

Inquiry into the Quality of Care in Residential Aged Facilities

Terms of Reference : Staffing Levels , Whistle Blower

Initial Complaint : In reference to staffing levels and training.

Staff had been reduced by 1/3.

2 Personal Carers per house reduced to 1 Personal Carer per house plus 1 floater. My complaint was brought up at the Residents meeting on 08/11/17.

On many occasions (documented) , there were no staff in my mothers area. Staff did not ensure my mother had access to her walking aide. They allowed my mother to wander without her walking frame , when wandering was a behavioural issue. Staff did not follow the advise of the Assessment Team, on my mothers entry to the facility. My mother was assessed as a high risk fall. There were no staff in the area, when my mothers incident occured. The incident escalated futher because there were no staff on duty in this high care area. Shortly after my mum passed away.

Second Complaint :

My treatment at the Meeting 08/11/17.

I attended the meeting to voice my concerns . I was forced to be quite and leave the meeting. I was not allowed to speak in this open forum.

Third Complaint : Breach of Privacy. I made a complaint 09/11/17 in regards to my mothers personal medical notes, found in another area by a community visitor. She notified me at what she had found. I scanned the document and presented it to the Regional General Manager for investigation. I am still waiting to here an outcome of Regional General Managers Enquiry.

Consequences for my complaint action :

Notes written after Informal meeting with Manager : The Manager showed aggressive behavior towards me. He was persistant and unwavering. I felt uncomfortable with his manner and I ended the meeting. He then followed me , called my name, and hampered my entry into my deceased mum's area. I was visiting another resident, who was very upset at my mum's passing. The resident had become friends with mum. I had gone to see if she was ok. I immediately emailed the Regional General Manager with my concerns in this matter.

Questions pertaining to the Informal Meeting : I emailed the Regional General Manager inquiring into the Managers behaviour. I found the Managers actions aggressive and insistant. His manner and physical demeanor and intimidating actions were not professional.

Cease and Desist Order (Final Warning) from Regional General Manager. I found this document (which is being held over) was threatening. The Regional Manager suggests I have broken the Law. He also suggests I will suffer severe consequences if I do not stop my behaviour. My behaviour has been exceptional. I am polite. Never rude. I am a 58 year old mother of 5. Grandmother of 10. I have

always acted in an acceptable manner. I am still waiting for any evidence the Regional Manager has in regards to my “bad” behaviour.

A complaint was tabled at a meeting on 16/01/18. This note , author unknown , was presented to me on this day.

The note was presented by the Regional General Manager. There was no supporting evidence. No case notes or a person to answer questions pertaining to the note. The Regional General Manager had no information on this note. I asked the Manager who wrote the note. His response indicated that it would be a breach of privacy if he disclosed the author. The note was signed by 19 others. I questioned why the names were not printed . The scrawled signatures are mostly illegible. I told the Regional General Manager that the names of the people should have been written/typed before the signatures. I do not know these people. There is no evidence to support these claims. I deny anything written on the note. I feel the note was hastily typed and shown around the facility and outside the facility to get signatures. I feel the note was tabled to intimidate me. To intimidate and stop me from entering the facility. Sadly the culture in the facility is that staff follow the line, in fear of loosing their jobs.

My response : I responded via email today 27 /01/18

I am waiting for a response from the Regional General Manager.

I feel the treatment from [REDACTED] has been disgusting and unwarranted. My mother has passed , and I know this wont help her. But I speak out for the other residents. If I can help just one of those residents then I will be happy.

I seek assistance to let others know that we all have a voice. In this instance, when I used my voice, the Management did everything in their power to ensure my exclusion to entry to the Facility.

I am hoping my information , can be used in this Inquiry to ensure the highest of care for all Aged Care Residents. I also hope that those that speak out (myself) are treated fairly. I feel I have been targeted and treated unfairly.

Thankyou.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED]