



Sue Ryder

Investigation Report

following allegations made as part of Operation Yewtree
and Sue Ryder - Wheatfields Hospice

A report for The Council of Trustees

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1. Introduction

Operation Yewtree published its report on the 11th January 2013 and detailed incidents of abuse relating to the former TV presenter, Jimmy Savile dating back 50 years. The scale both geographically and across the years was unprecedented. Following publication of this report, the organisations that were referred to in relation to incidents were instructed by the Department of Health to undertake their own investigation into historical events. The Chief Executive of Sue Ryder and the Trustees via the governance group, Health and Social Care Sub-Committee commissioned this investigation.

The incident highlighted in Operation Yewtree is the only known incident that has emerged associated with Wheatfield's Hospice and relates back to 1978 and the opening event for the hospice. These events occurred before the facility was operational as a hospice and therefore before any patients were admitted. The incident involved a young woman under the age of 16 who was attending this opening event. The incident included inappropriate touching of her leg and inappropriate comments - all of which occurred in a public place.

Sue Ryder is committed to work to the same criteria as NHS organisations undertaking investigations, that is, Kate Lampard, appointed by the Secretary Of State for Health is providing assurance to the Secretary of State about the quality of the reports but not oversight of the investigation in Sue Ryder. There is recognition that whilst as a Charity, Sue Ryder does not have to share its findings with the Department of Health, it has fully agreed to share all findings and its report to ensure any knowledge gained was shared with the wider health environment, the public and the Department of Health. Sue Ryder's CEO and Lead Nurse joined a conference call with the Department of Health on the 31st May 2013 outlining Sue Ryder's commitment to working with the Leeds Teaching Hospitals NHS Trust investigation and provided a further up-date via email on the 31st July outlining the same. In addition, the findings of this investigation have been shared with Sue Ryder's Trustees on the 3rd September, at the Health and Social Care Sub-Committee and with Sue Ryder's regulator the Care Quality Commission (CQC).

2. The wider Leeds context

There were a number of allegations relating to Leeds General Infirmary and St James Hospital (now Leeds Teaching Hospitals Trust). A discussion was held between the Director of Health and Social Care, the Regional Manager for Wheatfield's and a lead investigator for Leeds Teaching Hospitals. It was agreed that Wheatfield's would not carry out a separate interview with the victim, but that the interview would form part of the wider Leeds Investigation.

The Lead Nurse for the Charity met the victim on the 16th September 2013, to share the Wheatfield's report, to verify the accuracy of her account and to ascertain if there was any additional information she wished to add. There was no additional information provided at this time to the Lead Nurse, and the victim verified her account of events.

The rationale for inclusion of the Wheatfield's victim's interview into the wider Leeds investigation was to prevent the victim from having to repeat a distressing account more times than was necessary, and to ensure a joined up approach, thereby preventing silos of information about Jimmy Savile's activity in Leeds Health environment. The lead investigator for Leeds Teaching Hospitals Trust agreed that the transcript from the interview would, with the victims' permission be shared with Sue Ryder's Director of Health and Social Care, Lead Nurse, Regional Manager and Trustees.

The victim's summary and identity is referred to as N27 - this is to mirror how this individual is referred to in the wider Leeds report.

3. Terms of reference

- To investigate the alleged incident.
- To examine and account for Jimmy Savile's association with Wheatfield's Hospice, including any approval for involvement in fundraising activities.
- To review the timeline for the alleged incident and look at historical data to ascertain what fundraising activities took place involving Jimmy Savile.

- To look at policy and practice at the time of incident and at current policy and practice to determine whether it is likely that an incident such as this could happen again.
- To liaise with the Leeds Hospitals NHS Trust investigator who was interviewing the Wheatfield's victim as part of the wider Leeds investigation.
- To look at historical data relating to opening of the hospice and associated fund raising activities, interviewing where relevant retired/ex employees.
- To report findings and recommendations to the Director of Health and Social Care, CEO, Chair of Trustees and Trustees via the Health and Social Care Sub-Committee.

Limitations of the investigation

- This incident was of a historical nature and written records were limited due to the incident occurring at a public event in 1978 before the hospice was operational as a facility providing healthcare.
- The associated policies and procedures for delivery of healthcare and management of this would not have been in effect as the facility was not operational at the time of the incident.
- The incident was not reported at the time by the victim, her family or anyone attending the event.
- The incident (as reported by the victim) occurred in full view of attendees at the event and the significance was not realised at the time

Support for the victim

The victim was offered support via the Leeds Teaching Hospitals NHS Trust investigation. During the Lead Nurses' meeting with the victim on the 16th September, it was ascertained that the victim was offered and aware of the range of victim support available.

