

Submission
No 161

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

Name: Name suppressed

Date received: 24/07/2015

Partially Confidential

On one particular time my mother had a medical procedure (biopsy) of her vaginal. On return to we advised and other staff of the procedure and post op care required. A detailed sheet was given to them - which was to check pain level and vaginal bleeding.

The next morning we found mum in the same chair we left her in a pool of blood and old pads from the previous day hospital procedure. She was cold, in pain and unwell. She had not been check once at night and not been to bed.

We were basically called liars. We were told this would not have happened. Again we had to photograph the evidence. We didn't want to make trouble, as we knew it would fall back on Mum. From experience we had when we had some time back notified them of things going missing from Mum's room. We were advised mum had lost them. No investigation or inquiry was made.

We did ask that this be put into an official complaint, but don't know if that ever happened.

We were given a phone teleconference to try and resolve the issue and new procedures were to be developed with check lists. Despite this, some staff were unaware or chose to ignore check lists and the check lists were not regularly marked off as attended. This was confirmed a few times when I continued to question clothing not being changed or bed slept in.

Byron experience

*** key problem or issue**

No one qualified to diagnose health/pain problems or to be able to treat the problem.

*** recommendations**

All aged care should have a registered nurse is on duty 24/7. If one is not available carers of residents should be notified.

case study

at Byron Bay is a wonderful model of care for ambulant self-caring seniors. The setting is of four resident homes each with 10 patients. Each with their own room and opening onto a garden. Each house has its own kitchen facility and laundry. Pets are allowed. There is a separate office and multiuse facility.

After dinner there is only one staff member on duty all night for up to 40 residents. The staff member has staff quarters with a room to watch TV and sleep etc. They didn't do any "rounds or checks" through the night unless disturbed. Each resident has a buzzer alarm, although these frequently did not work, as we know from personal experience from ringing them for other residents in need! Most resident said they would NEVER ring the buzzer. Also Residents told me that they had rung their buzzers after hours but they were never answered.

My mother was left to watch TV in her lounge chair all night on several occasions. She had fallen asleep in the chair. When we notified the Manager, we were told that this could not possibly happen and that all residents were checked and put into bed. The staff advised that my mother must have got up early, and got dressed by herself. We ended up taking photos of the bed unslept in, and approached them again. Staff were eventually questioned. They (the change over from day to night staff), said they had thought the other staff member had put Mum into bed. The same happened in the mornings with staff saying that other staff had showered her and changed her clothes – where as she was still dressed from the previous day!! Mum's ankles were very swollen; she was very cold and had the same clothes on for days.

We only realised this was happening because we had to go in early a couple of morning to take Mum to medical appointment.