

**Submission
No 154**

**INQUIRY INTO REGISTERED NURSES IN NEW SOUTH
WALES NURSING HOMES**

Name: Ms Jo-Anne McKeough

Date received: 23/07/2015

I am writing as the daughter of a resident who spent 5 horrific years in aged care at the end of his life. My use of the word horrific is not intended to exaggerate but truly reflects his/ our experience. My father suffered a stroke in 2008 which took his movement on the right side and his speech. Here are the reflections of what both my father experienced and what I observed. In the first facility he was in I moved him after a week as the environment so detrimental. Wheelchairs without wheels or foot plates, extra beds in rooms so the beds almost touched, and discarded hospital furniture used in rooms. The communal bathrooms contained bins filled with soiled pad and no lids so the smell was awful you could not stay in the bathroom for any length of time (yet residents were showered in those environments)

My father was fond of sitting outside But this ended after he was left outside in a cement courtyard for 4 hours during the day, when the temperature was 42 degrees. I arrived in the evening to find he was burnt dehydrated and very unwell, however incredibly nobody thought to bring him inside because he wasn't making any noise.

He was frequently left in his room with the lights off so there was no sense of day or night, despite asking every day for this not to happen, which reflects lack of communication and genuine understanding Among the carers.

We were so concerned about the lack of fluids he was given that I provided single serve boxes of fruit juice (which was The only thing he liked to drink)so I could track it. On numerous occasions I found the drink I got out for him at 7pm was there at 4pm the next day and he had had 1 glass of fluid in 21 hours.

The quality and type of food in aged care is appalling, party pies etc feature heavily and are designed so fewer staff are required people can suffer the indignity of eating the meals with their hands.

We often provided food for dad as the facility food was so poor.

It was suggested to me at the facility that I pour his soup over the hot meal to soften it and make it edible.

Generally the standard of care was very poor, the staff often had very little English and could not read signs or notes we wrote directly related to care.

Medications were administered from Webster packs by the AINs but their understanding of how to administer was poor so residents suffered.

Understanding and management of confused elderly residents was poor and I found call bells taken away, beds turned to face the wall, TVs turned off all in a ignorant attempt to keep people quiet.

In order for my father to survive my brother or I spent every night at the facility, and it truly is survival not quality.

When my father was dying it took 4 days of him suffering awfully before he was seen by a palliative care team and given pain relief

Aged care in this country is largely abominable and anyone who contends it isn't should spend some real time in its system.

I work in health so I had more ability than most to try and make up for the short falls and omissions of care he endured however I still

Couldn't prevent much of the suffering he endured directly related to his care.