### Action Details
- **Case Number:** 2018/01375
- **Assigned Date:** 10-Sep-2018 1:30 PM
- **Assigned To:** [REDACTED]
- **Location:** Unknown
- **Status:** Closed

### Comments
COMPLAINT SUMMARY FOR ONLINE REFERENCE 201809041:- Please see initial letter of complaint to [REDACTED] for details which include medication management, equipment faults and inadequate staff training amongst others.

### Due Dates
- **Reminder Date:** 11-Sep-2018 1:30 PM
- **Due Date:** 11-Sep-2018 1:30 PM

### Closure
- **Completed By:** [REDACTED]
- **Completed Date:** 10-Sep-2018 1:30 PM
- **Outcome:** [REDACTED]
Action Details
Case Number: 2018/01375
Assigned Date: 10-Sep-2018 1:31 PM
Assigned To: [redacted]
Location: Unknown
Status: Closed

Comments
Outcome:
To receive detailed answers to the questions asked and a response to the comments made in our initial feedback addressing how the issues have been investigated and addressed to avoid them happening again. Confirmation that our initial feedback has now been filed appropriately.

COMPLAINT ORIGINAL SUMMARY FOR ONLINE REFERENCE 4891:
In_vic = yes:
registered_prac = no:
registered_position = :
tried_resolve = yes:
tried_resolve_response = the_response_did_not_address_my_concerns:
happened_permission_explain = :
share_permission = yes:
share_permission_why = :

Due Dates
Reminder Date: 11-Sep-2018 1:31 PM [Action Owner]
Due Date: 11-Sep-2018 1:31 PM [Action Owner]

Closure
Completed By: [redacted]
Completed Date: 10-Sep-2018 1:31 PM
Outcome:
## Action Details

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<tbody>
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<td>11-Sep-2018 3:20 PM</td>
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## Comments

Discussed with Kimiya, Assigned to her for action.

## Due Dates

| Reminder Date: | 14-Sep-2018 3:20 PM |
| Due Date: | 18-Sep-2018 3:20 PM |

## Closure

| Completed By: | [Action Owner] |
| Completed Date: | 19-Sep-2018 9:31 AM |
| Outcome: | |
### Action Details

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### Comments

Called the complainant; it went straight to voicemail. Left a voicemail advising my name, hcc office, we have received her complaint and would like to discuss it, if she could please call us back on 1300 582 113.

### Due Dates

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<tr>
<td>Due Date:</td>
<td>25-Sep-2018 2:57 PM</td>
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### Closure

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<tr>
<td>Completed Date:</td>
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| Outcome:             |                     |
**Action Details**

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<tbody>
<tr>
<td>Assigned Date:</td>
<td>19-Sep-2018 9:22 AM</td>
</tr>
<tr>
<td>Assigned To:</td>
<td>[Redacted]</td>
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<tr>
<td>Location:</td>
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</table>

**Comments**

19/9 - Called the complainant, it went straight to voicemail. Left a voicemail advising my name, hcc office, we have received her complaint and would like to discuss it, if she could please call us back on 1300 582 113.

**Due Dates**

| Reminder Date: | 24-Sep-2018 9:22 AM |
| Due Date: | 26-Sep-2018 9:22 AM |

**Closure**

| Completed By: | [Redacted] |
| Completed Date: | 19-Sep-2018 9:23 AM |

Outcome:
### Action Details

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<th>Case Number:</th>
<th>2018/01375</th>
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<tbody>
<tr>
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</tr>
<tr>
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| Assigned By:      | [Redacted] |
| Time Spent:       | 3 |

### Comments

19/9 - The complainant called back, [Redacted] transferred the call to me. Confirmed direct resolution was attempted once in writing to the provider, they did not acknowledge receiving it properly and advised they would call back but they never did since March 2018. Explained we offer a voluntary impartial complaint resolution process, it's free and confidential, and an alternative to legal action. We act as facilitators to try and resolve the complaint. Advised complainant that we would escalate this to resolutions to assess and the case manager will call them in about two weeks.

