 151/12 151/13 tone [2] 63/4 63/9 tongue [1] 7/17 too [6] 49/7 53/10 71/24 78/9 132/9 147/25 took [15] 12/13 13/15 20/3 26/8 47/20 48/20 52/2 63/3 64/11 67/13 101/4 115/16 122/4 122/7 139/18 tooth [1] 123/9 toothed [1] 143/14 top [4] 2/2 20/9 31/24 110/1 top-floor [1] 20/9 tormented [1] 80/3 torn [1] 30/18 total [5] 10/8 12/18 30/3 48/17 65/12 totally [7] 11/4	UK [4] 8/10 9/7 77/14 77/24 ulcerative [1] 9/23 um [2] 17/18 99/25 Unclear [1] 21/8 uncontrollable [1] 9/20 under [26] 2/1 24/4 25/6 26/24 27/3 30/24 32/13 33/9 37/8 40/13 42/18 43/4 43/24 54/17 57/11 58/1 65/8 85/17 85/21 87/1 87/5 88/20 89/17 89/25 95/23 107/8 undergo [1] 58/15 understaffing [2] 105/5 105/18 understand [58] 7/22 9/1 16/2 17/1 19/3 20/2 21/20 22/16 22/25 25/4 29/14 30/23 31/10 33/6 34/3 34/21 36/21 41/17 44/21 45/12 46/15 48/16 48/16 51/2 59/13 61/8 65/19 66/13 67/20 69/1 69/20 74/23 75/25 76/17 79/18 81/15 83/11	U	unwilling [1] 136/22 up [35] 8/14 32/4 33/15 36/23 46/13 50/6 52/10 52/11 59/19 62/19 66/11 71/6 72/7 76/24 77/9 83/15 91/5 93/11 98/10 98/16 115/16 115/24 117/24 120/6 121/4 127/1 127/13 131/3 138/12 140/25 141/2 141/4 145/3 145/5 147/15 update [1] 145/18 updated [1] 72/4 updates [2] 129/3 148/19 upon [2] 125/14 149/11 upset [2] 98/4 140/16 upsetting [1] 67/20 urgent [5] 56/2 133/5 133/5 137/14 139/10 urgently [1] 18/8 us [94] 3/9 3/17 6/1 6/10 9/2 9/16 11/18 11/18 13/13 14/8 14/10 14/15 15/9 15/21 17/21 18/12 19/7 19/22 20/6 21/25 27/2 28/12 28/21 30/3 31/13 31/23 32/7 33/20 35/12 37/12 37/18 37/23 38/5 39/13 39/23 40/4 41/6 41/10 41/19 45/19 45/20 47/4 47/23 51/21 56/16 57/21 60/5 60/19 60/25 62/1 62/25 64/2 64/6 65/4 65/14 66/10 66/24 68/10 69/2 70/5 70/6 77/14 88/7 98/5 100/9 100/14 100/17 100/20 101/2 101/3 101/10 102/6 102/18 103/21 104/17 104/19 104/21 115/21 116/1 116/16 116/17 117/2 117/24 123/18 123/20 123/22 137/10 139/24 142/9 142/24 142/25 143/11 143/18 151/3 use [3] 78/22 142/14 142/16 used [7] 20/9 80/8 103/9 115/23 123/7	

<p>U used... [2] 142/12 142/13 useful [2] 93/1 120/5 using [2] 23/8 144/2 uttered [1] 128/8</p>	<p>92/18 95/24 128/4 visiting [10] 12/13 24/13 40/2 47/17 93/18 97/21 99/4 103/5 104/6 104/7 visitors [1] 99/17 visits [4] 7/12 48/2 61/7 62/6 vital [1] 147/22 voice [3] 13/4 61/20 63/9 voices [2] 112/1 147/25 vulnerable [2] 97/24 97/25</p>	<p>38/19 39/5 39/24 40/21 45/17 48/20 48/22 66/15 85/3 85/9 85/17 85/21 88/23 89/19 90/1 92/14 92/22 93/7 95/5 96/15 96/16 103/20 105/18 wards [5] 37/14 92/11 95/21 95/23 107/11 warning [2] 59/3 147/23 warrant [31] 91/1 91/14 91/20 91/23 129/4 