**2018/00333 Memo - General**

**Action Details**
- **Case Number:** 2018/00333
- **Assigned Date:** 18-Jul-2018 3:00 PM
- **Assigned To:**
- **Location:** Unknown
- **Status:** Closed

**Comments**
- **COMPLAINT ORIGINAL SUMMARY FOR ONLINE REFERENCE 4462:-**
  - Quicker response time for my grandmother.
  - Priority over other non wheelchair bound patients

In_vic - yes:
registered_prac - unsure:
registered_position = :-
tried_resolve = yes:
tried_resolve = yes:
tried Resolve_response = other:
registered_prac - unsure:
registered_position = :-
tried_resolve = yes:
tried_resolve = yes:
tried Resolve_response = other:
registered_prac - unsure:
registered_position = :-
tried_resolve = yes:
tried_resolve = yes:
tried Resolve_response = other:

- **happened_permission_explain** - She has stated to me that she has complained on other occasions and has now been treated differently by that certain staff member :-
- **share_permission** - yes:
- **share_permission_why** -

**Due Dates**
- **Reminder Date:** 23-Jul-2018 2:59 PM (Action Owner)
- **Due Date:** 25-Jul-2018 2:59 PM (Action Owner)

**Closure**
- **Completed By:**
- **Completed Date:** 19-Jul-2018 3:16 PM
- **Outcome:**

### Action Details
- **Case Number:** 2018/00333
- **Assigned Date:** 27-Jul-2018 11:50 AM
- **Assigned To:** [redacted]
- **Location:** Unknown
- **Status:** Closed
- **Time Spent:** 5

### Comments
Called complainant. Left voice message.

### Due Dates
- **Reminder Date:** 01-Aug-2018 11:50 AM
- **Due Date:** 03-Aug-2018 11:50 AM

### Closure
- **Completed By:** [redacted]
- **Completed Date:** 27-Jul-2018 11:57 AM
- **Outcome:**
### 2018/00333 File Note

**Action Details**
- **Case Number:** 2018/00333
- **Assigned By:** [Redacted]
- **Assigned Date:** 27-Jul-2018 11:58 AM
- **Assigned To:** [Redacted]
- **Location:** Unknown
- **Status:** Closed

**Comments**
- To discuss:
  - our services
  - direct resolution

**Due Dates**
- **Reminder Date:** 30-Jul-2018 11:58 AM
- **Due Date:** 30-Jul-2018 11:58 AM

**Closure**
- **Completed By:** [Redacted]
- **Completed Date:** 30-Jul-2018 3:49 PM
- **Outcome:** [Redacted]
Health Complaints Commissioner - Online Complaint

WHO THE COMPLAINT IS ABOUT
Did the incident happen in Victoria? yes
First name: [redacted] Last name: [redacted]
Organisation: [redacted] Address: [redacted]
Suburb: [redacted] Postcode: [redacted]
Website address: [redacted] Phone Number: [redacted]
Email: [redacted] ABN: OR ACN: [redacted]
Is practitioner registered? unsure Registered profession?
When did the incident occur? 14/07/2018

IF IT HAPPENED MORE THAN 12 MONTHS AGO, WHY DID YOU NOT COMPLAIN EARLIER?

Have you tried to resolve the complaint? yes
What was their response? other
Response Other: Complained in person to a member of staff
Response File:

Are you complaining on behalf of someone else?: else
First name: [redacted] Last name: [redacted]
Do you have permission to make a complaint on their behalf?: no
If yes, what happened?
She has stated to me that she has complained on other occasions and has now been treated differently by that certain staff member

ABOUT THE COMPLAINANT
First name: [redacted] Last name: [redacted]
Date of birth: [redacted] Sex: female
Email: [redacted] Phone number: [redacted]
Address: [redacted] Postcode: [redacted]
Suburb: [redacted]
Preferred method of contact: email
Interpreter?: no interpreter Language:

ABOUT THE COMPLAINT
Has a summary file attached:
COMPLAINT SUMMARY
On the 14/07/2018 i went to visit with my grandmother whom of which is wheelchair bound, upon arrival at 12.30 i went to her room and found her desperate for the toilet, she said she had called for help to go to the toilet 15 minutes ago and was still waiting and she asked if i could go grab someone so i went to the nurses station and had to call out "excuse me" as the two nurses where down the back doing something, i explained to them she was busting for the loo and was told they were busy and would "be there soon" and went back to my grandmother who was in distress and she said "I'm going to soil myself" so i went back and said that to the nurses still standing in the back and was told they had to finish what they were doing and told they would be there in "5 minutes" i then told her to stop standing there with her hands on hips and help, which they then both proceeded to walk down the hall and ask another member of staff to assist her, that member of staff then went into another room and got another colleague to help him, when they arrived now 20 minutes later my grandmother had soiled her self and was highly embarrassed.
I am appalled with the time it took to assist her and the lack of concern that was shown to my grandmother who cannot get to toilet by herself.

**WHAT DO YOU WANT TO HAPPEN?**
Quicker response time for my grandmother.
Priority over other non-wheelchair-bound patients.

**Do you give permission to share your complaint?** Yes

If not giving permission, why?
On the 14/07/2018 I went to visit with my grandmother whom of which is wheelchair bound, upon arrival at 12.30 I went to her room and found her desperate for the toilet, she said she had called for help to go to the toilet 15 minutes ago and was still waiting and she asked if I could go grab someone so I went to the nurses station and had to call out "excuse me" as the two nurses where down the back doing something, I explained to them she was busting for the loo and was told they were busy and would "be there soon" and went back to my grandmother who was in distress and she said "I'm going to soil myself" so I went back and said that to the nurses still standing in the back and was told they had to finish what they were doing and told they would be there in "5 minutes" I then told her to stop standing there with her hands on hips and help, which they then both proceeded to walk down the hall and ask another member of staff to assist her, that member of staff then went into another room and got another colleague to help him, when they arrived now 20 minutes later my grandmother had soiled her self and was highly embarrassed.
I am appalled with the time it took to assist her and the lack of concern that was shown to my grandmother who cannot get to toilet by herself.
Hi

Thank you for lodging a complaint about [redacted] with our office. I tried to call you to discuss your complaint, but was unsuccessful.

If you could please call our office on 1300 582 113 to further discuss your complaint.

Kind regards

[redacted]

Customer Services Officer

hcc.vic.gov.au
Level 26, 570 Bourke Street
Melbourne VIC 3000
The complainant, [redacted], believes her grandmother is receiving inadequate care whilst being a resident at the named provider. She states her grandmother soiled herself after waiting 20 minutes for assistance for the toilet.

### Issues - 1

#### Issue Taxonomy
- Report provider conduct
- Report concerns about conduct of other providers (4)

#### Owner
[redacted]

#### Outcome
Refuse or cease to deal

#### Closed Date
30-Jul-2018 3:49 PM

### Actions - 7 (All Completed)

#### Action
- Complete Intake assessment
- Documents - in
- Memo - General

#### Owner
[redacted]

#### Due
25-Jul-2018
25-Jul-2018
25-Jul-2018

#### Completed
30-Jul-2018: Close - Other
19-Jul-2018
19-Jul-2018

#### Comments
Online form for case
COMPLAINANT ORIGINAL SUMMARY
FOR ONLINE REFERENCE 4462:
Quicker response time for my grandmother.
Priority over other non-wheelchair bound patients
in_vic = yes:-
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has stated to me that she has
complained on other occasions and
has now been treated differently by
that certain staff member :-
share_permission = yes:-
share_permission_why =

Complainant emailed

Called complainant. Left voice
message.

To discuss:
- our services
- direct resolution

Documents - 2

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