### Due Dates

| Reminder Date:   | 20-Sep-2018 9:23 AM |
| Closure          | [Action Owner] |

| Due Date:        | 20-Sep-2018 9:23 AM |
| Closure          | [Action Owner] |

### Closure

| Completed By:    | [Redacted] |
| Completed Date:  | 19-Sep-2018 9:27 AM |

| Outcome:         | (Action Owner) |
**Action Details**

- **Case Number:** 2018/01375
- **Assigned Date:** 19-Sep-2018 9:27 AM
- **Assigned To:**
- **Location:** Unknown
- **Status:** Closed

**Comments**

19/9 called the complainant, went to voicemail. Left voicemail stating the 10 issues she had with the Aged Care facility need to go to the Aged Care Complaints Commissioner 1800 550 552. Explained the case would fall under our jurisdiction if the complaint was about an external doctor or health service provider at the Aged Care. Advised she can call us back if she has any questions.

**Due Dates**

- **Reminder Date:** 24-Sep-2018 9:27 AM
- **Due Date:** 26-Sep-2018 9:27 AM

**Closure**

- **Completed By:**
- **Completed Date:** 19-Sep-2018 9:30 AM
- **Outcome:**
**2018/01375 Phone calls - in**

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<table>
<thead>
<tr>
<th>Comments</th>
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</thead>
<tbody>
<tr>
<td>Advised she explained my file notes to the complainant. The complainant understood the information and advised she will contact the Aged Care Commissioner.</td>
</tr>
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<table>
<thead>
<tr>
<th>Due Dates</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td><strong>Completed Date:</strong></td>
</tr>
<tr>
<td><strong>Outcome:</strong></td>
</tr>
</tbody>
</table>
WHO THE COMPLAINT IS ABOUT
Did the incident happen in Victoria? yes
First name: Last name:
Organisation: Address:
Suburb: Postcode:
Website address: Phone Number:
Email:
Is practitioner registered? no Registered profession?
When did the incident occur? 01/08/2017

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? the_response_did_not_address_my_concerns
Response Other:
Response File:
c8b3c72873eb3837979c02dc87920634fd951a3c216c00211123df77e838ed1d/img_7211.jpg
fb9245f2da8856c6002317bf1ce0ff7cbde724c380c15c07e5fb575c16397294/draft_arcare_1.docx

Are you complaining on behalf of someone else ?: else
First name: Last name:
Do you have permission to make a complaint on their behalf?: yes
If yes, what happened?

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

ABOUT THE COMPLAINT
Has a summary file attached:

COMPLAINT SUMMARY
Please see initial letter of complaint to for details which include medication management, equipment faults and inadequate staff training amongst others

WHAT DO YOU WANT TO HAPPEN ?
To receive detailed answers to the questions asked and a response to the comments made in our initial feedback addressing how the issues have been investigated and addressed to avoid them happening again. Confirmation that our initial feedback has now been filed appropriately.

Do you give permission to share your complaint?: yes
If not giving permission, why?
### Complainant
- **Name:** [Redacted]
- **Phone - Main:** [Redacted]
- **Email:** [Redacted]
- **Address (Postal):** [Redacted]

### Consumer
- **Name:** [Redacted]

### Service Provider
- **Name:** [Redacted]
- **Phone - Main:** [Redacted]
- **Preferred Contact:** [Redacted]
- **Address (Postal):** [Redacted]

### Service Provider Contact
- **Name:** [Redacted]
- **Phone:** [Redacted]

### Summary
The complainant (daughter of consumer who is not deceased) has ten complaints with the provider:
1. Basic drug not available in the last 4 hours the consumer was alive even though the doctor had prescribed it;
2. Air mattress given was not supposed to be used 24/7 and would beep every 20min and despite countless request and promises that it would be done;
3. Severely bruised because of inappropriate sling and numerous promises to get the right size sling;
4. Hospital said they have a homemade quilted blanket for consumer's funeral but then said no they didn't have time because the consumer was not palliative;
5. After death the consumer's belongings were out in the hallway for the family to pick up, they family were not shown care;
6. Name tags of staff did not have their role on them, hard to seek help;
7. Foxtel premium paid for but not supplied;
8. Consumer's name not put on the door of his room;
9. Staff yelling across the hallway and not respecting the elderly that live there;
10. Had to park really far away due to renovations in this facility.

**Outcome:** To receive acknowledgement of the 10 issues the complainant raised and a detailed response of how the provider will endeavour to avoid making these mistakes happening again for other people. The complainant would also like confirmation that her initial complaint had been filed appropriately by the provider.