129/5 129/6 129/10 130/1 130/8 130/10 130/18 131/6 131/10 131/13 132/22 133/10 133/15 133/18 134/17 134/25 135/22 136/9 136/14 138/16 138/24 139/7 139/10 139/12 139/14 145/1</p>	<p>76/11 78/17 81/21 99/14 104/19 118/3 122/16 132/12 132/24 133/1 137/1 140/5 ways [3] 37/3 46/23 57/20 we [234] we'd [9] 111/21 114/20 116/10 117/16 122/6 123/19 136/5 142/23 143/17 we'll [21] 1/4 3/10 4/1 4/6 6/15 6/17 9/1 33/18 41/9 77/1 83/3 87/3 87/8 90/23 106/4 107/18 121/10 121/11 124/25 151/12 151/13 we're [11] 23/8 24/3 28/2 35/6 53/22 83/2 85/25 118/1 124/24 148/9 150/25 we've [8] 26/22 30/14 35/3 53/11 55/25 73/2 73/4 85/25 wearing [2] 1/19 1/22 weather [1] 46/11 website [1] 2/1 Wednesday [4] 127/12 128/2 129/9 131/23 week [10] 47/16 58/7 61/17 61/18 62/2 84/3 89/4 127/24 139/8 145/3 week' [1] 57/17 weekend [6] 115/9 125/24 130/16 135/8 136/11 137/4 weekly [5] 12/22 61/7 62/7 62/8 63/3 weeks [4] 13/13 44/25 45/2 80/10 weight [2] 18/15 144/24 welcome [2] 1/11 76/6 welfare [3] 91/18 115/4 129/21 well [69] 7/11 8/18 11/19 13/18 15/11 15/13 15/23 19/25 21/18 25/25 44/12 47/15 47/15 51/16 63/15 69/5 70/5 77/24 80/2 86/17 87/17 93/9 94/14 96/19 97/22 100/8 100/12 100/16</p>	<p>100/22 101/3 101/6 101/23 102/4 105/12 106/15 108/3 108/22 110/7 110/10 112/10 112/10 113/22 114/14 115/21 117/12 117/18 118/6 119/2 119/25 121/1 121/23 122/13 123/22 124/16 128/2 129/2 132/20 135/5 136/24 137/8 138/14 139/8 139/25 140/18 140/23 141/19 142/25 143/12 150/17 wellbeing [11] 30/5 90/13 91/8 104/1 125/18 126/20 129/20 131/19 134/10 139/22 143/23 went [29] 11/10 13/20 14/13 15/5 21/3 46/8 46/10 46/18 47/16 47/20 64/11 74/8 78/16 79/12 93/11 94/15 95/14 106/11 106/18 108/3 109/15 111/9 111/13 111/16 112/8 114/19 117/1 117/13 143/14 were [140] 8/4 11/20 15/10 16/15 19/9 19/22 21/2 22/11 23/14 24/13 27/2 27/7 28/5 28/5 28/9 28/24 30/8 30/18 33/1 34/17 35/17 37/14 37/22 38/1 38/8 38/18 38/25 39/1 39/4 40/2 40/21 41/6 43/3 43/16 44/2 44/17 47/2 47/19 48/2 48/11 50/13 53/23 56/23 58/10 61/11 62/6 62/7 64/2 65/8 67/1 68/1 68/11 68/18 68/24 69/1 69/4 69/4 69/13 70/25 71/4 71/8 72/23 73/20 80/16 84/13 84/16 87/13 87/17 92/17 93/11 93/17 93/22 93/23 93/24 94/18 94/18 94/19 94/22 95/9 96/8 97/5 97/12 97/14 98/9 99/10 99/23 101/8 101/12 102/12 102/18</p>
