**Action Details**

<table>
<thead>
<tr>
<th>Case Number:</th>
<th>2019/03661</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned Date:</td>
<td>14-May-2019 10:47 AM</td>
</tr>
<tr>
<td>Assigned To:</td>
<td>Unknown</td>
</tr>
<tr>
<td>Location:</td>
<td>Unknown</td>
</tr>
<tr>
<td>Status:</td>
<td>Closed</td>
</tr>
</tbody>
</table>

**Comments**

Complainant states that an Online complaint form was lodged back in March and there has been no contact from HCC.
- apologised and offered to take down the complaint over the phone and attempt to locate the form later, to avoid any delays.
- advised that HCC do not have the ability to have staff members removed.
- advised that HCC are able to assess for:
  - an explanation about what happened and why
  - an apology
  - a change in policy or practice to prevent future problems.

Complainant advised that there was nothing more that she was looking for at this stage and will be in contact with head office again.
- advised that if she changes her mind and there is something that HCC can assess for, to call back with the reference number provided.

Complainant satisfied.

**Due Dates**

| Reminder Date: | 15-May-2019 10:47 AM |
| Due Date: | 15-May-2019 10:47 AM |

**Closure**

| Completed By: | |
| Completed Date: | 14-May-2019 10:51 AM |
| Outcome: | |
# 2019/03661 Close Case

## Action Details
- **Case Number:** 2019/03661
- **Assigned Date:** 14-May-2019 10:55 AM
- **Assigned To:**
- **Location:** Unknown
- **Status:** Closed

## Comments
When complainant calls back, please assess as it may be more appropriately dealt with by the Aged Care Commissioner.

## Due Dates
- **Due Date:** 15-May-2019 10:55 AM (Case Owner)

## Closure
- **Completed By:**
- **Completed Date:** 15-May-2019 10:24 AM
- **Outcome:**
**2019/03661 Consult Internally (phone, email, face to face)**

**Action Details**
- **Case Number:** 2019/03661
- **Assigned Date:** 14-May-2019 11:02 AM
- **Assigned To:** [Redacted]
- **Location:** Unknown
- **Status:** Closed

**Comments**
- Email to SS - notified of complaint.

**Due Dates**
- **Reminder Date:** 17-May-2019 11:02 AM (Action Owner)
- **Due Date:** 21-May-2019 11:02 AM (Action Owner)

**Closure**
- **Completed By:** [Redacted]
- **Completed Date:** 14-May-2019 11:02 AM
- **Outcome:** 14 May 2019 11:02 AM
COMPLAINT SUMMARY FOR ONLINE REFERENCE 201903116:
I have had several documented meetings with them to try and resolve care issues and cleaning issues. On Saturday 2nd March, I was called to say she wasn't well, this was at 1630. It was then discovered that she hadn't had any medication since Friday morning, the day before. She usually has her medications once a day at night, these are made up of blood pressure tablets and sedative. When I asked why she had them in the morning not at night? I was asked "weren't you called and informed?". I said no. The staff then informed me that she had had her medications on Thursday night and again on Friday morning. And then nothing until I got there on Saturday night. As a result, her blood pressure was very high when I arrived on Saturday night.
I also found out that the office administration lady was the staff member who administered her medication, and had given her medication at the wrong time of day. This caused a double dose which resulted in harm.

We suspect that the office administration person is not qualified to administer medication. Why is an unqualified office administration person giving medications????????????????
I have attached the APHRA search for the staff member and she isn't registered. And even if she has a PCA qualification it is my understanding from staff that there wasn't an RN on duty, so illegal in both circumstances.

I have an email for the office lady saying sorry, and I know the staff have been spoken to and informed that they shouldn't have said anything to us. I am her medial POA, financial POA, and guardian and have always been called when issues have happened before. I have attached a diary of events that my mum (client's daughter) has been keeping each day.

I have also attached photos of the cleaning and her dirty bed linen, this is another big issue as well as their nutrition. I have also attached copies of her medication chart, where you can clearly see there has also been days her medication wasn't signed for, so did she receive these or not.

We are tied to an agreement that we cannot exit because of the enormous exit fees which would disable our ability to finance her placement anywhere else. We have some quite serious concerns about their ability to deliver the services and care according to our agreement with them and the law. Please investigate and take action.

COMPLAINT ORIGINAL SUMMARY FOR ONLINE REFERENCE 6713:
in_vic = yes:
registered_prac = no:
registered_position = :
tried_resolve = yes:
tried_resolve_response = I have not received a response:
happened_permission_explain = :
share_permission = yes:
share_permission_why = :

Outcome:
We have already had dozens of meetings and apologies from senior management at the facility and also representatives from corporate. They have always made promises that the changes they make would ensure better outcomes for [client]. The problem is that the services are getting worse and [client] is being impacted.

My fear is that their inaction could end up being a major contributor to a much more sinister outcome. And this situation is what I base that statement on.

In this case, I want [client] to be held accountable for their negligence. I want to ensure that they are penalised, publicly shamed and forced to implement the correct procedures and ensure that this cannot happen again.

Secondly, I want them to provide care as per their care plan and initial contract. Since they have not responded to me regarding this incident, I will be withholding all funds until we get an outcome.

Thirdly, I want to see their policies around medication administration, position descriptions and qualifications of all of the staff working at this facility. I want to ensure that they can actually deliver the services as agreed.
### Action Details

| Case Number: | 2019/03661 |
| Assigned Date: | 14-May-2019 1:49 PM |
| Assigned To: | Unknown |
| Location: | Unknown |

### Status

- **Action Owner**
- **Completed By**: 14-May-2019 1:49 PM

### Comments

- Discussed with [Person]
- Advised that the Online Form was located and attached.
- Advised that the complaint was for the Aged Care Commissioner.
- Advised that the complainant was not expecting any further communication from HCC only flagged with management due to nature of complaint.

### Due Dates

- Reminder Date: 17-May-2019 1:49 PM
- Due Date: 21-May-2019 1:49 PM

### Outcome

- Completed Date: 21-May-2019 1:49 PM

---

**2019/03661 Consult Internally (phone, email, face to face)**

Consult Internally (phone, email, face to face)
2019/03661 File Note

Action Details
Case Number: 2019/03661
Assigned Date: 14-May-2019 1:55 PM
Assigned To: [Redacted]
Location: Unknown
Status: Closed

Comments
As discussed, and following advice from [Redacted], if complaint remains unresolved it is one for the Aged Care Quality and Safety Commission. Please see details on the online form and advise complainant.

Due Dates
Reminder Date: 15-May-2019 1:50 PM
Due Date: 15-May-2019 1:50 PM

Closure
Completed By: [Redacted]
Completed Date: 15-May-2019 10:23 AM
Outcome:
**Action Details**

<table>
<thead>
<tr>
<th>Case Number:</th>
<th>2019/03661</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned Date:</td>
<td>04-Oct-2019 12:02 PM</td>
</tr>
<tr>
<td>Assigned By:</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>Time Spent:</td>
<td>1</td>
</tr>
<tr>
<td>Assigned To:</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>Location:</td>
<td>HCC</td>
</tr>
<tr>
<td>Status:</td>
<td>Closed</td>
</tr>
</tbody>
</table>

**Comments**

Outcome level 2 should be s.14(f) not s.14(i) as the complainant has attempted to resolve issues with the aged care facility.

**Due Dates**

| Reminder Date: | 04-Oct-2019 12:02 PM |
| Due Date: | 04-Oct-2019 12:02 PM |

**Completion**

| Completed By: | [Redacted] |
| Completed Date: | 04-Oct-2019 12:00 AM |
| Outcome: | [Redacted] |
**Health Complaints Commissioner - Online Complaint**

**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: 

ABN: OR ACN: 

Is practitioner registered? no  

Registered profession? 

When did the incident occur? 01/03/2019

**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? _i_have_not_received_a_response_

Response Other: 

Response File: 

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: phone

Interpreter?: no  

Interpreter Language: 

**ABOUT THE COMPLAINT**

Has a summary file attached: _whatfiles1_

**COMPLAINT SUMMARY**

**WHAT DO YOU WANT TO HAPPEN ?**

Do you give permission to share your complaint?: _sharepermission1_

If not giving permission, why?
Search Results

The search for "John Doe" returned 0 results. You can try again using a different name or email address.

13/12/2016
Complainant
Name: ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Phone: - Main: ~~~~~~~~~~~~~~~~~~~~~~~~~~
Email: ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Address (Postal): ~~~~~~~~~~~~~~~~~~~~~~~~~

Service Provider
Name: ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Phone: - Main: ~~~~~~~~~~~~~~~~~~~~~~~~~~
Preferred Contact: Phone ~~~~~~~~~~~~~~~~
Address (Postal): ~~~~~~~~~~~~~~~~~~~~~~~~~

Service Provider Contact
Name: ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Phone: - Main: ~~~~~~~~~~~~~~~~~~~~~~~~~~

Summary
Ms ___’s Grandmother lives at ___ and unqualified staff members are administering medication to the elderly. As a result of this, her grandmother was taken to hospital.

Outcome:
Have the admin staff removed.

Direct Resolution:
Staff members have been provided training regarding this matter.

Receipt Details
Case Type: Complaint
Received Date: 14-May-2019 10:41 AM
Received By:

Case Type: Complaint
Registered Date: 14-May-2019 10:41 AM
Registered By:

How Received: Phone
Due Date: 04-Oct-2019 12:02 PM
Closed Date: 15-May-2019 10:24 AM
Closed By:

Details
Falls under Act: HCA
How Received: Phone
Incident Date is Unknown: Yes
Service Type: Aged care service
Stage Name: Intake
Service Provider Taxonomy: Aged care worker
Complainant Type: Consumer
Confidential Flag: No
Case Provider Type: GHSP
Migrated Case: No
Imported from AHPRA: No

Issues - 1
Issue Taxonomy
Safe and ethical manner|Competence 1(2)(a)
Owner
Outcome: Refuse or cease to deal
Closed Date: 15-May-2019 10:24 AM
<table>
<thead>
<tr>
<th>Title</th>
<th>Date Received by HCC</th>
<th>Date Added</th>
<th>By</th>
</tr>
</thead>
<tbody>
<tr>
<td>1903116H0.1.doc</td>
<td>14-May-2019 11:14 AM</td>
<td>14-May-2019 11:14 AM</td>
<td></td>
</tr>
</tbody>
</table>
Good morning

I am not sure if you are aware but there was a medication incident over the weekend with nana, which again has raised some VERY alarming issues around the competency of care that [redacted] provide. She has her medications at night and was given them as usual on Thursday night. She was then given them AGAIN on Friday morning by [redacted] (Administration). I was not informed that this had happened and was told that when staff went to give them Friday night they saw she had them. They rang the case manager on call who advised them to withhold any further medication.

The first I heard about it was late Saturday afternoon when I was rung to say she wasn’t well, and the incident occurred on Friday morning. [Redacted] told me on Saturday that she was very confused, sleepy, weak and not right, she had done her observations and her blood pressure was high. I was informed at this point about the incident, and went straight up to see her as her blood pressure medications had been changed 2 weeks ago by her GP. So not only did she receive a double dose of her blood pressure medication, she also received a double dose of her sedative. This explains why she was tired, weak etc as that is the side effects of overdosing of the blood pressure medication and sedative. She then didn’t have any medication until I arrived on Saturday night causing her blood pressure to be dangerously elevated. I asked staff to administer her tablets at 1700 Saturday, whilst I was there.

Please explain the following to me:

1. Why didn’t the staff call to inform what had happened?
2. Why is an administration staff member dispensing medication? This raises serious legal concerns and I will be looking into this further
3. How can a case manager who doesn’t know the client make a decision about her medication?
4. Where is the communication between staff about the incident and follow up care?

This is not good enough, we have been promised that her care would be improved and if anything it has dangerously declined. This incident could have had a catastrophic outcome and I do not believe that you are able to provide safe care. There are some other issues around her care plan and the care that isn’t being provided, but for now the above issue is the serious issue and needs addressing and action ASAP.
<table>
<thead>
<tr>
<th>Dates</th>
<th>Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/6/2</td>
<td>1/2</td>
</tr>
<tr>
<td>2/2/8</td>
<td>7/2</td>
</tr>
<tr>
<td>8/9/2</td>
<td>1/2</td>
</tr>
<tr>
<td>1/2/2</td>
<td>6/2</td>
</tr>
<tr>
<td>1/2/2</td>
<td>2/2</td>
</tr>
<tr>
<td>1/2/2</td>
<td>1/2</td>
</tr>
<tr>
<td>1/2/2</td>
<td>2/2</td>
</tr>
<tr>
<td>1/2/2</td>
<td>2/2</td>
</tr>
<tr>
<td>1/2/2</td>
<td>2/2</td>
</tr>
</tbody>
</table>

Affix Drug Alert Label Here
NOTES ON VISITS TO MUM AT

14 July 2018
10.35  Rang mum, answered, was up, just done bed, in dressing gown.
       Asked her what she was going to do, said have shower.
       Mum told me to hold on as someone was at door, put phone down. A female
       Carer was at door, asked mum if she had had a shower, mum said no, was still in
       dressing gown and was going to have one now.
       Female carer said ok, have a shower. Female was in room for about 30 seconds
       mum came back to phone.
       Said goodbye to her, she was going to shower.

15 July 2018
1.30   Arrived at mums. Mum in room resting on chair. Cleaned up a bit. Found pillow case
       and replaced her pillow, all stained. Took 2 photos.
       Gathered up cutlery and when (carer) came in to write up sheet gave them to
       her.
       Took copies of sheets. Something very interesting says doing for mum.
3.10   Went to lounge for afternoon tea.
3.30   Afternoon tea late arrived at 3.40.
       Approximately 4.10 mum went and sat in seat in lounge to wait for dinner.
4.15   Left.
       PS Also told I ring most mornings and mum up and getting reading for shower!!

16 July 2018
8.45   Arrived at mums, was in bed half asleep. Said hello and asked me what time it was.
8.50   Staff member (male) came in to see if mum awake. Said I would see to it and get her
       up.
8.55   Mum up, had some of her clothes out. I got rest out as changed top. Cleaned up a bit.
       Took books back to library.
9.15   Mum showered which she did and dried herself, got dressed by self. Sat down and
       had a piece of bread, butter and jam. Didn’t eat crust. Had half bottle of orange juice.
       They had sent teabags but nothing else.
Back to 8.55  While mum in shower did bed and found top sheet stained with blood. Took photos
       and went to office and asked for another sheet. She gave me and said to
       she wanted to see her.
9.30   (carer) came in and showed him sheet, said he to us. Wanted to have a talk with me
       before I left as wanted to know what I had done for mum and they didn’t want me to
       have left out anything.
       said if mum in pain what happens. Told him now medications will only be given
       at night – not morning and night. Told him doctor had written letter authorising if in
       pain can have Panadol – said can’t dispense any.
       Spoke with and will get medication chart tomorrow and take to doctors
       Thursday to get filled out. Not sure why they want to know what I do when arrive to
       see mum – my business NOT theirs.
9.45   Staff member (male, same one as before) came back in. Was going to take soiled bed
       linen and bathmat I found in cupboard. Had to ask him twice to give mum her dencher
       and remind him to take soiled bed linen and bathmat as he was walking out without
       them.
10.15 Left room and sat in TV room till 10.30 for morning tea.
11.10 Left mum going to play “hockey” – went to chemist to pick up Webster Pack.
11.20 Back, gave pack to [redacted] and said only to be given at night. [redacted] said good as will be easier to have at night than try to have two lots.
Sat with everyone playing “hockey” till 12.
12.00 Took mum to lunch and left.

17 July 2018.
1.0 Arrive to see mum. Sitting in TV room watching TV.
1.30 Hairdresser came to say ready to do hair.
Went to mums room to do a few things.
Went to check sheet to see what had been done for mum. Sheet removed – no longer left to be looked at – Interesting.
1.35 Went to room where mum having hair done. Chatted till 20.00.
2.00 Left.

19 July 2018
12.30 Appointment with [redacted]. [redacted] wrote out drug chart. Got list of drugs from chemist with medications being shown to be given at night. [redacted] also wrote that if mum was in any pain can have Panadol as needed.
1.00 Went to [redacted]. Gave [redacted] drug sheet. She said great now they will know what medications to give mum. Very strange as mum has a Webster Pack and it is on it what medications and amount are in each days amount.
Sat with mum for a while.
Went to room with mum for her to change her slacks as had a few stains on them.
Took one pair to be dry cleaned and another to have elastic redone as a bit lose.
Took mum back to TV/lounge area.
[redacted], a worker there, said did I take mum’s dressing gown to be washed as needed it. Said would get it and back tomorrow. [redacted] said mum likes to put it on in the morning when gets up and she will throw it in wash and give back to mum. I decided to let her do that as I wanted to know how much they charge.
Haven’t seen mum washing underwear in shower like she always dose. Wonder if she is not allowed to do this as she mentioned to me once and then a lot they didn’t like it. Wonder who is doing that now. I bring some home and soak and wash.
Will need to ask at next meeting with them – [redacted].
2.00 Left.
Someone was coming at 2.30 to speak to them on dot painting. Mum was in TV/lounge area so wouldn’t have had to direct her anywhere.

20 July 2018
10.00 Rang mum said getting up and going to shower.
3.20 Arrived at mums. They were having afternoon tea. Put dry cleaning in mum’s room.
Went to have tea with them. [redacted] arrived so gave him is eat and gave 2 others refills tea and coffee. Had cup tea myself.
3.50 Sat in TV/lounge with mum and a few others.
4.20 Left.
(3.30) When putting dry cleaning in room noticed breakfast dishes and craps (food) still in room. Before left when to check and try been removed

Meant to say when arrived and afternoon tea was 3.00, normally 3.30. Mum arrived at 3.30. Residents were complaining that times change from 3.30 to 3.00 some days and it is hard for them to remember.

Mum said to bring up at next residents meeting and they said they would.

21 July 2018

10.30 Range mum. Was up and getting ready for shower. Said not feeling well, asked what was the matter, said didn’t know and hung up. Didn’t get a call so must have been ok.

22 July 2018

10.20 Rang mum. Phone went through to voice message. Must have hung up upside down.

1.10 Arrived to visit mum. Was in TV/lounge area watching TV. Mum talking about her clothes. Stayed till 1.45 with mum

Went to room to check.

1.50 Left

23 July 2018

9.30 Arrived at mums. Mum was up and waiting to get breakfast.

Was going to do bed but noted pillow case and sheet stained with dribble and blood.

Staff member came in with toast for mum. Asked her when sheets were going to be changed, said she was going to do them this morning. Pointed out stains. She then said would mum like her cup of tea. Mum had glass of orange juice with breakfast.

Asked her when it was decided to give mum cup of tea for breakfast as this has never been done before. She boils mums OLD kettle which hasn’t been used in years. Mum didn’t want up of tea. Worker said mum organises breakfast and will need to speak with her.

Told her would not speak with mum as not happy with her. She then said to speak with mum – told her the same thing. Said I wasn’t happy with way things were being done and all the changes – and explained a few. Said didn’t blame her, she only works there. She then proceeded to tell me (I closed door as she didn’t want anyone to hear) that residents are not happy and there are a lot of complaints. Staff are very unhappy – about what is happening at mum as everything seems to be about money and not looking after residents. Said she has rung her and told her off as she didn’t write fee for service on a patient. Said their hands were tied.

I told her we were having another meeting with mum. She said good and was it possible to move mum so gets better treatment. Also said may be tell media what is happening – said may do that. I removed mums old kettle and threw out.

Worker (didn’t have name tag) gave mum her tooth.

9.45 Went to morning tea.

10.00 Took mum back to room to put plate back in properly.

11.10 Mum didn’t wish to participate in word game. We sat in TV/lounge area and mum looked at 2 magazines.
11.45 Some worker walked past and I mentioned had taken kettle (guess they were charging for worker to make tea). Anne another worker walked past and said something to worker and glared. I happened to be talking and said thanks for doing mum’s bed. When left said to her if asked just say talking about breakfast.

12.00 Took mum into lunch and left.

PS: Think I need to visit doctor and get certificate for all the stress ae causing me!!!

25 July 2018.
1.20 Arrived to visit mum. Walked into TV/lounge area. Mum was standing up and was next to mum. Thought something was wrong – went over and asked mum if everything was alright. replied that mum was organising and left. Asked mum what problem was and she said no staff member around and needed to go to toilet. needs help up and help to toilet. Mum went to office to ask someone to come and help . A staff member arrived and got up, helped her to walker and took her to toilet. also said no one around when needed to go to toilet. That’s why mum went for assistance. There was no one around except and she left till someone came.

No bell, no nothing to draw attention for help. VERY POOR. If mum wasn’t next to there may have been a disaster. There was mum, (who was asleep) and who has Alzheimer’s.
I think we should charge as mum was doing their work.
They are quick to charge residents but slow to assist and be available at all times!!

27 July 2018
10.00 had meeting with , lady from last time and State manager. Will leave that with .
9.50 In mum’s room, was having breakfast, was in room and telling mum to go for shower. She left, not sure whether told her to leave as we were there.
10.00 Mum showered, got dressed. had left tooth, mum put in. Bed was already done. Sorted out washing to take.
10.30 Went for morning tea. Helped and out tea/coffee. Asked lady who works in kitchen if joining for morning tea as she did last week. Said not allowed to now as had to be in kitchen. I said that is rubbish – she agreed but said could not say anything.
’s meeting finished at 10.50, came and had up of tea and was with mum.

and I left. Mum doing word game with everyone.

When we arrived (worker) called me over and said mum very upset yesterday afternoon and said very lonely, nobody visits. said I had been there. Eventually settled down after about 15 minutes. said had to write that in book, but she doesn’t always write things down.
mentioned a few things to and she said a lot of residents were not happy.
Second worker to say that.
took mum’s washing to do.

3.30 Went to mums to drop off washing. Mum, and in TV/lounge area. Others finishing afternoon tea which was at 3.00 not 3.30. Mum had had hers. Everyone came into TV/lounge area to watch 4.00 news.

4.00 I left.
30 July 2018
9.20 Arrived at mums. Mum in bed. Woke her up. Cleaning with [redacted] today. Mum got up and went into bathroom to shower. Noticed no toilet paper on roll or anywhere. Went to office and asked [redacted] for some, she gave me 3 rolls. Made mum’s bed, sheets and pillow cases still had stains on them – sheets need to be thrown out or stains removed.
10.00 No one yet came into room. Mum had one slice, brown bread (stale), butter and jam, tea-bags. No one came to get bread to toast, so [redacted] and put jam on it. Cut off crusts and gave mum. Left room and spoke with [redacted], told her in future mum to have juice not tea in morning. Told her no one had been in to see mum. Told her was waiting to see what was being done for mum and ABSOLUTELY NOTHING. No one made toast, had stale bread and no drink. No one came in to see if up or showered. Needed someone to get her tooth as was taking her to morning tea, that was 10.20. NOT GOOD ENOUGH!!
10.30 Went to morning tea. Mum stayed to play hookey. I went to room to start organising and cleaning
10.45 [redacted] arrived.
12.00 Mum went to lunch. After lunch sat in TV/lounge area.
1.20 Helen and I left for lunch.
2.00 Back at mums. Mum still in TV/lounge area.
3.20 [redacted] and I went to join them for afternoon tea, normally 3.30 but was at 3.00. [redacted] was there and no one had given her anything to drink or a piece of cake.
3.35 Helen mentioned she was a cared and with that a staff member came over (wasn’t there a lot) and asked [redacted] if she wanted something to drink. [redacted] has Alzheimer’s and needs assistance drinking. Staff member didn’t get anything for her to drink - unbelievable.
3.50 Mum went back into TV/lounge area. They put on TV and was same songs that had been put on in the morning. At afternoon tea [redacted] said should have some music in background. Another visitor said they had some yesterday. A resident said they asked whether could have music at night with dinner but only having it every second night.
4.10 Left.

