

Submission  
No 141

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

**Name:** Ms Gwenneth van Duuren

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Partially Confidential

In 2013 my 93 year old father was placed into a \_\_\_\_\_ aged care facility as a high care resident. He was assured that his needs were able to be met there but sadly, this was not the case.

Some examples of inadequate nursing care included the development of pressure areas within 2 weeks of admission into care, rapid loss of ability to walk after admission, pressure areas on toes in final months of life, severe and painful arm contractures developing in last three months of life, pain inadequately recognised and poorly treated, urinary infection not recognised despite pain symptoms, failure to recognise dad required palliative pain management for the return of cancer.

My father's dietary needs were inadequately catered for. Most often I would arrive at meal times to feed him as he preferred. On occasions when I arrived late he would have unsuccessfully fed himself, most of the meal being spilt. On other occasions he was fed by the carer.

Had there been more registered nurses on site and available 24/7, dad's needs could have been more correctly identified, in particular his pain management. I am a practicing registered nurse who strongly advocated for dad with limited success. My father recognised that the facility could not manage his needs so he was moved to a private hospital where he died eight days later, earlier this year.

There is a belief within the hospital system that aged care facilities can manage palliative care adequately. This is of course incorrect with no 24hr Registered Nursing care available at that facility. Out of hours when there was no RN on site the personal care attendants and AINs were largely left unsupported and at times distressed with the lack of support both for themselves and their clients.

As a family it was hugely distressing to watch our father in pain and unsupported as a direct result of no RN on site to adequately manage his pain. This went on for more than two months despite multiple meetings with staff to try and gain assistance. We were told that he was one of many.

I note that in the fourteen months duration of dad's stay that there was a resignation of three RNs. I believe that the RNs also felt unsupported in having too great a workload.