

IN THE GRENFELL TOWER INQUIRY

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ML/6

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12/07/17 Query raised by Kathy Jones that Is tenants Is not bereaved, reviewed file there was a post-note detailing brother passed away. Checked with Allocations Officer (Pat Ginty) confirmed the post-it note was in the wrong folder"

Created by: SOCFIMA On: 14/07/2017 at 16:14:04

Reference: 00914450

OT - acc viewing to Stage 2 property, 9 Larner Ct, Heathstan Rd W12 0SF - 2 bed grd floor purpose built step free w/chair Ax flat, in LB Hamm & Fulham, rented from Old Oak Hsg. Mrs Lokko, daughter Sarah, YM OT & Pat Ginty attended plus Old Oak staff.

Property was spacious with large bathroom w level access shower, drop down rails by WC, w/chair accessible kitchen units hob & oven, videoentryphone, parking, full width rear private patio area with outlook onto communal grounds.

Mrs Lokko advised kitchen and shower would suit her needs, could use perch stool in kitchen, would need shower seat. There are 2 exits from building in case of fire, property had smoke detectors in situ. However she then advised she would decline it due to location which makes her feel depressed, and due to open plan kitchen. She advised she does not want open plan kitchen, did not like the one in Grenfell, and only wants up to 1st floor lifted. However she was agreeable to viewing a 2nd floor lifted property in low rise block in W9 - Pat to arrange viewing. OT also advised that majority of new builds seem to have combined kitchen and bathroom.

OT asked Mrs Lokko re likely care needs, as keyworker Gemma Cade had requested this info, as she was unable to attend viewing. Appl stated she would let us know; confirmed she did not have any statutory carer input previously, as any support was provided by family on informal basis. YM

Created by: HOUYVM On: 27/07/2017 at 13:50:55

\* Reference: 00914450

OT - tel messages left by appl/daughter and then t/c from daughter to say her mother had fallen out of bed, asking for bed rail.

Daughter clarified that appl had fallen from bed whilst asleep, rather than when transferring and it took 2 security staff from hotel to assist her up. Daughter thinks appl rolled over in her sleep. OT advised that bed lever is designed to assist with transfers, and

not to act as a safety rail, Sarah acknowledged this but advised her mother has some difficulties with transferring

OT to order bed lever rail. YM

Created by: HOUYVM On: 31/07/2017 at 15:48:39

Reference: 00914450

OT - t/c to both appl and daughter, no reply, left msgs asking for call back, re delivery of bed lever. YM

Created by: HOUYVM On: 02/08/2017 at 12:31:22

Reference: 00914450

OT - visit to hotel to deliver and fit bed lever - fitted to appl's single bed. She had already purchased one from Argos but felt the one provided by OT was better.

She advised she is willing to go up to 2nd floor (lifted), is wary of ground floor as security issues, but wishes to view before deciding. She stressed that she wants somewhere light and bright, big windows, where she can see sky, to reduce feelings of depression - she turned down last offer as felt it was too closed in, other buildings were too close to the flat windows. She reported Sarah is not with her all the time, but is very helpful eg with correspondence, bits of shopping, and confirmed best to make contact via Sarah. She is in receipt of counselling at SCH and is taking herself out locally/chatting with other GT residents at the hotel, to keep herself busy. YM

Created by: HOUYVM On: 03/08/2017 at 13:07:58

Reference: 00914450

OT - t/c w Gemma Cade keyworker who advised she has been clear w appl that she only needs a 1 bed, though is aware RBKC may have raised expectations by viewings of 2 beds for stage 2. She stated Sarah does not wish to give up her tenancy and move in with her mother. Gemma feels appl and her daughter are very dep on each other, and she and Sarah's care co-ordinator Georgina Ralph are meeting them on 18/8 in order to discuss the situation with them and look at other ways of appl getting support. YM

Created by: HOUYVM On: 04/08/2017 at 16:33:42

Reference: 00914450

OT - t/cs to appl and daughter on 7/8 as OT was going to hotel to see another appl, left msgs but no response, so unable to meet with appl. YM