4. The approach taken

The old minutes from the House Committee prior to the opening of the hospice are no longer available, having been destroyed – this is in line with the management of paper records across the Charity and the retaining of these records would have been exceptional. Sue Ryder's archiving and retention schedule outlines that agendas of board meetings, committees, sub-committees (master copies, including associated papers) should be retained for 30 years. The incident occurred in 1978, over 38 years ago. This meant that the Regional Manager was reliant on oral histories from ex-employees for events dating back over 30 years.

The incident occurred nine weeks before the hospice was operational as a health facility; historical documents for safeguarding children and the role of volunteers in fundraising were also not available.

The Regional Manager contacted retired employees and ascertained their knowledge of how Jimmy Savile came into contact with the hospice as a fundraising supporter before the opening of the hospice (the first patient was admitted mid August 1978).

The current organisational policies were reviewed to ascertain if the current procedures and policies were adequate to prevent/minimise an incident of this kind occurring.

- Recruitment Guidelines and Procedure
- Safeguarding Children and Young People
- Whistleblowing Procedure
- Safeguarding Adults-England
- Complaints Policy and Procedure
- Dignity at Work Procedure
- Information Governance
- Archiving and Retention of Records Schedule
- Disclosure and Barring Service (DBS) Procedure-including Volunteering roles which are subject to DBS

5. The incident

The following is a summary of the incident; the victim was interviewed as part of the Leeds Teaching Hospitals NHS Trust investigation. The following vignette is also in the wider Leeds investigation, hence the number “N27”

In the late 1970s, V was a girl aged under sixteen years old. She won a prize from her school to attend the opening event for Wheatfields Hospice in Leeds.

She recalls being innocent and ‘young for her age’. Advised to dress smartly, but not wear school uniform, she wore a dark skirt suit belonging to her mother. Because of a medical problem, she had been advised against wearing tights or tight clothes, so wore stockings under the suit.

V recalls being excited about going to the event, and looking forward to meeting ‘the’ JS. The seats for the various guests were arranged in a horseshoe shape in a large room, and she was seated near to the centre of the front row when he entered the room.

He approached her directly, asking her age and what she was doing there, and saying ‘squeeze up’ as he wanted to sit right next to her. As he sat down, he stroked her leg and on feeling the suspender belt under her skirt, stared at her before announcing ‘grownup, wearing stockings, goodness gracious me’ to the room full of people.

V felt humiliated and embarrassed, ‘like a rabbit in the headlights’. When she went home, she told her mother what had happened who was dismissive and advised her to ‘grow up’. V didn’t tell anyone else.

This is the only reported incident from Wheatfields Hospice. It is important to note that this was in a public place, with a number of people present; this incident could have occurred at any public event.

The distress caused at the time was acknowledged from the victim's interview statement; however this was not raised as a complaint or concern to anyone at the hospice (either by the victim or subsequently by her mother). It does not appear that any other person attending the event raised a concern about the incident; therefore there is no record of this within any complaints process.

From the description of the event given by the victim, and from documented information regarding the hospice opening event, and from local media reports at the time, it can be concluded that this incident occurred at the formal opening of the Hospice on Wednesday 21st June 1978. The Hospice was formally opened by Jimmy Savile, along with the Lord Mayor of Leeds, Lady Ryder and invited guests. The Yorkshire Evening Post covered the event.

As outlined earlier, the formal opening of the hospice occurred before the first patient was admitted in mid August 1978, some 9 weeks after this event.

6. Wheatfields Hospice - Background Information

In 1975, the lack of a dedicated Hospice in Leeds was acknowledged to be an issue within the local health and social care community and a drive to establish a Leeds Hospice based on similar models elsewhere in the country gained momentum. Given both Lady Ryder's Leeds connection (she was born in the city) and the established Sue Ryder Hospice in Oxenhope, members of the Sue Ryder Foundation and Lady Ryder of Warsaw met local members of the Leeds Hospice Steering Committee early in 1976. Over a three year period there was a local appeal and numerous fundraising activities to purchase a suitable building and refurbish this as a Leeds Hospice.

The building "Wheatfields" was purchased from Leeds City Council in 1976, but it could not be released to be refurbished as a hospice until the local social services moved out into new premises in 1977. Work commenced on refurbishing the building in April 1977 and at this time the local appeal to both buy and refurbish the hospice was almost half way towards its £100,000 target. The appeal was both well

supported and reported locally in the Yorkshire Evening post. The hospice, from its beginning has been part of the Leeds community, as well as part of the wider Sue Ryder charity.

