

Submission
No 69

**INQUIRY INTO SERVICES PROVIDED OR FUNDED BY
THE DEPARTMENT OF AGEING, DISABILITY AND
HOME CARE**

Name: Name suppressed
Date received: 9/08/2010

Partially Confidential

5th August 2010

The Director
 Standing Committee on Social Issues
 Parliament House
 Macquarie Street
 Sydney NSW 2000

Dear Sir,

I am a C5-6 complete quadriplegic of 49 years and have been receiving Homecare service since [redacted] Up until [redacted] I had been receiving care from the [redacted] of Homecare, formerly known as [redacted] and then [redacted].

During that time I have mostly had very good care but since amalgamation of branches and changes in style of management I have found a very disappointing and personally worrying decline in full and useful training of carers. I have had untrained carers being rostered into my high needs care (not very often but it should not happen at all). In some cases I have had carers changing routines because of their own inability or "nursing" an injury to try to retain the position which personally suited them. One such instance led to me developing a pressure area due to the inability of the carer using a hoist sling properly. I might add this was the first pressure area I had ever had in over 46 years.

The area where I now reside has a small group of carers but unfortunately did not include one who has the ability to correctly train others in high needs care. Unfortunately the only carer with some experience does not seem to have the patience or ability to train others.

Within the last [redacted] with the branch named above I have had instances of a co-ordinator and manager using standover tactics to try to get me to agree to certain carers. I have been refused answers or been misled when I have asked questions about reinstatement of my correct routine. I have had my answers to specific questions asked of me used at later dates claiming I had been in agreement to changes when I was not.

When I have requested the name of someone higher up to report some of these matters to I have been misled or given names to suit the person to be reported.

My points in bringing these personal instances to your attention are that thorough spot checks should be carried out on all carers and their ability to carry out duties correctly and within routine guidelines, correct and thorough training of carers should be carried out and high graded carers should only be used in high need care.

I also believe that regular checks and audits should be carried out on managers and team co-ordinators and audits carried out, not only for the way in which clients are treated and cared for but the morale of carers and the way in which they are treated by office staff.

Clients should be able to bring problems they or family members are having to the attention of office staff without fear of reprisals, alteration or lessening of their service, stand over tactics and non satisfaction of reporting those problems.

These are some of the fears I felt had I continued to force my points of concern any further. I had reached the office of the Client Relations Co-ordinator where I was given a further side-step and misleading non-helpful answers and information.

Yours sincerely