

# Pazjent aggressiv f'Male Ward 7

5 messages

<[REDACTED]>

Fri, 23 Dec 2022 at 18:46

To: customercare.mhs@gov.mt

Qed nibghatilkom 2 recordings:  
[record20221217161601.3gpp](#) [record20221223084611.3gpp](#)  
li minn isimhom wiehed jista' jasal ghal meta gew irrekordjati f'Male Ward 7.

Is-Sibt 17 ta' Dicembru '22 f'mument minnhom pazjent X [REDACTED] iqu u jibda jaghti kemm jiflah daqqiet ta' ponn kemm Alla jtiha sahha fuq pazjent iehor RG li kien ghall-affari tieghu jara l-partita tat-tazza tad-dinja, nahseb lahaq tah mal-20 daqqa sakemm in-nurses indunaw u rnexxielhom b'xi mod iwaqqfuh, dan kollu ghax issuspetta hazin f'RG li ghamel xi haga f'ismu jew qal xi haga fuqu meta m'ghamel assolutament xejn minn dan. L-ewwel recording jittratta ftit sekondi wara meta t-tensjoni kompliet tishon b'dan X [REDACTED] jinstema' sew jitghajjar "f'ghoxx id-demmi tieghek" u "ja liba l'hu", apparti kliem ta' ntimidazzjoni li joqtl lill-pazjent RG, ecc, b'RG lanqas biss lissen kelma tghid ipprovokah jew ipprova jieqafu, ghandu xorti sa jimxi ftit izappap minkejja li ghadu zghir fl-eta side effects tal-pirmli li jbellghulu. Gabulu t-tabib lil X [REDACTED], sa incident report sar, izda meta gew biex jghidulu x'ghamel in-nurses ghax ukoll intimidati minnu, u quddiemu jibzghu minnu, ppruvaw ibengluhielu kemm jistghu ma jmorru jispicaw jaqalghu xebgha huma, hekk li nkredibilment mhux talli ma giex transferit ghal sala ohra jew laqqghat xi njection biex jikkalmawh kif jigri ssoltu jgibuh li kien aggressiv, jew ziedulu l-pirmli, talli lanqas il-main garden ma qatghulu biex dan RG u pazjenti ohra ghadew lej l-imbezza li dak li m'ghamilx fil-ghodu jkomplih bil-lejl jew jehel xi pazjent iehor mieghu. Tista' tahseb it-tabib spicca gie biex minflok dewwa lill-istess X [REDACTED] ghax bid-daqqiet ta' ponn li ta jidher li hariglu xi demm jew wegga idu, biex tara x'ironija dik.

Ir-recording l-iehor jittratta avveniment li sehh dal-ghodu l-Gimgha 23-Dec-22. Din id-darba l-istess X [REDACTED] bhas-soltu kollu arditizmu beda jpejjepp apposta fis-sala flok dahal fl-ismoking room. Kien nursing aid wiehed biss NS li f'isem pazjenti ohra li jdejjaqhom it-tippj azzarda jikkonfrontah mill-istaff kollha, li biex tkompli tghaxxaq ghax intimidati minnu, hadd m'azzarda jtiha kelma ta' appogg, u hallew lil dan X [REDACTED] jinsulentah u jizzuffetta bih jghidlu li hu biss irid jindahal haddiehor hadd ma jkelmu, biex tara kemm hi vili, daqshekk kompla rabba arja ghax ma jsib lil hadd jieqafu, issa dan kien qed jinsulentah staff kollega bhalhom u ma tawhx appogg, ahseb u ara jekk il-vittma jkun pazjent kemm se jsib appogg mill-istaff kif gralu dak RG baqa' bir-riha tax-xebgha li qala' nnocentament kellu xorti ma spiccx l-isptar jew addirittura fil-qabar. Sa ncident report iehor sar imma bhas-soltu xejn passi kontrih. Dan anki meta X [REDACTED] jigi biex jinhasel, jinhasel specjali l-ahhar wiehed wahdu u kulhadd jibza' jikkonfrontah, l-istess kien dan in-nursing aid NS li darba azzarda jikkonfrontah, X [REDACTED] mhux talli ma tax kazu talli beda jghajru, NS hareg mis-showers ifittex l-ghajnuna ta' staff ohra u hadd, imma l-veru hadd, m'azzarda jlisinlu kelma t'appogg, il-veru staff qedghin hemm ghan-numru mal-pazjenti arditu jaqghu fil-mutu jibqghulek bil-qedgha l-ufficju jew l-aktar johorgu jaraw ix-xena cassi halli aktar jaghmel arja dak X [REDACTED] jarahom jimmutaw quddiemu.

Dawn ir-recordings tistghu tghadduhom lin-nursing aid NS jew lill-Pulizija bhala evidenza, biss zommuni anonima, fis-sala bejn staff u pazjenti nassumi hemm aktar minn bizzejjed jekk tridu xhieda kontra dan X [REDACTED].

Kont se nhallih barra imma qed ninkludi recording iehor  
[record20221203133023.3gpp](#),  
sfortunatament il-kliem ma tanx jinstema' tajjeb imma kien jinvolvi lill-istess pazjent X [REDACTED] fit-3-Dec-22 jaghjar dik id-darba lil carer Malti JoCam ghax issuspetta li qal xi haga fuqu. Ghax dan il-povru carer mhux tas-sala, jigi darba kultant, l-istaff hallewh izolat wahdu jaghju galor, kif l-istess jaghmlu meta jitghajjar ma xi pazjent, ukoll lanqas incident report m'ghamlu jew gabulu tabib daqshekk habblu rashom. Biex tara kif f'dawn ic-cirka xahrejn li ilu fis-sala dan X [REDACTED] ilu mil-bidu jintimida lil kulhadd, illum jhedded lil dak u ghada lill-iehor, u l-istaff jibqghu ma jitnifsux ma jiehdus passi lanqas biss jikkonfrontawh jew iwissuh, bl-eccezzjoni ta' dak NS darba tnejn u baqa' ma sab appogg minn hadd ikollu jaghlaq halqu hu ukoll, daqshekk sitwazzjoni tal-biki.

Nispera biss li issa b'din l-evidenza extra f'idejkom tal-klima ta' terror li johloq dan il-pazjent, tiehduhom il-passi, ghax jekk isir xi ncident iehor minnu adirittura fuq xi pazjent iehor, tigu daqstant iehor intom komplici issa li nfurmati addirittura bl-evidenza, dan immagina ragel jaghti daqqa lllum lil mara, daqqa ohra ghada u mal-ghaxar wahda tispicca tkun fatali, ikun responsabli dak li l-mara nfurmat mal-ewwel daqqa u baqa' ma hax passi immedjati, ghax kieku ha passi mill-ewwel taf ma kienx iwassal ghall-ghaxar wahda, u daqstant iehor intom, sar incident report mal-gimgha ilu, iehor illum, x'qed tistennew? Nghid jien, dak kif is-Seclusion li suppost tintuza biex jinqafu pazjenti temporanjament li jkun aggressivi, spiccat tintuza biex fosthom qfiltu pazjent ghal xhur shah li qatt ma kien aggressiv (fil-fatt lanqas m'hemm incident report jikkorrispobdi mad-data tat-transfer tieghu hemm kif suppost isir f'kazi bhal dawn) u jidher li ghadu maqful hemm ghax hadd ma jridu fis-sala tieghu, u mbaghad wiehed bhal dan X [REDACTED] ixxamplat jhedded lil dak u lill-iehor u hadd ma jista' ghalih? Nista' nobsor xi tkun il-mossa taghkom, mhux talli ma titfghuhx f'sala ohra talli taraw kif tehilsu minnu tohorguh barra illiberat bil-leave jew xi haga simili. U mbaghad jaghmel incidenti simili darba jkun barra, araw kif se tirrispondu meta qed innizzel kollox bil-miktub.

[REDACTED]

3 attachments  
[record20221217161601.3gpp](#)  
3.6 MB

[record20221223084611.3gpp](#)

681 KB

[record20221203133023.3gpp](#)

427 KB

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**Customer Care at Health-Mental Health Services** <customercare.mhs@gov.mt>

Sat, 24 Dec 2022 at 12:36

To: [REDACTED]

Cc: Gafa Maria at Health-Mental Health Services <maria.gafa@gov.mt>

Good afternoon Ms [REDACTED],

Kindly note that your email was forwarded to the authority concerned.

Ms [REDACTED] I take this opportunity to wish you and your loved ones a most blessed Christmas and a prosperous New Year 2023.

Thank you & best wishes

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Regards

**Alexander Emanuel Cauchi**

Customer care officer

Mount Carmel Hospital

Health-Mental Health Services

t +356 23304444 e alexander-emanuel.cauchi@gov.mt

<https://health.gov.mt> | [www.publicservice.gov.mt](http://www.publicservice.gov.mt)



MINISTRY FOR HEALTH

MOUNT CARMEL HOSPITAL, TRIQ NOTABILE,

ATTARD, MALTA

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**Customer Care at Health-Mental Health Services** <customercare.mhs@gov.mt>

Tue, 27 Dec 2022 at 11:13

To: [REDACTED]

Cc: Gafa Maria at Health-Mental Health Services <maria.gafa@gov.mt>

Good morning Ms [REDACTED],

Kindly provide us as instructed your copy of ID card please.