The size of the building and the inpatient unit is small and at the time of opening the unit in 1978 there were 22 beds. Today the unit has 18 beds; the majority of these are single en-suite rooms, with a single 3 bedded bay. This size of unit and the high staff to patient ratio means that the opportunity for any individual to move about unsupervised (and therefore unchallenged) is limited.

7. Jimmy Savile's association with Wheatfields Hospice

Interviews with staff who worked at the hospice during the late 1970s and 80s identified that Jimmy Savile was not a regular visitor to the hospice. His visits to the hospice are summarised as

- Attending the opening event 21st June 1978
- Attending the first garden party 21st July 1979
- Attending a garden party in the late 1990's
- Attending the 25th anniversary event in 2003

There is no evidence, or reports from staff of Jimmy Savile attending the hospice at any other time. There are no reports of Jimmy Savile being unsupervised or familiar with the day to day working practices of the Hospice. He was not a regular volunteer at the hospice or a regular supporter at fund raising events for the Charity. The documented events he attended were large public events reported in the local press.

Summary of findings from interviews with staff who worked at the hospice at the time

Date of contact	
19.06.13	Nurse 1: confirmed that JS had been involved in Wheatfields in the early days in Fundraising events. Nurse 1 said that in those days JS was a very well known personality in Leeds and felt that he would have introduced himself to Wheatfields; she said that this was how he 'worked', he was involved in many things. She did not have any other information.

18.07.13	<p>Nurse 2: felt that someone from the original House Committee for Wheatfields could have suggested inviting JS to the Wheatfields opening. She was not sure who, but said that at this time JS was 'up and going' doing many things for Leeds and she thought that the House Committee might have felt it would be good publicity. Nurse 2 confirmed that JS came to help open the building, came (<i>the following year</i>) to open the first garden party and attended the 25th anniversary. Nurse 2 said that JS only came in to the hospice building once and was asked to put his cigar out. She said that he never came back to her knowledge.</p> <p>Nurse 2 did not know of any links or contacts that brought JS to the hospice and did not know of anyone on the House Committee who knew him personally.</p>
18.07.13	<p>Nurse 3 confirmed that she only saw JS once at Wheatfields and this was at the official opening. Nurse 3 said that she had thought it was an 'odd choice' to ask JS and did not think he was the right person for this. Nurse 3 has no knowledge of how or why he was introduced to Wheatfields and no idea who the first person was to invite him to Wheatfields.</p>
30.08.13	<p>The Fundraiser confirmed that the fundraising team she worked with during her time at Wheatfields (1995 – 2007) had invited JS to attend a garden party in the late 90's and also the 25th anniversary as a local celebrity. These appearances were free of charge and had been arranged through his PA Mavis. The Fundraiser was aware of the 'sense of history' that JS had with Wheatfields due to his attendance when the hospice opened and she confirmed that was the reason for him being asked to attend these subsequent events.</p> <p>On the day of the garden party, she (the fundraiser) had collected JS from his home. The plan was to collect him in an open top car, but it was raining. So instead she collected him in the hospice van. He was transferred at the bottom of Grove Road and was then driven through the hospice grounds in an open top car.</p> <p>At this event, the Fundraiser appointed herself to escort JS the whole time as a matter of courtesy, so he 'wasn't abandoned'. JS had insisted on visiting all the stalls at the garden party to thank all the volunteers individually. He would not stop for refreshments, but met everyone, shook hands and posed for photos.</p>

	<p>Later on this day a mock 'Jim'll Fix It' event had been replicated by the Fundraising Team as a surprise joke for the then Hospice Manager, who had written to Jim'll Fix it years previously.</p> <p>After thanking the volunteers JS was taken by her in to the Day Hospice Unit (which was closed to patients and set up as a café) for a cup of tea; he lit a cigar and she had to ask him to put his cigar out several times. JS was very unwilling to do this, but she insisted that he did so.</p> <p>At the 25th anniversary in 2003, he arrived with his PA. This event was in the closed Day Hospice Unit, again – set up as a café and closed to patients. The fundraiser said that JS was 'sleazy' with staff, but sociable with people at the event, shaking hands and posing for photographs. The Fundraiser throughout her time at Wheatfields did not know of any connection that JS had either with Wheatfields staff or the House Committee – other than being asked to attend these events when the Hospice was up and running.</p>
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Abbreviations

JS – Jimmy Savile

Nurse 1 – One of original nurses when Wheatfields opened

Nurse 2 - One of original nurses when Wheatfields opened

Nurse 3-- One of original nurses when Wheatfields opened

Fundraiser – Fundraising member of staff at Wheatfields 1995 - 2007

8. Conclusion

On balance the victim's statement is consistent with the written accounts of the opening ceremony at Wheatfields Hospice and JS's attendance at this event. The Lead Nurse found the victim to be a credible witness, however due to the length of time between the incident and it coming to light there are no further witnesses to confirm this. The authors conclude that this was no doubt an opportunistic assault which could have happened at any public event and it is unlikely that something could have been done to prevent what happened at the hospice public opening. The attitudes and tolerance towards reporting and acting on such incidents were very different in 1978 which may explain why this was not reported at the time.