Direct resolution attempted. Residential manager advised the feedback had been logged and will be investigated in March 2018, but the complainant has not heard back from them since.

### Receipt Details
- **File Type:** Complaint
- **Case Type:** Complaint
- **How Received:** Online
- **Owned By:** [Redacted]
- **Status:** Closed
- **Received Date:** 07-Sep-2018 12:00 AM
- **Received By:** [Redacted]
- **Registered Date:** 10-Sep-2018 1:27 PM
- **Registered By:** [Redacted]
- **Due Date:** 26-Sep-2018 9:27 AM
- **Closed Date:** 19-Sep-2018 10:25 AM
- **Closed By:** [Redacted]

### Details
- **Falls under Act:** HCA
- **How Received:** Online
- **Other Identifiers:** 2018-09-07_12-22-02(4891)
- **Service Type:** Aged care service
- **Stage Name:** Closure
- **Incident Date:** 1-Aug-2017
- **Complainant Type:** On Behalf of Consumer (OBO)
- **Confidential Flag:** No
- **Case Provider Type:** GHSIP
- **Migrated Case:** No
- **Imported from AHPRA:** No

### Issues - 1
<table>
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<tr>
<th>Issue Taxonomy</th>
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<th>Outcome</th>
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<td>[Redacted]</td>
<td>Refuse or cease to deal</td>
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### Actions - 11 (All Completed)
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<tr>
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<td>19-Sep-2018: Close - Other</td>
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</table>
COMPLAINT SUMMARY FOR ONLINE REFERENCE 201809041:- Please see initial letter of complaint to [redacted] for details which include medication management, equipment faults and inadequate staff training amongst others.

Outcome:
To receive detailed answers to the questions asked and a response to the comments made in our initial feedback addressing how the issues have been investigated and addressed to avoid them happening again. Confirmation that our initial feedback has now been filed appropriately.

COMPLAINT ORIGINAL SUMMARY FOR ONLINE REFERENCE 4891:-
in_vic = yes:- registered_prac = no:- registered_position = :- tried_resolve = yes:- tried_resolve = yes:- tried Resolve_response = the_response did not address my concerns:- happened_permission_explain = :- share_permission = yes:- share_permission_why = :-

Provide internal advice
Discussed with [redacted].
Assigned to her for action.

Phones calls - out
Called the complainant, it went straight to voicemail. Left a voicemail advising my name, hcc office, we have received her complaint and would like to discuss it, if she could please call us back on 1300 582 113.

19/9 - Called the complainant, it went straight to voicemail. Left a voicemail advising my name, hcc office, we have received her complaint and would like to discuss it, if she could please call us back on 1300 582 113.

19/9 - The complainant called back, transferred the call to me. Confirmed direct resolution was attempted once in writing to the provider, they did not acknowledge receiving it properly and advised they would call back but they never did since March 2018. Explained we offer a voluntary impartial complaint resolution process, it's free and confidential, and an alternative to legal action. We act as facilitators to try and resolve the complaint. Advised complainant that we would escalate this to resolutions to assess and the case manager will call them in about two weeks.

19/9 - called the complainant, went to voicemail. Left voicemail stating the 10 issues she had with the Aged Care facility need to go to the Aged Care Complaints Commissioner 1800 550 552. Explained the case would fall under our jurisdiction if the complaint was about an external doctor or health service provider at the Aged Care. Advised she can call us back if she has any questions.

advised she explained my file notes to the complainant. The complainant understood the information and advised she will contact the Aged Care Complaints Commissioner.

Documents - 3

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<td>10-Sep-2018 1:30 PM</td>
<td>10-Sep-2018 1:30 PM</td>
<td></td>
</tr>
</tbody>
</table>
Please consider the following as a means of communication with a genuine desire that issues which arose during our father’s stay can be avoided in the future – matters some of which were especially distressing to all present – our father, us and according to comments made to us by some staff – your staff.