Sang and danced around with residents and they were smiling. They were left in front of TV (same show) and no staff member around. What an existence for them. It is very disappointing seeing all the residents just sitting around watching same show and no staff member visible if anyone needed anything.

[redacted] was very shocked at condition of things. Also mum’s curtains rested on heater and curtains were not – this could cause a fire.

31 July 2018
8.50 Went to doctors. [redacted] made changes to mum’s medication. Will drop off later today.
10.20 Rang mum no answer.
3.20 Went to mums. Handed drug chart to [redacted]. Mum having afternoon tea. Sat with them and had cup tea.
3.45 Took mum to her room and got her to change pants as they had stuff dropped on the. Went back to TV/lounge area. There was [redacted], Mum, [redacted] and [redacted].
4.10 Left
When went to mum’s room earlier, above microwave was a dinner plate and cup. Not sure where was there. Hope wasn’t given lunch in rooms.

1 August 2018
10.30 Rang doctors, appointment made for mum 11 o’clock Monday to organise letter for “My age care”.  
1.00 Arrived at mums. Mum, [●] and [●] in TV/lounge area. TV on and watching channel 2 parliament – why this I have no idea.  
1.30 Took mum to room, breakfast tray gone. Cut mum’s nails.  
1.45 Went back to sit in lounge and at 2.00 lady was coming to play piano and have a sing along. Quite a few residents came along, I stayed for a while. Singing started earlier 1.50.  
2.01 I left.

2 August 2018  
4.20 Arrived at mums. Mum, [●] and [●] in TV/lounge room. 2 other residents and daughter in lounge room. They were just all sitting, nothing on TV – looking bored. [●] came over and asked if handed in mums breakfast menu, said yes. Wanted to know if mum wanted cup of tea should they give her one – said no just orange juice as mum needed vitamin C and sugar.  
5.00 [●] joined up.  
5.10 [●] came in and wanted to know why TV wasn’t on. A few others came in as dinner was 5.30. [●] asked ambulance worker to turn on TV – she did but said needed PC to do rest. Helen asked a PC but she walked past and closed blinds in morning/afternoon tea/library area.  
5.20 She then came and turned TV on, 10 minutes before dinner.  
5.30 Gut mum up to go into dinner. She felt dizzy. Took her into dinner, sat her down and gave her some orange juice, waited till she felt a bit better. Mum was a bit dizzy to asked to keep checking on her.  
5.40 Left.

3 July 2018  
1.0 Arrived at mums. Mum in TV/lounge area with a few other residents watching TV. David Attenburgh.  
1.40 Went to mums room. Breakfast try still in room. Toast, orange juice not drunk and cup which had tea in it!!! Checked mums cupboards and nothing been moved around.  
2.10 Left

Water cooler not working – bottle empty. Asked [●] and she said waiting for it to be fixed. May be a small jug with water in it left on table may have been good.

6 August 2018  
8.50 Arrived at mums. Mum in bed. Let her sleep for a while.  
9.15 Woke her up, getting ready to shower. Staff worker came in and asked should she make toast. Said yes and also prunes were not in fridge. Said probably in kitchen. Came back with toast, buttered and with jam and prunes. Also juice was left in room – not sure whether been out all night as wasn’t cold. Left on table as mum was in
toilet at the time. I was in bathroom while mum showering. Mat in shower putrid –
when lifted up was dirty underneath. I proceeded to clean it and spay shower with
water to get rid of gunk coming off mat. Took a few photos as a lot of mould in corner
of shower – needs a good clean. Mum got dressed and had breakfast about 9.50

Also took picture of stuff under buffet that has been there for weeks. Obviously never
vacuumed under there!!

9.50  Staff member came into room and said the doctor was ready to see mum. I told her
mum has own doctor and doesn’t see the doctor here. She seemed surprised, she
then left. If I wasn’t with mum they would have taken her to see the doctor – definitely
not on.

DON’T THEY CHECK TGHEIR CARE PLANS – OBVIOUSLY NOT. MUM HAS OWN
DOCTOR.

10.30  Went with mum to morning tea.

10.50  Left to go do doctors.

11.35  Back to

11.45  Left.

7 August 2018

1.00  Arrived at mums. Mum, [redacted] and [redacted] in TV/lounge area. Went to get mum her
jacket. No toilet paper on roll – looked in cupboard and there was half a roll so put on
holder. Doctor, Doctor was on TV.

1.30  Lady came and got mum for hair. I sat in room while having hair done.

2.00  Left

Evening  [redacted] rang to say [redacted] sent picture of a cut on mum’s head – hairdresser pointed it
out. When saw mum no cut on head plus was in room with mum and hairdresser
whilst having hair done and nothing was said.

10.15  Arrived at mums. Mum up, had breakfast, getting ready for shower. [redacted] came in
and I asked her why mum hadn’t had prunes for breakfast. She said sometimes she
has them at night as left in room. Shower still a mess. Changed mums clothes. Mum
dressed and [redacted] gave me mums plate which she put in mouth.

10.30  Went to office and asked Ingrid for toilet paper as mum’s nearly out – gave me two
rolls. She also said prunes were put in fridge and mum eats at night. Mum had scab
forming on head and also had scratches and bruise on back, left side. Took a picture.

10.35  [redacted] arrived to get blinds etc for mum. Mum sat in chair with eyes closed – not
talking a lot, appears to be sitting with eyes closed a lot. Not sure if remembering that
it is getting close to dad’s passing and [redacted]’s. Showed [redacted] mess and dirt in
shower/toilet.

11.45  Left – took mum to room to join in word game.

10 August 2018

10.25  Arrived mums. Mum in room, in darkness, sitting in chair. Bed been done and
breakfast taken. Bought new mat for shower and put that in. Took more pictures and
still very dirty after cleaning yesterday. Mum showered and was getting dressed.
[redacted] came in and said residents meeting cancelled for 11.00 as [redacted] has managers
meeting at units. Very interesting – last minute!! Showed [redacted] mums shower etc.
She could not believe state was in.
Rang [redacted] and asked her to come into room. Showed her everything and was not happy – also sheets and pillow cases and mess under TV cabinet. She said to send photos to her personal email and she will deal with them. Said will get [redacted] to do this.

10.45 Took mum to morning tea. Had morning tea. Played dominoes with mum, [redacted] and [redacted].

11.20 Left, mum still playing dominoes.

Also when went to morning tea, I closed door. About 45 minutes later went back to mums room to pick up a few things to wash. Door was locked. I asked staff member who was cleaning room opposite mums to please open her door as couldn’t understand who would have locked door. Wonder whey door was locked and who locked door. If I didn’t go back to mums room and mum went later and couldn’t get in – would they charge mum as someone had to come and open door, saying she must have locked it on way out – no way did that happen. Every time we leave room door has never been locked by mum. Hope not another money spinner.

13 August 2018

12.15 Arrived at mums. Lunch was on. Went and said hello and kissed mum – sat down for a while. When leaving asked [redacted] how she was. Said tired and would have liked to have slept in. Asked why not, she should be able to if tired. [redacted] asked me if we signed up for [redacted] – said no. [redacted] said that her son [redacted] is always seeing [redacted] as they are not happy. Told me to help sort things out. Told her if want to talk to [redacted] (her son) then will give her [redacted]’s number. Went to mums room, check bathroom, nothing had been cleaned as promised would be. Went to office where [redacted] was behind desk, a man and [redacted] at front desk. Asked fairly loudly why bathroom wasn’t cleaned. [redacted] said they didn’t have time. Well I lot it and said tired of all the things not getting done. My mother is still showering in dirt, and needs to be fixed. You wouldn’t expect your family to lie like that. [redacted] shook head. I turned to her and said you are as bad as the rest of them [redacted]. She said she never said anything. I walked out. Said I have had enough and may be its time to talk to my lawyers. Went back to mums room.

Knock on door – gentleman who was at front counter introduced himself as [redacted], said he sold units etc. Said heard conversation and said doesn’t need to know what is going on but [redacted] will come between 2-3 to clean bathroom. I went to front desk and apologised to [redacted] and she said ok, understands where coming from. Cleaned up in mums room. Mum in TV/lounge area watching channel 2.

[redacted] came in at 1.45 and put on karaoke, Irish songs. Went back to mums room and [redacted] was cleaning – said sorry she had to do this. Said looks like never been cleaned properly and easy to clean. I told her there are other rooms that need toilet/shower cleaned. [redacted] said yes and she has cleaned a few. [redacted] said her shower area was not clean. Had a talk with [redacted] about things. She said [redacted] was away and [redacted] on phone a lot talking in her language – thinks she must be silly to know what she is doing. Told me if going to shift mum then need to find out costs. Also said [redacted] not accredited. [redacted] said yes they are not accountable to anyone. Sat with mum and listened to Irish songs. Mum has what looks like a boil on ear. Took picture and sent to [redacted].

3.00 Left mums. Made appointment for mum to see Doctor tomorrow
14 August 2018
2.30 Arrived at mums. Sitting in TV/lounge area – had hair done. Parliament on TV – boring. -zA came up and asked was room ok. Said hadn’t been there yet. -zA said moved bed and carpet was white – looks like never been vacuumed underneath. Went to mums room with mum to get walking stick. Checked room and looked good, clean.
3.15 Left to take mum to doctors ? BCC
4.30 Took mum back, got walker and left her in TV/lounge area.

15 August 2018
12.30 Arrived at mums. Lunch was on and all in dining room. Went in and kissed mum said hello to everyone. Went to put dry cleaning in mums room. Mum sitting in TV/lounge area with a few others – parliament on TV. Noticed another lump on mums arm, looks similar to one on ear. Sent -zA a picture.
1.50 Mum went to play bingo.
2.00 I left.

16 August 2018
1.0 Arrived at mums. Mum sitting in TV/lounge area, just finished lunch. Checked mums underwear as yesterday mum had bra on underneath her top – usually has bra, short sleeved t-shirt then blouse. Today had t-shirt and no bra. Took her to room and mum put on bra, t-shirt, blouse. Also got her to change pants as needed cleaning.
1.20 Back to TV/lounge room. Andre Renou was on. We sat and watched.
2.00 L left. At 3.20 they were going to have folk dancing.

17 August 2018
9.00 Arrived at mums. Mum in bed. Woke mum up. After about 5 minutes got up. Went for shower – got dressed. Didn’t like any tops I put out.
9.30 Worker came in and got bread to make toast. Came back with toast, buttered with jam and prunes. Mum ate toast – not crusts. Had prunes and 3/4 orange juice. Asked for tooth.
10.10 Went to TV/lounge area, sat till 10.30, watched TV
10.30 Morning tea
11.00 Left, mum going to play word games.
FOUND BLUE TABLET ON CHAIR IN ROOM, NOT MUMS. SILLY ME, THREW OUT, NOT MUMS TABLET. Rang chemist re tabled found on chair. Mum doesn’t take anything blue. THEN WHOSE TABLET WAS ON CHAIR. Should have taken a picture.

