

## FILM 4: 'Doing Our Best'

*Julie is in a family room – somewhere quiet, away from the bustle of ward but still clearly in the hospital. She looks tired. Long shifts, a heavy work-load and the politics that come with her job with are taking their toll. Her tone is defensive. We notice that she doesn't seem to answer questions directly, it's clear that she's quite stuck in a feeling of being caught in the system / doing her best in an less than ideal environment. Her sense of lack of empowerment is clear.*

Interviewer: I understand that Michelle's Mum has voiced concern about her treatment here?

**JULIE: It's just so hard, I mean it's always us stuck in the middle – you know you've got the Mum and the rest of her family on one side getting themselves in a state, talking about 'best interests', questioning every little thing we do. And then you've got the doctors on the other and you've got to keep them happy. And then tests are cancelled and there's nothing I can do about that. I don't have a magic wand.**

Interviewer: Michelle does seem very distressed?

**JULIE: The thing is she can't communicate so we don't know what the problem is. Is it physical pain? Psychological? The doctor prescribed a pain-killer but it didn't seem to make a difference so he up-ed the dose and now she's drowsy and disoriented. But we don't know if it's the dose or her condition.**

Interviewer: Did you suggest to the doctor that in the circumstances, the painkiller might not be the most appropriate course of treatment?

**JULIE: That's not my job.**

Interviewer: What does her Mum think?

**JULIE: I understand her Mum is worried but, to be blunt, it's not helpful. We're trying our best. Michelle's not drinking much, and we can't get a drip on her – she practically hit the ceiling when we tried, and of course that disturbs the other patients. If her Mum could just let us get on with things that would be a start. Her colonoscopy is due to happen tomorrow now so we'll just have to wait until that happens and take it from there.**

*The screen fades to black and we cut to our final caption.*

**Safeguarding Adults. If you don't do something, who will?**