1. PRN drugs not available when needed – Atropine and Clonazepam had been prescribed prn in advance at a meeting between the GP, nursing staff and family quite some time prior to the time of our father’s death. On the Monday our father died the GP was present and asked staff that he be given Atropine. In the 4 hours between the GP asking for it to be given and him dying staff were not able to access this drug in any way – it was apparently not available anywhere in the facility, was not able to be obtained from the usual pharmacy that the facility used or we presume any other pharmacy, a locum was not called, a supply could not be borrowed from another patient’s supply or there was not an imprest or emergency supply. We find it incredulous that a facility such as yours dealing with elderly, sometimes quite unwell and palliative residents does not have access to a basic drug such as this, especially after it has been specifically ordered. We also wonder why the nursing staff present at that initial meeting with the GP and family did not order the drug, or at any handover of any shift the drug’s absence was not noted by any of your nursing staff – surely it’s importance was obvious – to every nurse on every medication round. Was some form of incident report filed?

2. AIR MATTRESS – for over 2 weeks our father’s air mattress alarmed every 20 minutes. We were assured repeatedly it would be fixed and this was not done. On 1 shift alone we were told by 7 different people that they would do something about it. Another time we were told by an Allied Health Professional that air mattresses “were not designed to be used 24/7” or by someone of our father’s weight! Was some form of incident report filed?

3. SLING – An appropriately sized sling not available & an inappropriate sized used – at one stage family was contacted around 10pm to report skin tears had occurred when transferring our father by sling, another time an RN reported to our family that our father had been severely bruised when being transferred by sling, a week later we were told he could not be moved because they only had a medium sling and not a large sling and admitted they had been using incorrect equipment in a medium sling because the proper size had not been available. Numerous staff and Allied Health Professionals promised to obtain correct size sling even if it had to be borrowed from another facility they were visiting that afternoon – this did not eventuate. In a facility of 100 residents no large sling was available? A week later a large sling was available when obtained by a staff member from another floor in the facility – apparently there was one available. At one stage it took 5 plus staff to shower our father – either your staff are not adequately trained in using equipment – or you do not have the appropriate equipment.

4. While waiting for the Funeral Director for transfer, we were told by a member of staff that they had a lovely handmade quilted palliative blanket that was usually placed over a deceased for transfer but they had no idea where it was and they were not prepared for the occasion because our father was not palliative! Would it have been better not to have had this conversation at all or at least not in the room with family members where our deceased father was laid out. Numerous nursing staff had been involved in the quite protracted process in having his defibrillator turned off the
previous week both with family and in the presence of family and GP and the
discussion around prn medications for end of life but they didn’t know he was
palliative?

5. When the family came in 3 days later to collect belongings our father’s room was
found unlocked, furniture from his room was in the hallway outside his door
(presumably from the time of the Funeral Director’s transfer on the Monday night?),
the bed was unmade and still in an upright position from the transfer and the air
mattress that did not work for the 2 weeks was still on the bed. We were not
challenged or even greeted by any staff member and had to seek out staff to tell
them what we had done by removing his belongings

6. At no stage were we given a list of who was who on the 2nd floor – staff which did
actually wear their name tags had no position on those tags – we learned by trial and
error who was a carer, EN, RN, AHP or kitchen staff

7. Foxtel premium paid for and not supplied. A Foxtel workman checked and confirmed
to family that the package was not available to his room when he visited to install a
Foxtel box and was surprised to find one already there.

8. Our father’s name was never put on his door in the 18 days he was in that room

9. Some staff thought it appropriate to call out to another from one end of hallway to
another – by some there was no sense of decorum, respect for the environment of
the facility – elderly lived there - this was their home. The most appalling, loud and
rude language was heard at times which was later found to come from one particular
member of staff – we are still at a loss to understand why this was tolerated.

10. We acknowledge that the time our father lived in your facility was poorly timed with
renovations. When visiting we could quite often not find an onsite parking spot and a
large number were taken up with tradesmen’s cars and management still had their
allocated spots – we were expected to park quite some distance away especially
during the week when overflow from station and school parking took up spots in
surrounding streets – this indicated to us the heirarchy and importance that was put
on our presence.
20 March 2018

C/O 5 Purinuan Road
Reservoir 3076

Dear [Redacted],

On behalf of [Redacted], I would like to thank you for the feedback dated 1 March 2018.

I apologise, this is the first time I have seen this letter and I had not received a green feedback form with attached notes in relation to concerns raised during you Father [Redacted] stay at [Redacted].

We take all comments and suggestions very seriously as we strive to improve the quality of Care at [Redacted].

Please note that your feedback has been logged and we will investigate and respond in due course to the concerns you have raised.

Kind Regards

[Redacted]

Residential Manager