18 August 2018
10.45 -zA rang to say that -zA had rung to say mums blood pressure tablet was found on floor. Was not there during day as I was in room and always have a look around – eg finding pill on chair. So being charged for supervision of medication – twice per day but only taking at night BUT obviously no supervision so how can we be charged!!
20 August 2018
9.10 Rang – picked up. Told her that mum should not be seeing doctor. She said mum has own doctor and shouldn’t. Mentioned 6 August staff member came in and said doctor was now ready to see mum. Told her mum has own doctor and as my notes she was taken back. Said will check list.

21 August 2018
1.0 Arrived at mums. Went to room and put away a few things. Mum sitting in TV/lounge room with : and there as well.
1.30 Took mum into have hair done.
2.00 Left

22 August 2018
1.50 Arrived at mums. Mum in lounge area waiting for man to bring birds. Went to mums room, fixed up a few things.
2.00-3.10 Had talk on birds with a few birds in cages.
3.10 Afternoon tea – birthday. Had cup tea with – asked how things were going, said meeting tomorrow. who will be attending meeting is partner of who just left to go somewhere else – not long in job I gather. Said things need to be sorted for everyone there. Helped give out tea/coffee and cake.
3.40 Left

 worker there came and stood next to and me while talking. Lots of places to stand but came up to us. Not sure about . On leaving she came out of ’s office!!!, may be a coincidence but not sure about .

23 August 2018
4.15 Arrived at mums. Mum in TV/lounge area. Took mum to her room, cut nails and put away a few things.
4.30 and had meeting re mum and bills being charged. Took mum back to TV/lounge area.
5.15 Meeting finished. and came into TV/lounge area. Took mum into dinner 5.30
5.40 We all left.

 knows all what happened at meeting – refer to her for outcome.

24 August 2018
8.55 Arrived at mums. Worker said mum asleep. Went into room, opened curtains.
9.10 Mum got up, put dressing gown on and sat and had orange juice.
9.20 Mum went for shower, a bit disoriented after waking up. Not sure where she was. Had shower, dried herself and got self dressed. Worker came in and took bread and made toast. Came back with toast and prunes. Mum ate all. Sat in room till 10.10.
10.10 Went into TV/lounge area
10.30 Went to morning tea. Helped
10.50 Left. Mumm going to play word games.
27 August 2018
12.30 Arrived at mums with  and went into mum who was in TV/lounge area.  said to me that nana doesn’t have plate (tooth) and that she never got it. Went to  and asked whether mum had tooth.  said yes, saw mum this morning and when smiled saw tooth. Said must have put it somewhere. Left  with mum and started searching room. Went through everything. Went out and spoke to  to see if mum had tooth in for morning tea.  said mum wasn’t at morning tea or for activity. I guess was not ready or got up. Saw carer – don’t know name. Asked her if he attended to mum as she usually does. She said yes and I asked if mum was given tooth. Said yes and mum sometimes takes out when showering. Said that has never happened when I have been here.  came with me to search room – no sign.  took photos of daily sheet. Nothing written up for today. No tooth found. Went back out and spoke to carer and asked her to open medicine box. When she opened it there was mums tooth!!! She said must have got confused with someone else. Gave mum tooth. Told carer not happy. Mum had no tooth for breakfast or lunch. Mum insisted she never got tooth and kept saying that and asked why I didn’t believe her. They seem to be making out that mum doesn’t know what saying. Settled mum back in TV area. On way out told Ingrid that tooth was never given to mum – she said she asked carer and was told that it had. Said in loud voice on way out that mum was right when saying wasn’t given tooth and does know what is going on.  mentioned that on afternoon that carer found mum in bed at 3 pm – when mum thought it was morning and wanted to have shower. Interesting that day was the only day (Wednesday) that I didn’t visit mum. She never done that before or since. I believe someone made that up. Would like to know whose signature was on that sheet. Probably !! Don’t trust her at all. Also on sheet said mum was distressed and nail was split. Well everyday when I go there I check mums nails and cut them when need doing. Another interesting note is why  didn’t bring this up at meeting.

28 August 2018
8.55 Arrived at mums. Mum in bed asleep. Opened blinds. Mum work up 9.05, very alert, got up and sat in chair and drank orange juice. I checked sheet and saw tooth given yesterday and went to office and said tooth not given yesterday as we couldn’t find it. Took photo and  said will show  when in, as I asked if he was in.  came and got toast to do breakfast. Mum already showered and dressed. Asked  for tooth, she said what now and I said yes as mum was going to have breakfast.  came in and said wanted to speak with me. Said tell me know. Said sheet said tooth was 7.30. I read wrong as so stressed about everything. Apologised to him, he said if need to complain to come and see him so can deal with it straight away. Told him not happy about yesterday and lies carer said about tooth. Said he will see who was on and have a chat to them. Not sure why it wasn’t done yesterday when  told him!!
10.20 Went to sit in TV/lounge area.
10.30 Morning tea.  brought in trolley and  came in as well. No carer in charge. I helped do morning tea. Activity was to be done at 11.00. Not sure who was doing word game as no one came to do it.  talking to a few who were present.
11.20 I left and mum wanted to sit in TV/lounge area. Left her sitting there by self. Others still at morning tea table.

30 August 2018
10.00  Arrived at mums. Door locked.  opened for me. Mum just out of shower and dressing. Finished helping mum by changing clothes as had them on for 2 days. Did bed. Mum had toot and she put in. No sheets behind door, taken. In large bin in bathroom noticed one Weetabix. Then in smaller bin packet with one Weetabix, not on breakfast menu. Breakfast try in room, toast eaten but not rusts – never eats crusts
10.15  Went to TV/lounge area to wait for morning tea.
10.40  Morning tea – I helped do.
11.00  came to do word game. I took picture of Weetabix, sent to .
11.30  Left mum doing word game.

31 August 2018
12.44 ran to say was I coming over as mum ripped nail and could scratch herself. Said will be over in about an hour.
1.30  Arrived at mums. Mum in TV/lounge area watching TV. Went to room and fixed nail, plus cut all nails. Went back to watch TV.
2.00  Went with mum to play bingo. Mum knew all numbers.
3.00  Left mum – she was going to have afternoon tea. Told mum not here for Sunday dinner and to keep dinner Monday as might not be back in time from her appointment. Didn’t say what appointment.

2 September 2018
4.145  Arrived at mums. Got ready to go to dinner at ‘s.
5.10  Left
7.00  Back to mums. Mum got ready for bed.
7.20  I left.

3 September 2018
9.10  Arrived at mums. Mum up, had shower, bed made. Had tooth in.
10.20  Went to morning tea.
10.45  Back to room to wait for “My Aged Care” to come.
11.00  My Aged Car arrived – brought them in. After a while discussing things realised wrong department was sent out.
11.30  They left and to arrange proper department to come and assess mum. During time with mum discussing things (Iworker) came in to change bin!!
11.45  I left
3.30  Back at mums. Mum in TV/lounge area having sing-a-long with TV.
4.00  Left to take mum to appointment.
5.40  Back to mums. Cook was waiting outside when arrived and said was going to ring to see where mum was and when returning. Told him wrote in book that would be back late to hold dinner. Took mum into dining room – her soup was on table – guess was cold by then. Took mum’s walking stick to room and returned with walker.
6.00  Said goodbye to mum and left.
4 September 2018

12.00 Got call from [redacted]. Said mum still in nightie and just finished breakfast. I asked him why no-one got her dressed or organised for her to get dressed and joint everyone as not it was lunch at 12.00. He said he is not authorised to do this. Asked if I will come and dress mum or are they to do it. Said I will be there.


1.00 Took mum out to car, passed [redacted], [redacted] and [redacted]. No one asked if mum was going to have lunch. Settled mum in car – spoke to [redacted]. Went back in and informed [redacted] was taking mum out and not sure when back. [redacted] spoke to [redacted] – [redacted] was rude to her. Took mum to [redacted] for lunch. Picked up [redacted] and [redacted], back to [redacted]’s.

4.20 Left [redacted] take mum back.

4.30 Back – [redacted] said nice time out and did have a good time – just answered yes. Settled mum in TV/lounge area. Went to mums room to get walker. Breakfast tray still in room. [redacted] arrived and we sat with mum in TV/lounge area. [redacted] came to me and said not happy with carer re medication being taken. Said no need to complain as they treat them as old people who don’t know what’s going on. Another resident asked [redacted] to give her her medication. [redacted] said doesn’t work her. Carer (male) came along and [redacted] said resident asking for medication.

5.30 Took mum into dinner.

5.40 We left

8.00 [redacted] rang [redacted] and mum settled, had tooth cleaned and settled for night. No-one called to say doing this. Am happy (we are) if they do this, but let us know.

To me it seems that problems only occur when [redacted] and [redacted] are on during day. Doesn’t appear that staff have been given proper instructions. The way residents are being looked after are a disgrace

Residents meeting 110.00 Friday. [redacted] will probably go. I will be there but not attend meeting.

5 September 2018

9.00 Arrived at mums, door locked. Asked worker to open. Went in – mum up, dressed, bed made and had breakfast. Asked worker if she gets mum up and organised – said yes. Asked her to give mum her tooth. Said usually gives after shower. Totally different to yesterday, I thanked her, she seems very capable.

10.10 Went to TV/lounge area.

10.25 Went to morning tea. Helped with morning tea. Lady from kitchen brought out morning tea. Said will make mums, she said “oh is [redacted] here, was told she was in hospital and told no need to make birthday cake for tomorrow”. Didn’t say who said that. Said will see if cook can make cake for tomorrow. Interesting. Also dusted mums room.

11.00 Left mum going to play bingo.
6 September 2018
9.00 Arrived at mums. Door locked, went to to open. Room in darkness, mum still in bed. Opened curtains, put light on, mud didn’t want to get up. came in and told mum to get up. She went to organise breakfast. Mum got up, had breakfast, said she would make but I said I would as I was there.

10.10 There was a happy birthday across mums door. Mum wished happy birthday by a few staff and residents.

10.30 Went to morning tea. No cake for mum said would be afternoon tea.

11.05 Left to take mum out for lunch.

At morning tea residents were complaining of way tables were set up. Also when have an activity eg coits, large chairs have to be moved and then put back. A health and safety – which should not be done. I said if no-one can do this then get – comment and smile – he wouldn’t do it – I really wonder what he does.

1.40 Brought mum back. Sat her with in TV/lounge area. Didn’t stay for afternoon tea and if no cake would have said something and got upset and didn’t want to upset mum. Will check tomorrow when go.

7 September 2018
9.30 Arrived at mums. Saw worker and said mum up and going to have breakfast. Went in room, but sitting down to have breakfast. Made sure clothes were ok. Not sure where her undies go as not many in room but a lot of singlets. Mum had shower. Tooth given by .

10.25 Went to morning tea. said residents meeting cancelled as off site and doing nursing duties. Second month been cancelled. not friendly, goes in other direction when sees me or . arrived as was going to attend meeting. Not sure when next one will be.

11.15 and I left. in office, smirk on face and said hello. Could have had meeting, but not sure why cancelled.

10 September 2018
9.00 Arrived at mums. Mum in bed. Got mum up. She got up, just work up. Carer cam in and said would get breakfast and gave mum tooth. She cam back with breakfast. Mum had breakfast. A bit disorientated this morning. Mum went for shower. Pulls handle out but in doing so turns handle and extra hot water comes out. Fixed for mum. Mum turned off shower and starting dressing herself. I helped with bra hooks.

10.20 Left to take mum to get ears cleaned.

10.50 Back and residents meeting at 11.00. Stayed for that – see typed notes.

12.05 Left after setting mum in for lunch.
MEETING AT  
10 SEPTEMBER 2018  
11.00 am

PRESENT: 16 Residents, one came about 11.30
STAFF:  

Minutes of last meeting discussed.