<p>V vein [1] 35/24 verbally [2] 103/20 128/7 verdict [2] 143/7 143/7 versa [1] 100/21 very [82] 3/16 3/22 4/7 4/19 6/11 8/11 9/15 9/17 10/1 10/2 10/11 11/1 11/2 12/6 12/17 20/2 22/2 23/13 28/17 29/11 31/12 34/9 34/11 36/16 37/3 38/8 41/6 41/7 44/5 46/10 50/1 50/13 51/1 60/9 60/11 60/11 61/20 61/24 67/4 68/18 68/18 69/6 70/5 70/20 72/10 73/9 75/21 76/5 76/6 76/10 76/14 76/15 76/15 76/17 77/11 79/7 79/23 80/17 84/7 86/5 86/12 98/16 99/1 102/19 104/22 106/15 114/25 115/9 116/25 122/16 124/16 132/24 132/25 132/25 133/1 136/22 136/25 136/25 140/7 143/1 150/11 150/20 vice [1] 100/21 view [11] 28/13 41/14 66/3 108/9 108/9 118/25 119/13 120/23 124/14 139/6 146/23 views [1] 149/11 violent [1] 89/1 visibility [2] 96/19 96/20 visit [20] 8/12 23/18 36/22 37/1 49/8 60/1 60/24 64/12 64/25 65/2 93/11 93/22 95/14 95/22 99/6 115/23 126/19 127/5 131/8 140/18 visited [10] 7/15 21/20 23/7 37/11 63/3 68/12 90/16</p>	<p>W wait [1] 80/19 waited [1] 123/14 waiting [3] 122/10 149/3 149/5 wake [1] 70/9 walk [2] 33/4 37/15 walked [2] 18/16 136/12 walking [1] 95/12 walls [2] 40/10 40/19 want [58] 2/2 3/16 5/21 9/2 19/14 22/5 22/6 22/14 22/21 23/3 23/4 29/4 38/4 41/17 48/25 50/2 73/1 73/3 73/4 76/8 87/9 92/6 92/9 92/21 94/21 95/19 100/3 100/9 101/2 101/7 102/6 104/24 109/21 110/8 110/14 111/3 115/21 115/22 121/8 121/8 121/15 121/18 123/6 123/8 123/18 123/19 123/23 125/7 128/10 133/23 137/10 139/16 142/24 144/6 147/10 147/12 150/2 150/11 wanted [14] 12/1 15/1 30/8 67/7 96/4 104/13 104/20 114/18 115/17 119/8 119/15 128/1 142/19 145/15 war [1] 6/5 ward [49] 7/15 21/14 23/7 23/24 24/14 26/5 28/6 32/15 32/17 32/25 33/3 33/3 33/4 33/5 33/7 33/14 33/21 33/25 34/18 35/17 37/6 37/12 37/18 38/4 38/5 38/14</p>	<p>was [759] wasn't [52] 12/9 15/23 18/22 21/10 27/17 30/13 34/20 34/24 37/21 39/19 43/6 46/17 46/24 47/14 47/15 47/15 47/17 50/11 50/18 61/10 61/12 63/4 63/5 64/2 66/2 66/5 94/18 99/22 101/1 101/6 101/9 104/3 107/3 110/16 113/24 114/5 114/5 114/9 114/13 115/10 115/11 118/9 118/10 122/19 123/22 128/12 132/9 132/24 135/8 137/1 140/23 141/4 watch [1] 15/21 watched [2] 93/11 93/24 watching [5] 1/24 47/22 47/23 47/23 126/7 water [1] 20/20 watered [1] 42/24 waves [1] 20/13 way [33] 8/16 13/11 17/13 19/1 19/7 30/23 35/22 42/2 42/24 43/17 45/13 49/11 50/9 50/25 51/21 58/2 60/4 67/8 74/17 75/19 75/20</p>	<p>100/22 101/3 101/6 101/23 102/4 105/12 106/15 108/3 108/22 110/7 110/10 112/10 112/10 113/22 114/14 115/21 117/12 117/18 118/6 119/2 119/25 121/1 121/23 122/13 123/22 124/16 128/2 129/2 132/20 135/5 136/24 137/8 138/14 139/8 139/25 140/18 140/23 141/19 142/25 143/12 150/17 wellbeing [11] 30/5 90/13 91/8 104/1 125/18 126/20 129/20 131/19 134/10 139/22 143/23 went [29] 11/10 13/20 14/13 15/5 21/3 46/8 46/10 46/18 47/16 47/20 64/11 74/8 78/16 79/12 93/11 94/15 95/14 106/11 106/18 108/3 109/15 111/9 111/13 111/16 112/8 