

The inquiry must investigate whether the right to life under article ii was respected and protected.

We anticipate the inquiry will hear that people were pressured to agree to do not resuscitate notices, that people were not resuscitated, even though no such notice was in place.

That residents may have been neglected and left to starve, that families are not sure they were

told the truth about their relatives' cause of death, that the usual process for certification of death was departed from the inquiry must investigate potential violations of article three, the prohibition on torture in human and degrading treatment.

Relatives will speak of their loved ones lacking food, water and hygiene, that there was inadequate inappropriate absent or delayed medical attention, that welfare attorney's views were not listened to when it came to medical treatment, that there was inadequate staffing to provide proper care, resulting in residents suffering unnecessarily.

The inquirer will hear that when relatives tried to contact their loved ones by a video conference or telephone, their efforts were thwarted.

Excuses were given about malfunctioning ipads, problems with the wi fi network.

The excuses kept changing.

In some instances, management told staff not to share with the outside world what was going on in a home.

Families calls went unanswered over days and sometimes weeks.

On some occasions, when contact was made, families were treated with disdain as if they were an inconvenience.

Families were told their loved one was fine, only to get a sudden, hurried phone call that they were dying.

Many families witnessed remotely a significant deterioration of their loved one's physical and mental health and lockdown that was nothing to do with COVID 19.

Some suspected their loved one was suffering from neglect, dehydration and starvation.

Questions were asked and relatives were fobbed off.

The blanket ban on visits meant that care plans could not be checked.

The inquiry will hear that when records were requested after a loved one's death, relatives found that the records were missing or incomplete.

When relatives did manage to make contact over video with their loved one and witness for themselves the deterioration in their condition, there was evidence that at times, their wishes about medical treatment were ignored or overridden.

From husbands who had to look through a window at their distressed wife reaching out to a carer for a reassuring touch, or people watching their confused and distraught parents through an online or iPad communication with no ability to help or reassure.

One member spoke of visiting her mother with advancing dementia.

In late summer 2020, she had to sit two metres away and watch her mother be physically restrained from walking towards her for a cuddle with no visits, no touch, not even allowed to see others in the home.

Faces became hidden behind masks and skin.

Hungry, with no cuddles or hands to hold.

Perhaps they would be paraded out behind glass, like an exhibit at a reptile museum or a prisoner.

I was angry because the things that arrayed in his nose wasn't what the doctors were sendin me on a daily basis.

The doctors were lying me on a daily basis.

Nurses were lined at me on a daily basis.

Everything that was in my brother's notes was defined for what I was being told on a daily basis.

Did you say at paragraph 25 that he developed ventilator cesi to pneumonia?

P, yes, I said something you find out afterwards.

Yes.

So I'd a friend who, whose husband had also been in an hospital with COVID, and he was on maximum oxygen for three weeks.

So what I can understand is why, evently, I best Ben pushed on my brother aim, because I didn't, at that time, I didn't know about all infections he had.

It also gained, like over full stone and weight, which was fluid.

And they told us it was only inflammation.

The funeral directors was the ones that says to me, they say they used to have a thing called, like a cremation form for something.

If they had a shoe of the cause of death, which was on the death certificate, then they would get in touch with us people.

They'd tuck a box.

And I asked them directly, I says, if you still had their forms, if they still existed today, because they Dunn away with them, they stopped doing them

as he's.

I says, would you have tucked that box to say that you you've got consumed with the cause of death for my brother's death certificate?

And he says to me, yes, I swastim.

I says, mom, mum's no dining or COVID mom's dino starvation in dehydration.

And you just had to look at mom, see, that rise was right back your head.

O, k, thank you.

Must of giv rajack there some more.

By that time, I hadn't came up.

My da.

I was always under the impression, never giving mamma morphin, because I'd fought with em, noggy mamma stuff, an any dick.

So she work involved and stand by, so sure, but you can't get so up for out the money.

But he might to get me in a bank hot, if we can't, to call me and see, because that's here.

I said, you skee mum on powder, came in some kind use, charged me montere fen, hampste, my mum.

But we won't know, I dat, we want o'er to day irrithin.

We want no ty tin, right?

We wonder we were deprive an em de people, mamma, mis depriety.

Everything is not I could do.

She was deprived, all thee things, pull go and care home, to say that my dad was failing.

He was agitated.

He'd been shouting for help.

He'd been wandering into other rooms.

So he was so mobile that fungum on his arms and knees trying to get to the toilet.

I was then told they were going to introduce end of life medication, which would be madar's alarm, and if needed, and morphine.

And I was shocked.

I was the time that the serative that she was given is one called madazalam that's great.

And we've heard about madaslam from other witnesses, and I think it is associated with end of life care.

She was always given two other drugs that were part of the names of life political.