Management News – Respite, have 3 rooms 4, 10 and 15. Rooms 10 and 15 are occupied for the next couple of weeks.  is hoping to get more respite with a view to them moving in when appropriate. If need be will do up more rooms for respite.

Visiting new GP – not much feedback, only one lady said was great. Doctor comes once a fortnight, residents thought it would be good if come more often. This lady said that the doctor will come and visit you in rooms if needed. said that doctor will be away as will be on maternity leave. said that she will be away for 2 weeks but will still come to see residents.

Employee of month – said to fill out form and hand in. Employee is based on a few questions. Employee gets a voucher of $50.

Nail care – The only person who tried this was and she could not remember but thought it was alright. said may be a few more could try her.

Staffing – new staff and (females) have started and will start soon. will only be part time. This same lady said they were good, no complaints. thanked everyone for making them feel welcome.

Changes to breakfast items and delivery – Residents already got cutlery for breakfast but not coming after have to supply own cutlery. This was getting confusing as then staff have to wash cutlery. said that cutlery will be supplied as it is a lot of work for staff to do. Also those who came when took over have to supply own sheets, those already there will be supplied. Residents said not getting what they ordered for breakfast. Staff go into kitchen and get right breakfast.

Changes to afternoon tea time – All very confusing for residents. Some days 3.00, others 3.30. said to come at 3.00 and if it is 3.30 then sit and chat. Times of afternoon tea on sheet residents get every week.

Heavy meal at lunch time – asked if this was working out. No-one said much. said if going out for lunch and would like main meal kept till night to let them know and they will keep it.

Furniture arrangements – Not many said anything, as a matter of fact apart from that lady saying something, and 2 others no one else said a word. Apparently company looked at things and decided that all chairs, couches etc same colour should be kept together. Some did not like tub chairs in tv area, that same lady said she liked them, BUT I have never seen her sitting in one of them. Not enough
chairs around TV, especially when walkers are there. Chairs around fire, not anyone said anything. Said that large bookshelf will be kept and 2 that don’t match will be taken away. Seems to be like they are only thinking about things that match, not what suits and is practical for residents. Then said that library books will need to be match, possibly to a spare room. These will be out of sight and am sure residents will even forget they are there. Not a good thing. Tables in library, nobody said anything. At morning tea, and whenever I have been there residents complain of the way they have been put. Said to bring up at meeting. No one said anything so I brought it up and said not practicable as residents can’t see each other and not good for when doing activities. Took over and explained. Said maybe we could have 4 round tables all matching. Said not many would fit around and make it worse. When I brought this up then the residents all said not in good position. Think they wait for someone to say something before they speak out against an idea. Said that tables could go back way they were, he didn’t remember which way they were. That is sad as he is the person who runs the place and it has only been 2 weeks since that happened. Wonder what he does all day then.

said not all staff are 100% so if anyone has anything to say his door is always open, to come in and have a talk with him. His door is always shut and you have to go through door to get into this room. He has an “open door policy”.

DT changes — has commenced. Feedback is that she is doing alright. I was present one day when she was there and she seemed ok, but it was only for about 10 minutes. Mentioned that he has taken into account what residents have said when hiring new staff members. They want someone with a heart and everything else will fall into place – a good way to hire people. Thought people were hired on their ability, but obviously not at.

Discussed activities for September.

At 11.50 said sorry things took so long, but lunch is at 12.00 so does anyone have anything else to add. Earlier in meeting was upset and said he would like a security camera in room as someone again used his computer and it took him 55 minutes to fix. Said if he wants one has to pay himself, but doesn’t know who would do that. Asked if he had a password, so did . Didn’t know so am surmising he doesn’t. This is not the first time has mentioned this. Said that they would get someone to put a password on his computer for him. If they know password they can still do it and make out to be forgetful. This seemed to be just brushed off.

said that a company can come and clean split systems if anyone has one in room that needs cleaning. Cost $110.

mentioned that they had a couple of letters – One from Sleep apnoea wanting to know if anyone is interested. That same lady said she would, only one so said will see if they will come to her only. Other one was hearing audiologist – only 2 said they would be interested.

Meeting closed at 12.00 and residents went to lunch.

Spoke with and she was going to start putting tables back to original way. I said no one said anything.

IN MY OPINION – MEETING WAS A WASTE OF TIME. RESIDENTS NOT WITH IT, AS ONLY A COUPLE SAID ANYTHING. THIS MEETING SHOULD BE AT A TIME WHEN FAMILY MEMBERS CAN COME AND
EXPRESS CONCERNS ABOUT ANYTHING. LED MEETING BUT SEEMED TO SAY THINGS THAT ARE IN FAVOUR OF WHAT WANT. THINK RESIDENTS ARE NOT HAPPY SAYING ANYING. SOME WERE ASLEEP.
11 September 2018
8.55  Arrived at mums. Door locked, gave me key to open. Mum up, getting into shower. Sheets changed and bed done. Breakfast eaten. Tooth in. Mum had shower, got herself dressed.
10.15  Went to TV/lounge area.
10.30  Morning tea. Tables changed back way they were before. Everyone happy as can see each other and talk.
10.55  Left mum going to join in word games.

A few people around looking at furniture etc. [Blind] talking to residents, completely ignored me.

12 September 2018
8.50  Arrived at mums, mum in bed.
9.00  Mum got out of bed, put dressing gown on, sat in chair and had orange juice. No-one came in room to get bread to toast for breakfast.
9.20  Carer (male) came in and I gave him bread as mum getting dressed. Came back with breakfast, asked him to give me mums tooth.
10.25  Went to morning tea. No-one had come into room all that time. [Blind] brought morning tea (lady in kitchen), [Blind] told her she needed to go to toilet. [Blind] couldn’t find carer so had to take her herself. I settled [Blind] into chair for morning tea. Had got just about everyone’s morning tea. [Blind] away at course. [Blind] not supposed to sit down at morning tea but no-one else was around. No carers, no [Blind], no [Blind]. No [Blind] to help. I asked what was happening after morning tea as usually an activity. [Blind] had no idea as no-one was around.
11.00  I left, everyone still sitting at table.

Not good enough, if residents needed anything NO carer in sight.

13 September 2018
10.05  Got call from [Blind] saying mum confused. Told him will be there in about 5 minutes.
10.15  Arrived. Mum in dressing gown, didn’t seem confused, was doing her bed. Had breakfast. Told her to have shower. Water a bit hot so tuned down. Mum showered herself, got dressed, I did bra up properly. Put tooth in and brushed teeth.
10.35  Went to morning tea. [Blind] still complained about staff using his computer. Said to [Blind] was leaving soon, she asked whether had busy day. Said yes and have food in car to go in fridge, but had to come up as [Blind] rang and said mum confused. Give looked at mum an said she looks alert but sometimes can get confused (meaning older people). I said loud so everyone heard.
11.00  Left
2.50  Went back to mums to drop off clothes.

Door was locked, mum in TV/Lounge area. Saw carer and asked to open door. She was surprised it was locked. If mum went to room and found door locked she would have got confused and wondered why couldn’t get in – then I would probably get another call saying she was confused. Not sure why someone would have locked door. Two carers, not sure of one’s name and [Blind] said told by [Blind] to change sheets. Said what was dirty, showed them pillow case. Said couldn’t see anything on sheet. Showed photo also taken yesterday. [Blind] said she would never have seen it. I said if I saw it then how come you couldn’t. She said this is a management problem.
and I said yes it is and sorry you are doing this. Asked what happened to mum, said mum stood at door in dressing gown and called her over. Said what do I do now. Mum said have a shower, mum said where was shower with that was went and told mum was confused. Told her about last Tuesday re mum being left alone and as far as I was concerned that was abuse. She said again management issue and I said yes and also you haven’t got right directives. Left them changing sheets.

3.05 Said buy to mum and left. So over all this SHIT!!

14 September 2018
9.30 Arrived at mums. Mum up, had breakfast. Said bed done but not done properly. I looked at sheets – dirty. Took photo. Came in with new male cared with new sheet and said had I seen sheet, said yes. Sheet changed and said is that what I want, said yes. Mum was in shower, no prompting. Came out, did bra up but not properly, I finished doing it up.
10.30 Went to morning tea.
11.05 I left. Helped with morning tea.

15 September 2018
10.30 Rang mum, picked up. Said was up and had breakfast. Told her to go for shower, she said everyone was still asleep. Said no it is morning tea time and needs to have shower. Mum said didn’t know where shower was. Tried to explain – still didn’t understand. Said no-one to help her and didn’t know where clothes were. She was getting frustrated and said I didn’t understand and hung up on me. Rang and she said to ring. Rang and spoke to lady in office. Asked if anyone been in to see mum and who was on duty. Said was and will contact her and get her to ring. I told her to get to ring. Rang and told her. Rang back and said no body had rung. Said she will turn around as was going food shopping and go to mums. Waiting to hear.
11.20 rang. When arrived at mums, mum showered and dressed. Just before got there rang to tell her about mum. asked what directive they were given and said had to ring if needed to do anything or let us know about mum. took mum to morning tea, late but had morning tea – stayed to play a few games. said mum very confused and didn’t want her to go.

17 September 2018
9.45 Rang mum twice – no answer.
11.00 rang to see if heard from, said haven’t heard so mum must be up.
11.42 I rang – answered phone, asked if mum was up – said will go and check, asked if I would hold on. said she will ring back.
11.48 rang back and said mum in TV/lounge area. I thanked.

18 September 2018
8.50 Arrived at mums. Mum in bed, got up at 9.00. Had orange juice. Went for shower, got dressed.
9.10 Sitting waiting for carer to get bread to make toast.
9.40  
I came in and got a surprise I was there. Said running late and will get breakfast, said morning to mum. Said don’t make bed as was changing sheets – said I know as it is Tuesday. Mum came back with breakfast, gave mum tooth.

10.25  
Went to morning tea. Made most cups of tea.

10.55  
Left

19 September 2018

9.50  
Arrived at mums. Mum up, dressed, had breakfast and bed done. Mum sitting in chair, tooth in. New carer on, been around for may be a month – very good when on has always had mum up and dressed.

10.25  
Went to morning tea. Helped with morning tea.

11.00  
Left mum going to do armchair exercises.

Fire was on in lounge area. No grate in front of it, very unsafe. Artificial one with flames.

20 September 2018

10.10  
Arrive mums. Mum had breakfast, bed done, tooth in. Still in dressing gown. Went for shower.

10.30  
Went to morning tea.

10.55  
Mum came into do blind.

11.45  
Brought mum in to show blind and how to move up and down, just like curtains.

12.00  
Took mum to lunch.

12.10  
Informed Mum would be staying Friday night with me as will let know what time to return on Saturday.

12.15  
Left

6.55  
Mum rang and said mum upset about curtains, would I speak with her. Spoke to mum and tried to explain about curtains and blind again. Mum very upset and couldn’t understand, started to cry. Told her would be there in morning to explain again but will have new curtains next week. Mum came back on and said he would calm her down.

21 September 2018

10.10  
Arrived at mums. Bed made, had breakfast. Mum sitting in chair saying not feeling well. Told her to go for shower which she did. Got dressed. Mum came in and gave mum her tooth.

10.35  
Went to morning tea. Packed some clothes for mum and medication as having mum for night.

11.00  
Left

1.10  
 Came back to mums, mum in TV/lounge area.

1.50  
Left with mum to go to plastic surgeon re ear.

3.45  
Back at my house. Gave mum 2 Panadol. Mum kept saying wanted to go home to sleep.

5.40  
Gave mum dinner

6.00  
Left to take mum home as was unsettled. On freeway when noticed mum had removed dressing covering stitches on ear. Went to mum’s, not home. Rang her, went to chemist to get steristrips, went to mum’s where I was. Mum put on ear.
6.50 Took mum home. Got her organised for bed. Told (carer) that mum had a few stitches but should be ok. Mum got into nightie. I pulled down bed, mum sat on bed waiting for to come in. I gave mum her medications – only took less than 20 seconds to swallow, gave to me and left. Put mums tooth in container, said night to mum. Went to TV/lounge area, saw and gave her with tooth to put away.