Thank you & best wishes

Regards



Alexander Emanuel Cauchi

Customer care officer

Mount Carmel Hospital

Health-Mental Health Services

t +356 23304444 e alexander-emanuel.cauchi@gov.mt

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Tue, 17 Jan 2023 at 20:08

To: stephanie.xuereb@gov.mt

CEO Sptar Monte Carmeli,  
Dr. Stephanie Xuereb,

Wara li fuq xahar ilu ktibt lill-Customer Care tal-isptar immexxi minnek biex jittiehdur passi kontra pazjent X [REDACTED] mill-aktar aggressiv u ardit li jinsab f'Male Ward 7, mhux talli ma sar xejn talli xi gimgha wara lill-istess pazjent tawh aktar permessi beda johrog addirittura bil-leave. Customer Care bazwi w inkompetenti fil-veru sens tal-kelma lanqas jafu xi tfisser "zommuni anonima" gew jitolbuni kopja tal- ID card, lanqas meta tikteb il-Pulizija b'mod anonimu ma jiffittaww ghad-dettalji u dawn il-qabda llitterati li ghandkom gew b'dawn il- hmerijiet biex forsi jibdwew jinvestigaw xi haga ahseb u ara kemm hadu passi fuq reati gravissimi li semmejlthom. Ghax ma hadux passi, it-terror mill-istess pazjent f'din is-sala baqa' ghaddej galor ghal xahar iehor, mhux biss fuq pazjenti, imma anki ma certi staff, qed nibghatlek 2 recordings ohra bid-data tallum 17-Jan-23 ma li ghandhekk issib fit-thread ta' din l-emails, jinstema' jidghi u jhedded staff ghax riedu bilfors jaghmillu toast fil-hin li ried hu meta f'dawk il-hinijiet ma jitqassmux affarijiet simili, u lanqas li kieku m'ghandu qatt jiehu l-ligi b'idejh jinfex jidghi u jhedded, jitterrorizza sala shiha, etc. Kieku kien pazjent iehor, TAF SEW li kieku ilhom li qatghulu l- permessi kollha, qaflihu f'xi sala bhal l-MSU, ziedulu d-doza tal-pirmli, poggewh fuq l-injection, etc.

Li kieku hadu passi mill-bidu li dan il-pazjent gabuh f'MW7 u beda jaqbad mal-pazjenti jheddidhom u joffendihom, taf ma kienx imur pass oltre jibda jaghmel l-istess mal-istaff, lill-carer JoCam fit-3-Dec-22 ma kienx jheddu jaghju "F'ghoxx il-mejtin l'ghandhekk u dawk li qghad iridu jmutulek" ghax jidher li ssuspetta hazin fih, fis-17-Dec-22 ma kienx jaghti kemm Alla tah sahha daqqiet ta' ponn lill-[pazjent RG](#) ghax jidher li ssuspetta hazin fih (u dan imbezza' minnu ghax baqghu ma hadux passi spicca talab li jittrasferixxuh f'MW1 biex jiskansa xi xebgha ohra), ma kienx jhedded jaghjar lin-Nursing Aid NS fit-23-Dec-22 (ghax sempliciment talbu ma jpejjipx fis-sala, imur fl-ismoking room), ma kienx jerga' jaghmel l-istess illum (fuq bicca toast li ppretenda li l-istaff ikunu kurnuti tieghu jaghmluhelu fi x'hin jiddetta), u tant abbuji ohra qed insemmi biss dawk li ghandhekk issib ir-recordings taghhom hawn.

Issa ibqghu ma tiehdux passi meta addirittura gejt u pprovduti bl-evidenza u darba jkun barra u jishel imur erga pass oltre jaghmel xi reat gravissimu meta konxji mill-karattru aggressiv, ardit u abbuziv tieghu, araw min se jerfa' r-responsabilita. Hu diga ghandu karriera kriminali mzewqa, izewwaqa naqra ohra jonqsu b'xi fatalita. Fil-kaz mhux kopja tal-ID card tieghek jkun hemm bzonn biex nuzaw il- logika bazwija ta' dawk l-inkompetenti tal-Customer Care, imma kopja ta' dawn l-emails jikkonfermaw bin-nuqqas t'azzjoni l-komplicita tieghek.

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#### 4 attachments

image001.jpg

23 KB

image002.jpg

1 KB

[record20230117135651.3qpp](#)

895 KB

[record20230117141456.3qpp](#)

3.1 MB

Xuereb Stephanie at Health-Mental Health Services <stephanie.xuereb@gov.mt>

Tue, 17 Jan 2023 at 22:09

To: [REDACTED]

Grazzi Ms [REDACTED] tal-kommunikazzjoni tieghek.

Il-Management ha jinvestiga dan il-kas li inti qed tressaq ghal- attenzjoni.

Dr S Xuereb

Dr. Stephanie Xuereb MD, MSc (Public Health), MBA, DCH  
Chief Executive Officer  
Mental Health Services

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