And what's your reaction to learning that.

I'm very angry and very upset about it.

You subsequently ascertained that there was, I do not resuscitate not a single relation to your ground.

That's great.

I can't just explain how you came by that information.

We had heard that there was a possibility that there was a do not necessitate order.

After my grandmother had died, we'd heard from the solicitors talk that there was a do not resist the order in mcgrand's file, but nobody had ever seen it, and so we didn't know the few facts of it.

But when I actually sat with the inquiry team to give us a statement, my solicitor, do not necessity order.

And it had my name on it, and it was dated on the second of November, sorry, I've got copy of it, but m it's Ken block half letters was my name, so I was not a, not, your normal's it's not my signature at all.

And she said, off your father's duck comes out as not going back in agin yum.

So it wasn't just that, she might even have thought, that there's not much they can do, and phrase it poorly.

It was that even when there is something they could do, they didn't want to have to repeat it.

It was ill.

And chance than that was ill that she was, this does not even he free a falle, this nobody back.

I'm not getting a notgin if it were just going to let em die.

So it made me feel.

That was very upsetting.

D'you tell us about that phone call, an, what your doctor said to you, an how you responded.

I was surprised to get a call from hand.

She just said, m, I mean to ask if you'll agree to have a dear on your file.

And I was kind of taken aback.

I certain I don't think my family would like that.

And she said, but what's about what you want.

As if I would want to die.

But they asked them.

They say that dear eh and if orn't terrified, and you know, if he was asked once, or if he's asked a number of acute, five times, five times, five times that night, or five times within 24 hours.

Also, land about er, I do not resuscitate, and I'm not a sin relation to you, father Bon.

And you describe that a parados 29 to 32 reaction to learn.

And that extremely angry, found out through a staff nurse, that when they said that dad had taken cray, l'ad asked, well, will I go to intensive care?

And they said, no, ah, do not necessarily had been signed.

And have that been discussed with you?

No, you have a power of returning.

I got, and it was nasty, so it was not discussed with you.

No, my personal view was that they just seen a man 83 dress.

The dress came for a nurse in home, and TV was disposable.

And you know what it felt like?

It felt like I was going to the zoo.

I'm watching animals on display in the z.

Don't touch, don't touch, don't go near them.

Don goin em.

These were my parents.

These were my parents.

By the next winter, we were about to square one there's.

Lots of people not gettin in there with lots of people, whoever em, they dwelling into isolating people really badly that year.

I mean, that was terrible.

There was people bein, isolated for, people were coming in the group sayin, my mum's, been stuck in a room for 45 days, you know how you siw where, sapius corpus and this, you don't mean surely cannot bang people up in a room for that length of time.

So, wearin a mask, an bein, out in a cold garden.

When I visit ed, there was like a gay in place, what sort of reminded me about of like a prison zoned birdslike shieldin and protection, which sound very soft and ber looking after, you know, as the harsh reality was, people were just shut off and isolated.

Was there a difference between the language and the yes paragraph?

should be consequences of these window visits?

I mean, there was just nothing compassionate about them, and the fact that people had to wear

Masks and a closed window.

And, I mean, I always used to say, if you put your dog,

I like doctor, if you put your dog in quarantine and then said to the owner, well, you

can go and weave and knock at the window so that your dog can see you but

you're not allowed to go in.

Would people not say, well, that's pretty cruel.

Well, to my mind, that's what we did to human beings.

You know, they're in a care home.

They are.

Some have made Co conditions.

Most had dementia.

But there were essentially people with needs who needed support.

And that could be seen.

That, to me, was just nobody had looked at the whole aspect of just Loving your daily life.

Everything was around this pandemic.

And everybody was, there was chaos everywhere just seemed to be frightened.

Or looking beyond what was actually an individual sitting in front of you, nobody seemed to make these, nobody seem to recognize that these were individuals with needs.

And it wasn't rocket signs.

We didn't need all the yes, we had to be careful.

But what we really needed was, what was in here, that empathy, that understanding, that ability till lessen an in to make a decision.

And I felt strongly that nobody, the common sense, been out the window.

Whenever a ditchest went by, what was being instructed?

Er, tell me about the two speakers you would kill.

There was no tests available.

I understand at that time, I'm personally not convinced mam had COVID aft.

The consultant told me that clover did not go Craig, but resulted in his death, had he been able to assess an obtition and have an examination that he normally would have done precovid, he could have been saved, he would have had another operation, and he would still be Loving to day.

We want answers, my family and thousand of other families, want the government to be held accountable for their incompetence, their ignorance and their disrespect to all those that died.

They burned just the number, but they were cheated as a statistic.

They were our life.

They were our family.

They were human beings.

And they seemed to forgave.

Our bodies were just discarded like toxic waste.