7.15 Left.

22 September 2018
10.30 Arrived at mums. Mum up, bed done, had breakfast. Told mum to go for shower. Checked mums ear, had bled a bit, checked pillow case and had blood on it. Went to guy in charge – also left phone in room, gave him phone and said blood on pillow case, said would get it changed.
12.00 Took mum into lunch. Asked for menu as noticed some had them. Lady in charge gave me one and said she usually fills out for mum and . I fill out – took picture and also of food served.
12.30 Left. Mum didn’t need ear steristrips changed.

23 September 2018
10.35 Took mum to morning tea and I left to get 2 more pillows
11.15 Arrived back. Bingo was being played. Went to mums room and she was in chair saying not feeling well. Fixed up new pillows. Bought 2 new pairs undies and wrote name on them. Sat with mum till 11.55 and then took her to lunch. One of the residents couldn’t get out of wheel chair and got to chair at table properly. I went over and helped her to push chair in. Before left brought in pillow case, washed. I put on pillow.

12.15 Left

24 September 2018
8.10 Arrived at mums. Mum up, bed done. Carer was getting breakfast when came in, thanked her (same new one as before) for getting mum up. Said she tried at 7.39 and then again at 7.50 and mum got up. Said other carers saying very hard to get mum up. Said I can get her up, and so can you, so not sure what others are doing. Mum had showed, got dressed, helped with bra.
9.15 arrived to sit in meeting with me as was coming to assess mum from “All aged care”.
9.35 Judy came and assessed mum, she spoke with via phone. Going to try and put a few things in place to help mum.
10.40 took mum to morning tea. When waiting for and in foyer. said would like to speak with me, I said no speak with . He said since I was here he would speak with me. I said no and he said is back from holidays. I walked away and rang as he said she hasn’t returned his emails. rang later and said don’t speak with as she has sent email to him and
10.40 Said goodbye to [REDACTED] and thanked her. Went to morning tea. Celebrating Sue’s 25 years at [REDACTED], said [REDACTED] has called residents meeting to discuss something. [REDACTED] and I decided to say. [REDACTED] came in at 11.10 and sent sheet for residents to fill out about what they think about [REDACTED]. Said no need to put name or room number. Confidential. If anyone can’t fill out then carer can help. So much for confidentiality!! [REDACTED] brought up that bit hard for people with dementia to do. [REDACTED] got a bit hot under colour and resident [REDACTED] a trouble maker also was rude. [REDACTED] told [REDACTED] he hadn’t finished yet. He said that family can fill out but not to be their opinion but residents. [REDACTED] pointed out again that dementia people’s views change all the time so not accurate. He [REDACTED] is a nut.

12.00 Took mum into lunch and [REDACTED] and I left. So much crap goes on, [REDACTED] eyes Were opened as to all the crap.

25 September 2018
11.10 Arrived at mums. Checked room. Mum in library area with other residents playing word game. Residents had cups in front of them, mum didn’t. Asked her if would like cup of tea and cake and said yes. [REDACTED] was asleep in chair. After a while she was dribbling. Resident next to her tired to wake her up. Give (girl who does games etc) went to call someone. Came back and continued to do word game to take mind of [REDACTED]. No-one came and I asked [REDACTED] and she said asked someone to come. Meanwhile [REDACTED] was sitting more to right hand side. Dribbling more and seemed to take 3 funny breaths. I got up and went to carer near double doors in TV/lounge area. Told him [REDACTED] needed someone now. He came over and couldn’t wake her either. Next a lady came over with container containing blood pressure machine. She tried to wake [REDACTED], didn’t check eyes by lifting up lids. Said seems to be in a deep sleep. Lot of crap!! She then proceeded to take blood pressure and with elbow held [REDACTED]’s head up. [REDACTED] came over and looking for wheelchair to put her in. [REDACTED] said all wheelchair taken, will have to wait till someone vacates wheelchair. Everyone went to lunch. Took mum in and left. Not sure what happened to [REDACTED] but pretty slack looking after. Not sure what qualifications they all seem to have.

26 September 2018
9.30 Arrived at mums. Mum still in bed. Got mum up, she showed, waiting for breakfast. Before this asked [REDACTED] for forms to fill out so [REDACTED] can put up blinds. [REDACTED] didn’t know of any forms and said will ask [REDACTED] but on conference call. Nobody been in mums room so gave her orange juice which she was sour and bread with jam, no butter sent. [REDACTED] telling me he needed to know about curtains etc. [REDACTED] and [REDACTED] left talking, I had to walk away. Told [REDACTED] also that his staff knew mum had stitches as I told her on Friday. [REDACTED] wanted to have maintenance man come into supervise putting up curtains. [REDACTED] spoke with [REDACTED] so knows what happened. Went back up to tell him, mum no breakfast, plus no teeth been there since 9.30 and no-one been in room. Said oh will see who was on and get them to give mum teeth. Got mum a cup of tea and cake, took to room, when got back to room carer there. New girl apologised and started to cry. [REDACTED] spoke with her and she didn’t have sheet to follow, nothing so didn’t know what had to be done. [REDACTED] and dad signed out and [REDACTED] gave them a lot of paperwork to fill out. I asked for survey for mum and he said will email to [REDACTED]. [REDACTED] has rung head office about [REDACTED]. For further clarification, need to speak with [REDACTED] as to all the crap that took place. Am so over this, is affecting all our health.
30 September 2018
1.50 Called into mums. Mum asleep in chair in TV/lounge area. Gave a kiss and went to her room to check things. Hung up dressing gown, took coat to her and put in walker. Sheet ok but pillow case stained – didn’t say anything as am so over this. Went back to mum, asleep so said goodbye and left.

2,20 Left

1 October 2018
9.50 Got call from [X] to say mum had vomited all over bed, side table and pillow. Said will get it cleaned and sheets changed. Asked me if I would like to get [X] to take vitals. Told him will ring back in a minute. Rang [X] and explained, said she would ring [X]. Rang me back ([X] can fill in) [X] said mum will need to have meals in room etc. I waited till 11.30 and left with [X] and [X] to see mum. Can’t put into words the mess and smell in her room. On arriving [X] came up to use, said [X] taken vitals. Rang [X] and said mum didn’t want window open very much and may be we could get her to let us do that. Mum sitting in chair, very pale. Opened window to let fresh air in. Checked mum and she had faeces down both legs and in slippers. This was 12.05. Cleaned mums lets and slippers up. Tried to get mum in shower but when stood up felt very unsteady. After a few minutes mum wanted to go to bed. We helped her into bed. She was feeling cold. Just before that a cleaner came in and said was told to clean carpet – went and got hot water. We took gloves to use on hands. While mum asleep I left to go and get disinfectant, hand steriliser, carpet cleaner and sponges. Also toilet cleaner and Glen 20 and drink (hydrolyte) for mum to replace fluids. On return, went about cleaning room, toilet, carpet etc. Mum got up felt a bit better, got her into shower and dressed.

12.50 Carer came in with food, said asleep so doesn’t need it.

2.00 Took kids home.

3.00 Back at mums. Room smelt better, no-one in to check. [X] arrived, asked questions, went to see [X] – he is an arsehole. [X] can fill in. [X] left, I stayed,

5.50 Brought mum dinner, didn’t eat, only had sip of soup and mouth ice-cream.

6.30 Got mum ready for bed. Given tablets. Told carer to check and turn off TV.

7.00 Left.

Supposed to ring when last checked mum, but no-one rang.

2 October 2018
? time [X] rang [X] to say mums obs ok but she will need to stay in room again.

11.00 Picked mum up and took her to [X]’s for day. Gave mum dinner and took back home, 5.40. Straight to room and got her ready for bed. Settled in chair and spoke with carer and left.

3 October 2018
[X] rang [X] – place in lock down as some others have vomiting and diarrhoea. Spoke to [X] and said mum was ok and she was going to give hr a cup of tea. I said also water as she loves water and needs to keep fluids up.
4 October 2018
11.00 Rang – got ’s message, no-one available to leave message and she will get back. Left message and said would ring later.
1.52 Rang again – went to answering machine. Left message saying how was mum and everyone. Said will call again later.
2,56 Rang again, went to voicemail. Left message again.

5 October 2018
9.30 Rang 4 times. Went through and said rang message bank of private number, so again no contact with .
11.02 Range again says message bank of private number. No contact of how mum is doing.

8 October 2018
8.40 Arrived at mums, mum in bed. Carer came in to do breakfast. Mum up, had breakfast, showed and dressed.
10.15 Took mum to dentist.
11.10 Back with mum. No-one around, took mum to room. Saw asked if place was still in lock down, she said yes as more residents had gastro. There was a sign on front door but was told would be lifted by last Saturday, no-one rang so presumed was lifted. Sprayed and cleaned and disinfected mums room. Put TV on and made sure mum was ok. On lock down till Wednesday.
11.45 Left

12 October 2018
8.30 Arrived at mums. Notice on door still says lockdown. Range, answered and said waiting for council to come and give all clear. Went in, mum in bed asleep. Carer came in and gave me tooth and took bread to toast. Mum got up, had breakfast, sat for a while and then showered, dressed. Sat back in chair. Range and she said only residents coming out 2 at a time as not allowed to all be together. Put TV on, cleaned room with disinfectant.
10.45 Left

13 October 2018
12.45 Rang , first day not in lock down.

15 October 2018
8.40 Arrived at mums. Paid bill. Mum in bed had taken breads to toast. Mum got up, had breakfast, went and showered, put tooth in, got dressed.
10.25 Went to morning tea.
10.40 Morning tea arrived. Helped out.
11.00 Left
17 October 2018
9.10 Arrived at mums. Mum up and dressed – good carer was on. Mum had breakfast. Sat in room and watched TV till 10.30
10.30 Went to morning tea.
11.00 Left

19 October 2018
11.30 Arrived at mums, mum in tea area playing basketball. Went to mums room, dusted and cleaned up.
11.45 Said hello to mum and other residents. Played game with them.
12.00 Took mum into lunch. Sat in lounge and waited for [REDACTED] to come and discuss help for mum.
12.30 [REDACTED] arrived, had discussion about extra help for mum. Very good, $50 per month. She spoke with [REDACTED] and agreed was going to start next Monday.
2.30 Took mum to bingo in tea area.

19 October 2018
8.45 Arrived at mums, mum up having breakfast, [REDACTED] doing bed. Mum had shower, was a bit disorientated about shower and turning off. Not sure about putting bra on. Helped her, mum got rest of self dressed by self. Sat and talked and watched TV, mum had snooze.
10.30 Went to morning tea
11.00 Left

22 October 2018
10.00 Arrived at mums. Mum dressed, had breakfast, sitting in TV area. Lady from [REDACTED] attended to mum. Looked lovely, hair done, clean clothes etc. Took mum to room, put away washing had done.
10.30 Morning tea
11.00 Residents meeting. WASTE OF TIME AS USUAL. Took minutes but never wrote them up, have stapled to book. At end of meeting best news every, [REDACTED] HAS RESIGNED – reckon he was told to go or get sack. [REDACTED] has sick family in India will be going on leave for 3 weeks, [REDACTED] holidays from Friday, returns 15 November and leaves 16 November. [REDACTED] to decide if wants role.
12.05 Left with [REDACTED]. [REDACTED] recorded most of meeting.

