



**Royal Commission**  
into Aged Care Quality and Safety

**Statement of Clive Robert Spriggs**

**Name:** Clive Robert Spriggs

**Date of birth:** [REDACTED]

**Address:** [REDACTED]

**Occupation:** Account Manager

**Date:** 8/2/19

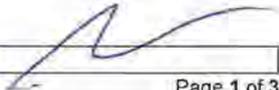
1. This statement made by me accurately sets out the evidence that I am prepared to give to the Royal Commission into Aged Care Quality and Safety. This statement is true and correct to the best of my knowledge and belief.
2. The views I express in this statement are my own based on my experience.

**Background**

3. My full name is Clive Robert Spriggs. I was born on [REDACTED]. I am currently 39 years of age.
4. My father, Robert Spriggs died on 18 July 2016. He was 66 years old.
5. Before he died, Dad was a patient at Oakden Older Persons Mental Health Service ('Oakden'). From my observations of Dad's treatment at Oakden, I think the aged care system needs to change.
6. I think the big issues are CCTV footage, accountability, staff training and staff levels.

**CCTV cameras**

7. My mother, Barbara Spriggs, has given evidence to the Royal Commission about CCTV footage. I support what she has said. I would like to expand on the topic. We both feel strongly about it.
8. Looking back at what happened with Dad, we don't know where the bruises he got came from. If there had been CCTV footage installed at Oakden, we would have been able to find out. To this day, we still don't have an answer.
9. I think that CCTV cameras should be mandatory in all common areas of aged care facilities. There should also be an option to have them in private areas. This should be up to the discretion of the resident and their family.

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## CONTINUED STATEMENT OF CLIVE ROBERT SPRIGGS

10. I think the benefits of using CCTV footage come from all angles. It is not just about keeping residents safe and stopping and deterring mistreatment. There are also benefits for the carer and the provider.
11. CCTV footage creates an objective record of what happened. If, for example, a resident were to have a fall, this could be picked up by the CCTV cameras and investigated. It could eliminate suspicion against staff. It could identify why the fall happened so that could be avoided in the future. CCTV footage could be used for training purposes on how to avoid certain scenarios occurring or being repeated. Another possibility is that a resident's behaviour might be a risk to staff or other residents. The record of an incident might enable proof that a particular resident is a risk and what their behaviour has been. This could help keep staff and residents safe.

**Accountability**

12. There needs to be more accountability in the aged care system.
13. Despite everything that my family has been through, nobody has been made accountable for what happened to my Dad. There were people running Oakden while it was deemed an 'unsafe and unfit' environment. Staff and management of Oakden may have lost their jobs when it closed but where are they now? Are they in another state? Are they going to be repeating what they did somewhere else? There needs to be a mark on their name in the system.
14. If they want to work in another state, their new employer needs to be able to access information about them. I think there should be a national database that an employer can check to see whether there is a red flag against their name. An employer providing aged care would have to go through the process of checking the database before employing new staff. There should be a system of accountability similar to the system for the medical and health professions.

**Staff training and staff levels**

15. Another area that I think is really important is staff training.
16. Every resident is different. Aged care workers need to be trained to understand how different illnesses work and to understand their different characteristics. All residents cannot be treated the same by aged care workers.
17. Dad had Parkinson's disease, Lewy body dementia and Capgras Syndrome. He had a complex combination of these conditions. He had different needs to other residents. Aged care workers need to have higher order training to understand how to care for residents with those more complex needs. Training should cover characteristics of particular illnesses or combinations of conditions.
18. I think there needs to be more specialisation in the aged care industry. People should specialise in certain areas and care for residents with those specific needs.

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CONTINUED STATEMENT OF CLIVE ROBERT SPRIGGS

- 19. Overall, there needs to be more numbers of staff caring for residents in facilities.
- 20. My family and I welcome this Royal Commission to create a better level of care and we urge anyone with a story to come forward and make a submission.

Signed: \_\_\_\_\_  
Date: \_\_\_\_\_ 8/2/19  
Witness: \_\_\_\_\_ Izabela Bozym  
Date: \_\_\_\_\_ 8/2/19

Signature		Witness	
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