114/19 117/1 117/13 143/14 were [140] 8/4 11/20 15/10 16/15 19/9 19/22 21/2 22/11 23/14 24/13 27/2 27/7 28/5 28/5 28/9 28/24 30/8 30/18 33/1 34/17 35/17 37/14 37/22 38/1 38/8 38/18 38/25 39/1 39/4 40/2 40/21 41/6 43/3 43/16 44/2 44/17 47/2 47/19 48/2 48/11 50/13 53/23 56/23 58/10 61/11 62/6 62/7 64/2 65/8 67/1 68/1 68/11 68/18 68/24 69/1 69/4 69/4 69/13 70/25 71/4 71/8 72/23 73/20 80/16 84/13 84/16 87/13 87/17 92/17 93/11 93/17 93/22 93/23 93/24 94/18 94/18 94/19 94/22 95/9 96/8 97/5 97/12 97/14 98/9 99/10 99/23 101/8 101/12 102/12 102/18</p>	

W				
were... [50] 102/20 104/7 104/22 105/6 105/21 107/1 108/21 109/17 109/22 110/24 111/20 112/6 112/20 112/22 112/23 113/2 115/1 115/3 115/6 115/8 115/20 115/20 117/20 117/22 119/5 119/18 120/12 120/18 120/20 121/4 121/5 122/24 126/9 127/2 127/17 131/6 133/5 133/9 135/2 135/6 136/15 138/4 140/14 142/9 142/10 142/20 143/2 144/13 145/24 151/2	125/17 127/7 131/7 131/11 131/22 132/5 132/21 133/7 136/22 137/18 141/19 141/21 142/5 142/9 145/4 149/23 whenever [1] 20/13 where [26] 1/16 2/19 5/23 20/7 20/8 22/11 39/6 45/16 45/21 53/22 57/9 59/11 59/16 71/5 79/11 84/22 85/16 92/17 92/17 101/11 109/16 119/12 119/23 122/8 127/20 135/18 whereby [1] 101/11 whether [15] 7/19 32/7 54/16 70/25 99/3 100/5 109/9 110/24 120/23 129/4 133/10 138/4 145/15 145/19 147/12 which [53] 5/8 8/14 10/25 12/19 13/24 16/19 17/1 19/22 20/9 21/6 26/16 31/15 31/17 31/19 33/3 33/4 33/7 35/6 46/23 47/21 52/1 62/3 66/2 70/15 70/21 71/23 74/12 76/3 78/14 79/13 81/24 83/2 84/2 84/4 84/20 86/13 87/3 87/6 87/8 88/18 91/1 95/20 95/20 104/7 114/9 125/24 130/5 130/24 131/4 135/6 143/1 143/6 146/17 while [7] 15/18 24/13 37/11 45/12 58/18 77/21 80/19 whilst [5] 54/17 93/18 95/22 107/7 136/2 who [41] 1/13 2/11 6/24 7/15 8/10 10/14 11/7 11/24 12/12 19/9 22/2 24/3 27/14 33/19 34/19 38/19 42/3 48/4 52/6 52/22 61/8 62/17 63/3 65/12 75/13 79/13 81/11 87/14 90/25 91/17 91/22 107/18 122/2 123/12 126/14 130/18 130/19 132/2 135/2 150/1 150/13 whole [4] 20/19 43/25 64/22 80/5	whom [1] 79/7 whose [1] 27/15 why [23] 18/24 30/15 41/24 43/5 44/8 51/8 52/6 52/16 54/19 101/5 104/16 108/2 111/17 111/20 119/7 121/3 123/3 128/11 137/19 137/20 138/14 139/12 140/16 will [31] 3/6 3/12 8/17 8/18 8/18 10/23 12/6 12/20 28/9 28/22 46/14 62/1 62/2 66/10 76/13 76/23 80/13 80/23 86/6 86/12 86/13 86/24 86/25 113/16 145/13 147/15 150/19 150/22 151/4 151/6 151/11 William [5] 32/18 33/7 33/25 34/1 34/18 wind [1] 78/4 window [4] 15/18 92/2 93/18 139/3 wise [2] 79/20 95/17 wish [5] 3/7 4/2 145/10 149/19 150/18 wishes [2] 101/21 102/2 