23 October 2018
8.40 Arrived at mums, mum in bed, tried to get up but no very responsive. About 9.05 got up, had orange juice, went for shower. Got dressed.
9.30 [REDACTED] came in to get bread to make toast. No one been in to get up earlier.
9.40 Back with toast said back later to change sheets.
10.30 Went to morning tea, had in lounge as area set up for afternoon tea for breast cancer.
11.00 Left. Gave [REDACTED] $20 for mum to be put in safe for outings.
25 October 2018
10.05 Arrived at mums. Mum up, bed done, had breakfast, but not showered. Got mum showered, she showed herself, got dressed. No teeth given, went to [redacted] to ask for someone to give teeth. Apparently have agency girls on. [redacted] found agency girl and asked for key to get tooth. [redacted] said all agency girls in today.
10.35 Went to morning tea. Had to get up and get tooth. Not many at morning tea. [redacted] pot present. Still not showered at 11.00 [redacted] as agency hadn’t got around to it. I made most of everyone’s morning tea and cleaned up.
11.05 Left

2 November 2018
7.00 Rang [redacted] to say don’t get mum up as [redacted] will.
4 November 2018

1.00  Picked mum up, changed doona cover and pillow slips. Hung up clothes. Left, brought mum to my house.

5.30  Went to Indian for dinner.

6.50  Took mum back. Went to room got walker and went to TV/lounge area – mum sat with [redacted]. Before that closed blind, got nightie out and pulled down bed.

7.00  Left

7 November 2018

10.10  Arrived at mums. Mum up, showered, dressed, had breakfast. I changed top and pants as she had these on since I changed her on Sunday.

10.30  Went to morning tea, helped.

11.00  Left. Took picture frame to [redacted].

9 November 2018

1.00  Arrived at mums. Mum in TV/lounge area watching TV with [redacted] and 3 others. Went to room and put washing away, bought 3 new pairs undies, put those away. Checked room.

1.15  Back to mum in TV/lounge area.

1.20  [redacted] rang – a lady to say she will come and shower mum as was busy and couldn’t get here earlier. Told her mum already showed and dressed. She asked who did it – told her [redacted] and mum got herself ready as I check. Said sorry. Rang [redacted] and we decided to cancel them as not doing as we asked. [redacted] will have to help till decide what doing. Was supposed to have meeting with head office at 4.00 pm but [redacted] injured wrist and needed MRI which only time left was 4.20. [redacted] cancelled – not sure when rescheduled. Had Karaoke on TV – sat and sang with some residents.

1.50  Left

11 November 2018

10.20  Arrived at mums. Mum in room a bit disorientated and cranky. Not sure of what to put on.

10.35  Went to morning tea. Calmed mum down before that. Asked carer (guy) for tooth. Mum went back into room to soften tooth, then back to morning tea. Had remembrance service on TV, then [redacted] did talk about it. Told [redacted] will be away for 12 days and she said will keep an eye on mum.

12.00  Took mum into lunch, said bye. Kids will also keep eye on her.

12.10  Left

22 November 2018

1.00  Arrived back from trip yesterday. Arrived at mums. Spoke with [redacted] said would pay bill tomorrow as only just got it. Said going to Christmas party on 3111,18. Met new lady in charge, [redacted]. [redacted] RESIGNED – YEAH. Mum not in TV/lounge area. Went to room, been in toilet. Out new slip rug in her room. Asked me who was in picture, said her and dad. Tidied up a bit. Mum wanted to go to TV/lounge area to be with [redacted]. Mum went to sleep in chair, so was everyone else in area.

2.00  Woke mum up and kissed her goodbye said back tomorrow.
23 November 2018
12.50 Arrived at mums. Mun in room, on toilet. Sorted out clothes, got mum to change pants. Went to TV/lounge area. Mums knee sore gave her a Panadol.
2.00 Left.

26 November 2018
8.30 Arrived at mums. Paid bill. Mum asleep, had emptied a few things on chairs. Took to car to sort out at home.
9.10 Mum work – had breakfast and got tooth. Had shower by self, got dressed by self.
10.0 Went to TV/lounge area, watched TV.
10.30 Went to morning tea.
11.00 Left. Mum pretty good today.

28 November 2018
10.15 Went to office to enquire about tooth. came and gave mum tooth – she is sourly.
10.30 Morning tea in TV area
11.00 Left

30 November 2018
9.15 Arrived at mums. Mum having breakfast. Then showered, had tooth in.
10.05 Went to TV area.
10.30 Had morning tea with carols on TV
11.00 Had entertainer till 12.00
12.30 Christmas lunch. S LAST DAY.
2.05 Left

2 December 2018
4.00 Arrived mums. Mum in TV/lounge area. Went to room. Put clothes away, got mum to change top.
4.30 Left to go to for dinner for ’s birthday.
7.15 Back to mums. Pulled down bed, got nightie out and got mum ready for bed.
7.30 Left

5 December 2018
8.30 Arrived at mums. Mum in bed.
8.35 Mum up, had orange juice, had shower and got self dressed. Said tooth was very lose.
9.45 Anne came in to get bread to make toast and got another glass of orange juice.
10.25 Went to morning tea.
10.45 Morning tea arrived by. No activity as and not in.
11.10 Everyone was going into TV/lounge area to watch and do exercises by TV.
11.15 Left.
10 December 2018
8.50   Arrived at mums. Paid bill. Mum in bed, cleaned up and sorted clothes.
9.05   Mum up, had orange juice and prunes.
9.15   Mum came in and got breast to do toast. Gave mum tooth.
9.30   Mum had shower, got dressed.
10.20  Went to morning tea.
10.40  Morning tea arrived. Helped give out.
11.00  Left

12 December 2018
10.10  Arrived at mums. Mum up, showered, had breakfast, changed her top.
10.30  Went to morning tea, helped.
11.00  Mum came and sang Christmas carols with everybody.
12.05  Took mum into lunch
12.15  Left
1.15   Back at mums. Mum and a few asleep in front of TV. Sat in lounge and gave out gifts.
3.00   Cheese, biscuits, drinks etc. ’s birthday, had cake and sang happy birthday.
4.10   Left

14 December 2018
9.50   Arrived at mums. Mum up, had breakfast, bed done. Mum went for shower, called out as water was too hot, fixed for her. Mum got dressed. I fixed up room and sorted cupboard. Asked carer (agency) for tooth.
10.25  Went to morning tea.
10.35  Morning tea arrived
11.00  Left

17 December 2018
8.40   Arrived at mums. Mum in bed.
9.00   Mum up, disorientated. Carer brought in toast.
9.15   Mum had breakfast. Went for shower. Couldn’t work out water. I did if for her. Then called out saying too hot. Mum tried to turn taps. Went in and fixed. Mum got herself dressed.
10.25  Took mum to morning. Left as had an appointment.

19 December 2018
8.45   Arrived at mums. Mum asleep. Dusted and polished furniture.
9.10   Mum up
9.15   Mum came in with toast and gave mum her tooth.
10.30  Went to morning tea. Helped.
11.00  Left

21 December 2018
9.45   Arrived at mums. Mum up had breakfast. Went for shower, had to sort temperature for her. Organised room, took dirty clothes.
10.25 Went to morning tea.
11.10 Left

25 December 2018
[ ] picked mum up, came for Christmas Day. Took mum home 4.30.

27 December 2018
Cleaned room up,
10.30 Went to morning tea. No-one came to remind mum.
11.00 Left

29 December 2018
10.45 Arrived at mums. Mum out of shower getting dressed. Changed her clothes. Should
have been at morning tea. Pillow case stained – took photo. Gave to carers and told
to change please. Said now paying for mum to be helped by turning on shower and
taken to morning tea. They seemed not to know about that.
11.00 Took mum to TV/lounge area. She didn’t want any morning tea. Spoke to [ ]’s
daughter. Said had problem with [ ] and [ ]. She spoke to [ ] re
cleaning, and told only do basic. She told [ ] that her mum couldn’t scrub
shower. [ ] has shower at night and is helped.
11.45 Left

2 January 2019
2.45 Arrived at mums. Mum in TV/lounge area watching TV. Went to mums room to put
things away,.
3.00 Resident were taken outside to sit and enjoy weather.
3.30 Went to afternoon tea.
4.00 Left

3 January 2019
12.30 Arrived at mums. Mum having lunch. Sat wit mum while had lunch. Had cup of tea
with her.
12.14 Took mum to her room to change clothes as had some ones on for last 3 days. Mum
a bit out of breath. Sat with her for a while.
1.00 Took mum to TV/lounge area Sat her next to [ ].
1.15 Left

5 January 2019
10.00 Arrived at mums. Mum up, had breakfast. Just toast as no-one put butter and jam
on. Mum got into shower, very hot, no-one was there to supervise water. Helped
mum with water. Bed had been done.
10.30 Went to morning tea, helped with that. No-one came to tell mum or take her to
morning tea.
11.10 Left
9 January 2019
1.00  Arrived at mums. Mum in TV/lounge area. Went to room to tidy up,
2.10  Left

11 January 2019
12.30  Arrived at ums. Mum finishing lunch. Took mum to TV area
       Went to sort out room.
1.30  Left

16 January 2019
1.15  Arrived at mums with[m] and [m]. Mum not in TV area. Went to room. Mum
       in room. Fan on low, in chair with slacks and bra and spencer on. Didn't look well at
       all. Went to office to see who was in charge as wanted mums bp etc taken. [m]
       said she was, said needed mum checked. [m] said have a RN here but leaving soon.
       RN came to check mum. BP 140/70 pulse was 41. Sats ok. Pulse come up a bit but
       kept going down. Turned fan up high and kept giving mum water to drink –
       dehydrated. Anne came in and said mum feeling hot so took off blouse. Rang [m]
       and she spoke with RN. Rang Drs. [m] spoke with RN. Said to keep mum cool
       and give her hydrolyte. Spoke with [m] and she said could take mum to hospital
       and put pacemaker in but we don't want that. Besides mum might not survive that.
       [m] and [m] stayed with mum while went to chemist to get more hydrolyte. Got
       another blouse for mum – pulse still 41-50. Took mum to TV area, sat next to Evelyn.
       Gave [m] and mum water. [m] came to see and told her given them water.
2.45  Left

17 January 2019
10.20  Arrived at mums. Room in darkness, mum still in bed. Put lights on and told mum to
       get up, wasn't asleep. No shower or breakfast done. Rang [m] and asked who
       was on as nothing has been done. While talking with [m] came in. He was in
       charge of corridor. Said tried to get mum up twice (I don't think so). Asked him for
       tooth. I got mum into shower before he came in. He went away and then came
       back and said will do toast. Told him not to bother as I was buttering bread. Mum
       had hydrolyte, half bread and some orange juice.
10.45  Took mum to morning tea. Everyone was there including [m] and finance guy. It
       was a special morning tea as unfortunately [m] passed away last night. Mum
       knew nothing and was not able to be there for any of it.
11.10  Left

18 January 2019
10.05  Arrived at mums. Mum up, showered, had breakfast, was getting dressed. Gave
       mum some hydrolyte, was out of breath, got mum to sit and rest. Fan wasn't
       working either was TV.
10.25  Took mum to lounge to wait for morning tea as not in bedroom. Went to get mum a
       jacket, ran into [m]. Asked if mum was dressed, said she showered mum as mat
       in shower very slippery. Will need to get a new one – tested one in shower with
       [m] – was ok !!!
10.30  Morning tea, helped.
21 January 2019
9.50 Arrived at mums. Mum still in bed. Got mum up, took breakfast out of fridge. Gave mum prunes and juice and gave her bread. Did bed.
10.00 [ ] came in and was surprised to see me. Said came to get bread to toast, told her was giving her breast as kids coming to see her. [ ] left and didn’t come back. Gave mum tooth. Turned shower on for mum, helped her get dressed. Gave tooth.
10.30 Went to morning tea. [ ] and kids came. Sat with mum while having morning tea.
11.00 Left

MUM STILL NOT GETTING SEEN TO IN MORNING – AND WE ARE PAYING!!!!

