

Storm QC checks

Section 1 - Case QC check

Case packaged and all documents signed	
Case QC'd and sent to solicitor	
Pack includes which of following: Photographic ID/ Passport/ driver's license, bus pass, citizen card / birth certificate	Driving licence
Pack includes proof of address dated within the last 3 months:	Council tax letter
Case Priority Low/High	Low
Has client been known by any other given name and if so, do we have supporting documents or is client providing this to solicitor once obtained:	No
Has client ever been convicted of Murder, attempted murder, Rape or any serious conviction over 5 years? No convictions over 5 years	No
Have they previously had any payout through Redress Scotland or being represented by any other solicitor for Redress claim?	No
Is there any other notes or information that should be noted to solicitor	No

Section 2 - Client information and statement

Full name:	Karen McMaster
Date of birth:	Aug 4, 1967
Address:	14 Garlieston Road, Glasgow, G33 4UB
Contact telephone number:	07921 857838
Email address:	kaz4873@hotmail.com
Have you been known by any other names? Reason for this (marriage/adoption/ name not changed legally but known as different family name as child due to step parents?)	No
GP Surgery Name: – Full address: Contact number :	Surgery name - Dr McKendrick, Muirside Medical Practice Address - 20 Muirside Rd, Glasgow G69 7AD Contact - 01414654343

If possible, confirm if multiple practices in same surgery, which specifically they are registered to	
Is survivor 68 or over or have they been diagnosed with terminal illness (prognosis of up to 12 months to live or less)	No
Beneficiary – Full name, date of birth, address and contact number	Full name - Nicolle Jeffrey DOB - Apr 23, 1991 Address – 61 Tattershall Road Glasgow G33 5EU Contact -07548760419
Supporting Statement named person and contact details if provided	Nicolle Jeffrey 07548760419
Parents Names: Please include mother's maiden name if applicable. (Or who looked after them before they were put into care if they were adoptive parents/kinship guardians)	Mothers name - Margaret McMaster (Maiden name also McMaster) Fathers name - Thomas McMaster
Names and dates of birth of siblings if known	No siblings
Childhood address prior to being put into care, if not known can they recall the area or local authority they lived in:	42 Muirside Street Baillieston Glasgow G69 7EL
Social Services/Local authority they were cared for under	Glasgow, Easterhouse
What year(s) were you placed in care or what was your age at the time(s) you were placed in care? If you cannot recall your exact age, please provide an approximate age	14 years old
Reason for being placed into care if known -	Mum had a diagnosis of Schizophrenia and was very unwell. Incident which prompted removal from care was that Mum stabbed client because she never ate her dinner.
What Establishments they were placed in and what age/year were they in each place. If Foster Parents can they recall names and or location even area of where they lived.	Cecil Street Childrens Home, 1981-1984 approx 2-3 years, approx age 14
Were police ever involved or reported to, has client been contacted by Police as part of	No

child abuse inquiry or asked to give any evidence if so can they provide any details of this or any court cases if relevant. Approx times, locations, courts involved or sentences if abusers were found guilty:	
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Statement –

I was taken away from my mother, Margaret McMaster, when I was around 14 years old. I think there had been social work involvement before this, but the event that led to my placement in care was when my mother, who had a diagnosis of Schizophrenia, became very ill and stabbed me over my refusal to eat dinner. I was then placed in Cecil Street Residential Children's Home, where I suffered sexual and psychological abuse from both staff and visitors. One staff member, either Helena or Elaine, would bring her husband to work during her overnight shifts. This man frequently exposed himself to me. I remember the first incident clearly; I was in bed at night when he entered my room, exposed himself, and began to masturbate. I left the room to inform the night staff about what had occurred, but they dismissed my claims, insisting it was just a dream. This happened multiple times during my stay, but after being disbelieved the first time, I chose not to report it again. The abuse escalated to inappropriate touching, such as brushing against me in ways that made me uncomfortable. Helena/Elaine treated me cruelly, constantly making me feel worthless and unvalued, saying things like, "You're here because you've been bad." Another staff member, Eileen Pender, would also tell me, "You're here because your family doesn't want you." I recall that staff often denied me many things; for instance, I was not allowed to eat outside of mealtimes, no matter how hungry I felt. I was also barred from visiting my family whenever I wished, without any clear explanation. Consequently, I sometimes ran away from the home to my grandmother's house in Bailieston. They would always find me, sometimes involving the police, and upon my return to the home, I was prohibited from going out again. During my time in the home, I experienced bullying, humiliation, and degradation from the staff. One incident stands out: when I was 14, I had my period overnight and stained my underwear. I tried to conceal them between the mattress and bedframe, but when I returned from school, a staff member held them up in front of me, questioning why I did that, with two other staff members present. I felt extremely embarrassed, and this memory still lingers with me today. I also observed staff discussing confidential details about other residents. For instance, I overheard them talking about a boy around my age, discussing his sexual development and behaviours, including specific details about how he would masturbate. Additionally, staff would openly share how residents came into care; for example, I learned that a girl named Alice was placed in care because her father had "penetrated" her. My experiences in the home have profoundly impacted my life. I have been diagnosed with depression, anxiety, and CPTSD, and I am on medication for these conditions. Recently, I switched from Mirtazapine to Sertraline to better manage my anxiety. I also have a history of psychiatric treatment. Although I work full-time as a Home Carer, these past experiences affect my daily life. There are times when I need to take extended sick leave, and I can become so overwhelmed and stressed that I forget how to perform basic tasks, like driving, without any clear trigger. It took me a while to complete the application form, which led to a decline in my mental health.