withdrawal [1] 120/14 withdrawn [4] 15/15 40/6 46/18 64/1 within [2] 10/24 22/15 without [2] 59/2 136/9 witness [62] 2/5 2/15 3/3 9/17 14/10 17/4 17/20 23/5 29/15 34/3 34/21 41/18 42/21 43/11 46/1 48/16 50/2 55/23 57/5 58/23 60/18 65/5 70/7 70/11 73/5 81/5 81/24 82/2 82/5 82/11 82/25 86/5 86/8 87/10 88/3 88/5 88/7 91/10 95/1 95/4 97/11 107/20 113/19 114/11 120/15 123/2 128/16 128/19 128/24 129/13 130/4 131/25 132/16 135/20 136/21 138/18 141/5 144/16	144/18 146/1 147/11 147/17 woken [1] 50/6 woman [1] 60/2 won't [5] 8/14 12/4 86/20 134/20 143/13 wonder [2] 24/23 82/4 word [2] 22/4 101/4 wording [1] 144/3 words [8] 9/3 46/15 63/13 63/14 142/12 142/15 142/16 142/16 work [5] 75/19 80/6 104/14 104/15 116/20 worked [2] 8/10 116/24 worker [1] 32/24 working [1] 41/7 works [1] 127/21 world [3] 46/25 120/13 127/14 worried [4] 55/16 112/6 122/24 137/15 worries [1] 12/14 worry [5] 8/16 60/5 108/7 110/2 110/5 worse [10] 94/2 94/14 95/7 95/8 95/9 106/10 106/12 106/18 110/14 123/20 worst [3] 106/15 111/21 137/1 would [99] 1/7 1/12 9/11 10/7 10/25 12/17 15/16 15/20 16/24 17/10 18/23 18/24 19/9 20/14 20/14 20/16 24/19 24/20 24/21 27/24 27/24 29/2 30/15 33/21 34/18 34/19 38/14 40/14 43/17 44/3 44/19 48/22 48/22 49/14 50/16 52/6 55/6 55/21 56/2 60/24 61/10 61/12 61/20 61/23 61/23 62/1 63/10 63/24 65/16 67/3 70/10 73/16 76/7 79/14 79/15 79/21 81/15 91/14 91/22 97/9 100/18 101/21 106/5 107/11 109/18 110/15 113/23 117/14 117/22 118/5 121/3 124/10 126/19 127/3 127/3 132/1	132/2 133/25 134/25 136/6 136/12 136/13 136/22 137/19 137/20 138/23 139/15 141/18 142/1 142/6 142/7 142/9 143/1 147/3 148/2 148/4 148/11 148/21 150/9 wouldn't [8] 63/15 100/14 100/23 102/5 118/18 138/25 142/16 147/2 wound [1] 11/22 wrench [1] 7/2 write [1] 150/18 written [4] 45/23 57/18 74/15 119/11 wrong [6] 4/8 9/4 75/16 105/23 142/12 143/9
			Y	
			yeah [156] year [2] 10/24 74/15 Year's [2] 20/3 20/7 years [4] 46/6 49/10 78/23 79/25 yes [404] yesterday [1] 52/18 yet [3] 130/11 134/18 147/25 you [822] you'd [6] 36/2 101/11 141/25 147/13 149/7 149/21 you'll [3] 77/3 82/8 125/11 you're [13] 13/14 18/17 53/20 56/15 67/18 76/6 95/20 96/23 99/11 99/21 113/9 129/15 148/10 you've [35] 3/9 8/3 14/8 14/18 16/8 19/3 21/18 25/9 33/22 43/13 52/14 57/8 70/7 71/20 76/22 81/23 87/10 87/21 88/6 89/9 90/3 100/2 107/10 107/12 111/12 113/1 114/7 114/8 115/16 120/12 123/24 124/22 145/23 149/19 151/9 young [5] 6/23 9/14 10/12 74/5 141/21 younger [2] 18/16 48/4 your [172] yourself [6] 18/18 18/18 35/13 57/21 92/24 145/14	

Y

yourselves [1]
99/17

Z

zero [1] 66/12