23 January 2019
10.00 Arrived at mums. Paid bill. [ ] came over and said mum in shower — said thanks. Git bill for podiatrist $300, will have to check. Mum out of shower. Put away washed clothes. Put new doona on bed.
10.30 Went to morning tea.
11.00 Left

25 January 2019
9.40 Arrived at mums. Mum up, had breakfast. Bed needed to be changed as mum had soiled it a bit. Mum went for shower, I helped. Noticed poo stains around toilet. [ ] cam in and said was changing sheets later. I pointed out mess around toilet seat and floor, she said wasn’t there earlier. I told [ ] I would look after mum. Mum got dressed – very agitated this morning. Turned fan onto 3 and left it on.
10.10 Took mum to TV area as cooler there than her room.
10.50 Not happy about no cooling for residents. Couldn’t take mum with me as too hot outside. Left. Rang [ ] 1.15 power back on. Informed [ ] what was happening.

26 January 2019
11.40 Arrived at mums. Residents playing game in library. Went to mums room, changed bathmat, picked up stained clothes.
12.00 Went to lunch $10. Sat at table with mum, [ ] and [ ]. [ ] very opinionated — had go at bit about my attitude towards [ ] and said everything I said about him was wrong. How would she know. Went on about how mum, [ ] and [ ] were looked after by him very well. I didn’t say anything to her.
12.40 Left and sat in TV area with mum
2.00 Left

28 January 2019
7.20 [ ] rang to say got call from [ ] re mums tooth. Need to check as sore and hanging off.
7.40 Arrived at mums. Not sure of carers name – very nice though. Said mum in bed and may be asleep. Went in, mum dozing. Tried to look in mouth, mum not very cooperative. Carer came in and gave me a glove. Looked in mouth, tooth at an angle and very lose. Said will leave and call dentist in morning.

8.00 Left. Told carer when temperature drops to switch mums fan off.

29 January 2019
2.40 Arrived at mums. Mum in TV area watching TV and dozing.
3.00 Took mum to room to go to toilet and get walking stick.
3.15 Left to go to dentist.
3.30 Dentist took tooth out. Said no hot drinks and soft food and rest. Swelling should go down by 6.00.
3.45 Back at mums. Told and re mums tooth and said what can have to eat. Settled mum in chair in TV room.

31 January 2019
10.15 Arrived at mums. Mum up, dressed, had breakfast and bed made. Was feeling very short of breath and a bit down. Gave mum some Hydrolyte and did a few jobs while mum resting in chair.
10.35 Went to morning tea, helped.
11.00 Had armchair basketball, played a game. Mum seemed much better.
11.30 Left

1 February 2019
1.00 Arrived at mums. Mum in room saying tired and thought it was time to go to bed. Sat her in chair and said to have a rest. No toilet paper so went to get some. Went to turn fan on and not working again, either was TV. Rang to tell her, power switch seems to have gone off again. turned on so working. Not good enough as if I hadn’t said anything rooms would be very hot in that section as no power to fans etc.
2.00 Took mum to TV area to sit with and .
2.10 Left

4 February 2019
10.00 Arrived at mums. Mum dressed in TV area watching TV. Went to room, sorted clothes, brought home dirty ones to wash.
10.30 Went to morning tea. Mum seemed ok.
11.05 Left

6 February 2019
9.50 Arrived at mums. Mum in room. Dressed, had breakfast, bed was done.
10.00 Took mum to TV area. Gave envelope with $60 to give as at other place to get mum a cardigan.
10.20 Left
7 February 2019

10.15 Arrived at mums. Agency carer put head in door and said mum still asleep. Told her mum should have been up. Went in mum in bed but not sleeping. Got her up and into shower. Agency girl came back in, asked for mums tooth, didn’t know about it, rang and came. Agency girl then got mum out of shower and helped her get dressed, did bed. walked in and told her mum not up. Said sometimes tells carers to go away. Said that’s not what is supposed to happen. Mum no breakfast now as time for morning tea. Told to be firm and get mum up at 9.15, have breakfast and shower. They are going to write this on sheet.

AGAIN WHAT ARE WE PAYING EXTRA FOR.

10.40 Took mum to morning tea.

11.00 Left

11.00 Gave $10 for mum for outing.

8 February 2019

2.30 Arrived at mums. Everyone was in TV area listening to armchair travel to Switzerland. Went to mums room and hung up dry cleaning and took dirty clothes. Listened to very interesting.

3.00 Afternoon tea, helped.

3.45 Left

11 February 2019

12.50 Arrived at mums. Mum in room, said getting ready for bed – though had dinner not lunch. Remade bed. Took mum to TV area as 1.30 Nao’s Last Dance was being shown.

1.30 Show put on – All residents there except was dozing. Got letter from mums walker saying had left and they were going to start interviewing again. Apparently just walked out Friday. Rung and told and she was going to ring lady in charge.

A great pity left as she was fantastic. Very good at which she did and how looked after residents. Not sit in her office with door closed as did. When spoke with her, said place was in a mess and so much to sort out. Said what a great job she was doing and thanked her. She told me some of the things she was hoping to get in place, and one of those was to have regular agency carers instead of different ones all the time. Funding was a problem.

2.00 Left

12 February 2019

9.15 Arrived at mums. Mum up, had breakfast, bed done, was getting ready for shower. Got clothes organised. No-one came in to help mum n shower. Mum got dressed.

9.50 Took mum to TV area as had to leave. Nobody cam into room or saw mum.

10.0 Left

13 February 2019

10.00 Arrived at mums. Mum up, had breakfast, made bed.

10.30 Went to morning tea
11.00 Left

15 February 2019
10.30 Went to morning tea.
11.05 Left

18 February 2019
4.00 Arrived at mums. Mum in TV area. Took to room to change pants as needed dry cleaning. Fix up clothes. Gave mum water.
4.30 Went back to TV area.
5.00 Left

20 February 2019
11.05 Arrived at mums. Mum in room not feeling well. Got nurse (male) to check. PB 114/55, pulse 48. Rang [redacted] – said ok. Sat with mum while she rested.
12.00 Took mum to lunch. Seemed ok. Had given her a drink.
12.10 Left

22 February 2019
10.05 Arrived at mums. Mum up, partly dressed, had breakfast. Finished organising mums dressing, clean top etc. Got dirty clothes.
10.30 Went to morning tea. Helped with that.
11.00 Played basketball games with everyone.
11.45 Left

25 February 2019
8.10 Rang [redacted] said mum had appointment 10,30 make sure up.
9.45 Arrived at mums. Only agency people on. Mum up, showered – was getting dressed. Only had 3 prunes for breakfast, noting else was given to her. Asked for tooth.
11.50 Back to [redacted]. Got walker and took mum to lunch
12.00 Left
TOK MEDICINE CHART TO [redacted] TO REDO.

27 February 2019
9.50 Arrived at mums. Mum up, had breakfast. Finished helping get dressed. Didn’t put undies on. Morning tea 10 as kindergarten children coming to entertain.
10.50 Kids arrived. Oldies loved it.
11.45 Kids left
12.00 Took mum to lunch.
Left
1 March 2019
9.45  Arrived at mums. Mum had breakfast. Not showered. Helped mum into shower and get dressed. Asked for tooth, carer said gave it to mum. Found it in top drawer near bed wrapped in tissue.
10.25  Went to morning tea. Residents running late. There was only one carer for everyone – waiting for agency shift to come on. NOT GOOD ENOUGH
11.00  Left

2 March 2019
?  rang. Mum not well. Didn’t go to afternoon tea, went to see her – in bed, dizzy, disorientated. Got her up and showered her. Took to TV area gave tea and biscuits. Told them had hydrolyte and Sustigen in fridge. Apparently medicine was given wrong on Friday. Rang [redacted], she went. Mum had medication Thursday night, then [redacted] gave medication Friday morning, must have been before I got there. Apparently carers for morning have been cut back so when they get in too much work to catch up on. [redacted] sending scathing email. Now going to get nasty. I will contact local member of Parliament if need be. [redacted] is NOT a nurse so should not have given medication.

3 March 2019
11.10  Arrived at mums. Mum not doing activity, was in room resting in chair. Been to morning tea. Gave mum hydrolyte and Sustigen. Cleaned up a bit. Mum fell asleep. Woke up at 11.55 and took mum to lunch. Was confused and not sure what was happening. Checked to see if [redacted] been informed re BP etc.
12.10  Left

Room stuffy – no fan was on, put fan on and left on.

4 March 2019
9.50  Arrived at mums. Paid fees, less amount. [redacted] signed – was ok, very chirpy. Mum in room – had breakfast, bed made. Dressed except for top. Gave clean top. Gave Hydrolyte.
10.30  Went to morning tea. [redacted] took me aside and showed me a picture of mark on mums bum. Said knew she had that. [redacted] was going to show nurse – said [redacted] knew.
10.45  Took mum to room to cut nails and took picture of bottom and sent to [redacted]. Took mum back to tea room for neck message. Mum very sleepy.
11.05  Left. Left fan on in room.

6 March 2019
11.56  Carer came in with key. Meds were given. [redacted] took mum to lunch. On way out Anne came over and whispered she got into trouble by not calling Nurse on Call instead of family. Said that’s rubbish we need to be called. Does this mean everytime
mum or another resident gets sick, nurse on call is rung. Not sure about this as family
needs to be told. If Anne had not rung we would never have known mum had been
overmedicated!!!!. And a cover up taken place!!!
12.10 Left with [redacted].

Received memo from [redacted] that [redacted] has been appointed
position of Car Manager in [redacted], starting Monday 25 March.

8 March 2019
10.00 Arrived at mums. Mum showered, had breakfast, got clean top for mum. Checked
toilet and mum had put toast, butter and jam containers (plastic) in toilet. Wouldn’t
flush so had to take out by hand. Took dirty clothes to wash.
10.30 Went to morning tea. Asked [redacted] if ok to help. She said why what’s happened. Asked
her if heard anything, said no. Filled her in as to what occurred with mum. Said why
wasn’t [redacted] stood down till looked into. Said [redacted] has too much input into things
that don’t concern her. Lots of complaints about her but nothing happens. Mum had
shoulder massage then went to sit in lounge area as didn’t want to participate in
morning activities, exercise. Mum said just wanted to be byself. [redacted] (carer) spoke
with mum to do exercises but mum said no. Sat with mum and talked for a while.
11.20 Left

11 March 2019
12.50 Arrived at mums. Carer in office – seen him before. Mum, [redacted] and [redacted] in
TV area watching Elvis, all nodding off. Said hi to mu, went to room to put away
washed clothes. Saw one other carer, hadn’t seen before. Put clothes away, took
washing. Sat with mum in TV area, gave her a drink of water. Was sleeping so left.
1.20 Left

12 March 2019
12.40 Arrived at mums. Mum in having lunch – just finishing. Sat for a while while finished
cup tea. Went to TV/lounge area. Sat with mum. I went to her room to fix up clothes
and check things. Went back and sat with mum and a few others. They were watching
taped Channel 2 news.
1.20 Hairdresser cam to take mum to get hair done. Went with them, sat while mum had
hair washed and set. Went under dryer.
1.40 Left

14 March 2019
10.10 Arrived at mums. Mum up, ready to go to morning tea. Got mum to sit while checked
room.
10.30 Went to morning tea, helped.
11.15 Left
Thank you for your email this morning. I will be investigating the circumstances you have outlined and will respond shortly.

Regards