**2019/04536 Phone calls - in**

<table>
<thead>
<tr>
<th>Action Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Number:</td>
<td>2019/04536</td>
</tr>
<tr>
<td>Assigned Date:</td>
<td>04-Jun-2019 10:45 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**

- Advised that HCC are a free accessible service an alternative to legal proceedings.
- We are an impartial body and we cannot compel disciplinary action or force an outcome.
- We do not act on behalf of yourself or the provider.
- We facilitate communication between parties.

- Advised that it would take approximately a week for a resolutions officer to be assigned to the complaint and will need to communicate between parties to work towards an outcome.
- Complainant happy to go ahead with the complaint process.
- Advised that the friend would need to be made aware that the complaint has been raised and given consent.
- Requested the friend's details to complete complaint and send to resolutions team for internal assessment.
- Complainant advised that she will need to speak with her friend before going ahead with the complaint.

**Due Dates**

| Reminder Date: | 05-Jun-2019 10:45 AM |
| Due Date:      | 05-Jun-2019 10:45 AM |

**Closure**

| Completed By:  |  |
| Completed Date:| 04-Jun-2019 10:50 AM |
| Outcome:       |  |

**Note:**

- Complainant wanted to lodge a complaint about the aged care facilities in general.
- Suggested that she may wish to contact Aged Care Quality and Safety Commission on 1800 200 422 to do this, as HCC generally register complaints about individuals and a particular provider.
Action Details

- Case Number: 2019/04536
- Assigned Date: 04-Jun-2019 10:57 AM
- Time Spent: 2
- Assigned To: Unknown
- Location: Unknown
- Status: Closed

Comments

Did friend with medical power of attorney give consent for the complaint to go ahead?
Obtain friend's details and note on case if to progress to resolutions team for internal assessment.
Ask who is to be the point of contact for the matter, or friend and change complainant on case if required.

Due Dates

- Due Date: 05-Jun-2019 10:57 AM

Closure

- Completed By: [redacted]
- Completed Date: 04-Jun-2019 11:03 AM
- Outcome: [redacted]
### Complainant
Name: [Redacted]  
Phone - Other: [Redacted]  
Email: [Redacted]  
Preferred Contact: Postal Address  
Address (Street): [Redacted]

### Consumer
Name: [Redacted]

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

### Service Provider Contact
Name: No Service Provider Contact

### Summary
(complainant) is acting on behalf of her friend's mother, who resides at [Redacted]. Staff members did not have the training to recognize individuals in pain or assess medical issues. Her mother's UTI was overlooked and this caused an infection in her face and other areas. She also suffered a heart attack and experiences pain.

Staff members had taken her off pain killers in an attempt to keep her conscious for observation; however, she has alzheimer and would not be able to alert staff members of her pain. She was given hydromorphone and when [Redacted] returned 5 hours later, found her mother semi unconscious and in a lot of pain. The medication had sedated her and not managed her pain.

Her friend has medical power of attorney and requested that she be taken off hydromorphone and placed on tramadol every four hours. [Redacted] declined her request, advising that this was elder abuse.

There has been discussions to place her mother into palliative care in the next week; however, [Redacted] will not do so without further testing.

**Outcome:**  
Adequate pain management.  
Change in policy and practice regarding patients unable to alert staff members requiring medical attention.

**Direct resolution:**  
There have been meetings with the head nurse regarding this matter. The head nurse advised that her requests could not be actioned, advising that this was elder abuse.

### Receipt Details
<table>
<thead>
<tr>
<th>File Type:</th>
<th>Complaint</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Type:</td>
<td>Complaint</td>
</tr>
<tr>
<td>How Received:</td>
<td>Phone</td>
</tr>
<tr>
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<td>[Redacted]</td>
</tr>
<tr>
<td>Status:</td>
<td>Closed</td>
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<tr>
<td>Received Date:</td>
<td>04-Jun-2019 9:57 AM</td>
</tr>
<tr>
<td>Received By:</td>
<td>[Redacted]</td>
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<tr>
<td>Registered Date:</td>
<td>04-Jun-2019 9:57 AM</td>
</tr>
<tr>
<td>Registered By:</td>
<td>[Redacted]</td>
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<tr>
<td>Due Date:</td>
<td>05-Jun-2019 10:57 AM</td>
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<tr>
<td>Closed Date:</td>
<td>04-Jun-2019 11:03 AM</td>
</tr>
<tr>
<td>Closed By:</td>
<td>[Redacted]</td>
</tr>
</tbody>
</table>

### 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: On Behalf of Consumer (OBO)
- Confidential Flag: No
- Case Provider Type: GHSP
- Migrated Case: No
- Imported from AHPRA: No

### Issues - 1
<table>
<thead>
<tr>
<th>Issue Taxonomy</th>
<th>Owner</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Conduct in relation to treatment advice (Cooperate in best interests of client 3(3))

Refuse or cease to deal. 04-Jun-2019 11:03 AM

<table>
<thead>
<tr>
<th>Actions - 3 (All Completed)</th>
<th>Owner</th>
<th>Due</th>
<th>Completed</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete Intake assessment</td>
<td></td>
<td>12-Jun-2019</td>
<td>04-Jun-2019</td>
<td>advised that HCC are a free accessible service an alternative to legal proceedings. We are an impartial body and we cannot compel disciplinary action or force an outcome. We do not act on behalf of yourself or the provider. We facilitate communication between parties. The types of outcomes that HCC can assess include: an explanation about what happened and why an apology access to treatment a refund or compensation a change in policy or practice to prevent future problems.</td>
</tr>
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<td>Phone calls - in</td>
<td></td>
<td>05-Jun-2019</td>
<td>04-Jun-2019</td>
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