This reinforces the comments from the lead investigator for Operation Yewtree that JS effectively "groomed a nation". It appears that the event was manipulated by JS with regard to his choice in seeking out a young woman in a public place, asking her age and ensuring he was sitting next to her. Indeed from the victim's statement there was no attempt to hide his activity or his interest in her.

The importance in conducting this investigation in partnership with the Leeds Teaching Hospitals NHS Trust will enable greater overview of information and any names/contacts which repeat over a geographical area and timeline. Therefore, as a charity we are unable to comment at this time if any information provided is of interest to the wider investigation.

Interview conclusions

None of the staff interviewed reported any knowledge of the specific incident relating to the opening event. Staff who were interviewed reported a general unease; however, their unease was consistent with reports in the national media regarding JS, which followed the publication of Operation Yewtree. The investigator is unable to substantiate the victim's account from the staff interviews.

Policy conclusion

The current Sue Ryder policies and procedures reviewed were within date (reviewed at least within the last three years) and available across all directorates. The DBS procedure clearly outlines which roles are subject to checking via DBS. The organisation has clear policies and procedures in place. In the Healthcare Directorate these DBS processes are subject to audit and inspection.

9. Recommendations

The Sue Ryder organisational recommendations are listed below and these will be incorporated in an action plan reporting to the Health and Social Care Sub-Committee, any additional learning arising from the wider NHS investigations following their publication will be considered for their relevance to Sue Ryder and appropriate action taken. This will be led and monitored by its Director of Health and Social Care.

Recommendations

- Reinforcement of the need for Sue Ryder to continue to operate rigorous safeguarding and vetting procedures for staff and volunteers across all directorates and incorporating this into the Internal Audit Plan for 2013/14.
- Reinforcement of the importance of supervised celebrity activity/support to ensure no uncontrolled access to vulnerable people is gained and to communicate this via the Hospice and Centre managers and Fundraising managers forums.
- To ensure that the ability to raise a concern or a complaint is well advertised at both a centre level and via our website and that Sue Ryder's Complaints Policy reflects this change.

Appendix A

Investigation Team Biographies

Sue Hogston qualified as a Registered Nurse in 1987; she has practiced continually since that time in a variety of clinical, governance and teaching roles. From 2007 to 2011 she was the lead professional in Leeds community provider trust, which encompassed a senior clinical governance role. She has been the Lead Nurse for Sue Ryder since February 2011. She has a special interest in the management of patient safety and clinical risk, undertaking a post graduate qualification in this area of professional practice in 2007. She has a BA (hons) (Public Health and Politics) which she obtained after part-time study combined with a district nursing role and graduated in 1992. Currently she is the organisational lead for the Care Quality Commission and Scottish Care Inspectorate for the registration of new services and on-going compliance of existing services. She is the author and lead for Sue Ryder's Quality Account and the organisational lead for the Francis report programme of improvement across directorates in the charity.

Samantha Cheverton qualified as a nurse in 1991; she spent five years working at St Thomas Hospital in London mainly in medical, surgical and palliative care wards. She then moved to St George's Hospital where she worked for a further 5 years in general surgery and urology as a Nurse Manager. In 2001, she became Hospice Manager at Sue Ryder – Wheatfields Hospice in Leeds, delivering specialist palliative care services to the local community. In 2011 she became Regional Operations Manager for the North of England working across the Charity's health and social care services in the region, which includes care home for older people, neurological care centre, extra care housing unit and two hospices. She is also the palliative care lead for the organisation

Appendix B

List of Documents Reviewed

Safeguarding Children and Young People (April 2013)

Complaints Policy and Procedure (April 2013)

Reporting, investigating, managing and learning from serious incidents (July 2012)

Recruitment Guidelines and procedure (July 2012)

Whistleblowing Procedure (January 2012)

Safeguarding Adults-England (July 2011)

Dignity at Work Procedure (January 2012)

Information governance (March 2010)

Archiving and Retention of Records Schedule (July 2013)

Disclosure and Barring Service (DBS) Procedure-including Volunteering roles which are subject to DBS (September 2013)

The Wheatfield's Story 1854-2002. Ronald Nelson Redman (local history book with images of opening events)