

David Cooper

From: "Andy O'Sullivan (Mr Carpet)" <andyosullivan@mr-carpet.co.uk>
To: "David Cooper at MRC" <davidcooper@mr-carpet.co.uk>
Sent: 26 August 2014 15:33
Subject: Customer incident in Sheen showroom

Hi David

Following our brief chat I am emailing to advise of an incident at Sheen today at 2.33pm approximately, a lady walked in and was looking at our ladder display, I was discussing the cost of a flight of stairs, I said let me get my calculator to give you a rough idea, as I walked back to my desk, there was a loud clumping noise behind me, as I looked back the lady had fallen backwards, I rushed over and said to stay still, I got a chair and assisted her on to it, as you can expect she was quite shaken, I asked her had she been walking backwards to which she replied yes

The main pain was from her right shoulder, and her top had a small snag, upon her rolling up her sleeve, she had a small cut, using a wet tissue, I got her to hold it over the cut whilst I got a plaster from the first aid kit, there was some bruising to the right elbow also, the lady had a glass of water, she was complaining of discomfort to her right shoulder, she had told me she lived in Kingston, and I offered a taxi to take her to Kingston Hospital A&E to be checked over, she said she would drive, I asked if she could drive and she said yes

I explained as I had issued a plaster, I would put her details in our accident book, which as in the very odd time this occurs I use the daily desk diary, I said I hope you will be alright to which she replied I will let you know if I am not, this entrance seems a bit dangerous

I reiterated my offer of a taxi or and also I offered for me to drive her up there she declined both offers

The details of the customer are as follows :-

Mrs S P Wooldridge
1 Devey Close
Kingston upon Thames
Surrey
KT2 7DZ

Please can you log this matter at your end

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