

<https://news.sky.com/story/woman-brands-her-dying-mothers-hospital-care-as-absolutely-disgusting-after-report-finds-toxic-culture-at-nhs-trust-12851848#>

Woman says her dying mother's hospital care was 'absolutely disgusting' after report finds toxic culture at NHS trust

A recent report found a "corrosive" bullying culture at the "toxic" University Hospitals Birmingham NHS Trust. Now, two shocking accounts have emerged from patients, with one former soldier alleging he saw vulnerable patients "left in their own excrement".



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Image:Carmel Solomon

The daughter of a dying patient who was left unable to reach food and drink in hospital has branded it “not fit for purpose”.

Hannah Solomon described her mother's treatment at the Queen Elizabeth Hospital in Birmingham as "absolutely disgusting".

She chose to speak out after [a damning report found a toxic culture](#) at the NHS Trust that runs the hospital could put patients at risk.

Carmel Solomon, 64, was receiving end-of-life care at the hospital in 2021 and due to COVID restrictions, visiting was limited.

Her daughter says she became increasingly concerned when she spoke to her mother on the phone and was told food and drink were being left out of her reach.

"I was told directly by my mum, and I saw the bruises, that she had had to throw herself out of bed to be able to get to a drink," she said.

Mrs Solomon also fell while trying to get to the bathroom in hospital.

"No one ever explained why she was on her own," her daughter said.

"She had been trying to call for assistance for about 15-20 minutes but nothing.

"She'd shouted out at the top of her voice more than once but, because of the ridiculously long lengths of the corridors to where the actual nurses stations are at either end of the ward, it became impossible at times to be heard.

"So then she had to get up and go herself and that was what led to the fall.

"She said she remembered falling down and hitting her head and that she just lay there and everything just went black."



Image: Hannah Solomon says her mother's care was 'absolutely disgusting'

On one occasion, the family were called in - and Hannah was horrified by what she saw.

"We'd been told that she hadn't got long to live at this point," she said. "I lifted the blanket to find a massive pool of blood."

"It's disgusting, absolutely disgusting that someone should be left in such a state in the hospital," she added. "It's not fit for purpose at the moment."

'I witnessed patients left in their own excrement'

Hannah was able to move her mother home before her death and has made a formal complaint to the hospital but is still waiting to hear the outcome.

But she isn't the only person who has contacted Sky News to share concerns about the University Hospitals Birmingham Trust, which is one of the largest NHS Trusts in England.

Patrick Gallagher, 38, is a former soldier who lost his right leg in an IED blast in Afghanistan.

Since then, ongoing health problems led to the amputation of his left leg in 2018, an operation that was carried out at the Queen Elizabeth Hospital. He then required dozens of admissions between 2016 and 2020.



Image:Patrick Gallagher

"I witnessed on multiple wards - on multiple occasions during multiple admissions - elderly, vulnerable patients being left... just being left in their own urine and excrement," he said.

He added: "The level of care I was seeing - and empathy and compassion not only towards myself but towards other patients - and the lack of care I was seeing... it was just pretty horrendous."

Sometimes he would be in agony and begging staff for pain relief, the former soldier added.

"You felt like you were being treated like a drug addict or that you just wanted the morphine for a high and that's what it felt like a lot of the time," he said.

He added: "Their attitude towards you makes you feel almost like you don't deserve the treatment you're getting and that's the way they speak."

In response to his claims, a spokesperson for University Hospitals Birmingham said: "Mr Gallagher has unfortunately not raised any formal concerns with us, therefore we would urge him to be in touch so that we can investigate the issues he has shared.

"We take all concerns seriously and use that vital information to improve how we deliver care to patients."

Responding to the claims made by Hannah Solomon, the spokesperson added: "We aim to provide the best possible care, however we acknowledge that we do not always get it right, and we are sorry where any patient or family feels there is any cause to raise any concern.

"We know that during the height of the COVID-19 pandemic, not seeing a loved one in hospital when they were unwell was

difficult for all families, and this will have added to the trauma families experienced at the end of a loved one's life.

"As the review of the Solomon family's complaint is ongoing we cannot comment further at this stage, but we will provide our response to the family as soon as possible - we are sorry for its delay and any additional distress this delay has caused."