

Submission  
No 61

**INQUIRY INTO INQUIRY INTO ELDER ABUSE IN NEW  
SOUTH WALES**

**Name:** Name suppressed  
**Date received:** 15/11/2015

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Partially Confidential

Attention Elder abuse inquiry nsw government

The following contains incomplete allegations of certain persons that abused residents in 2 nursing homes over period of approx 6 years

Not all allegations of abuse of residents in nursing homes are listed

These allegations are not stated to & should not tarnish the multiple other good persons that give the best care they can for residents of nursing homes to whom I am extremely appreciative

Please keep name & address confidential

Thank you

### **Key issues**

1. Need royal commission into abuse of residents in nursing homes & their investigations
2. Need cct video in nursing homes to show evidence of abuse & non compliance of care plans of residents in nursing homes that can be accessed by appropriate authorities
3. Not safe for residents of nursing homes to report abuse of nursing homes while residents in nursing homes
4. Statute of limitations for ACCIS & ACC should be abolished as where extreme retaliation by nursing homes after reporting abuse of residents is safer for residents or representatives to report abuse when resident finally left nursing home that may be after statute time frame
5. Abuse of the residents needs to be independently investigated by appropriate authority at any time as residents might not be able to give evidence even when safe
6. Medical records of resident of nursing homes should be freely available to residents & representatives
7. Abuse of nursing home residents including physical , psychological , social , neglect
8. Possible sexual abuse of nursing home residents where residents left isolated unattended for extended periods with other residents roaming unattended while staff unavailable residents often screaming with no staff attending for long periods
9. Financial abuse where residents of nursing homes who choose to be cared for at home but are forced to stay & pay a nursing home they do not want to stay in as unable to

get community package from ACAT & unable to get independent investigation of abuse in nursing homes by ACCIS

10. Nursing homes that have commercial interest & potential minimizing of liability to keep resident at nursing home if resident or their representative has made complaints of care or been injured in nursing home
11. Need for independent investigation by ACCIS or appropriate authority
12. Need for compulsory reporting of suspected abuse & inappropriate care by staff of hospitals ,nursing homes ,ACCIS
13. Extreme varied retaliation from nursing homes where residents make continued complaints including banning residents family & or representatives from seeing residents
14. Inappropriate use of tribunals by nursing homes making false allegations to silence complaints of residents representatives
15. Need for ACAT to arrange community package for residents of nursing homes who want to return to home in community
16. Misappropriation of resident & taxpayer funding by nursing homes where funded work on care plans not done by nursing homes
17. Excessive time & knowledge that is required for the average person to collate & pursue investigation of abuse of residents in nursing homes
18. Psychological harm to residents & family members of nursing home abuse
19. Potential for unresolved abuse in nursing homes to escalate into community
20. Need for independent legal assistance available for nursing home residents abused or injured or substandard care in by nursing homes
21. Dilema for goverment that if nursing home abuse properly independently investigated & prosecuted nursing homes could stop trading if required to improve care of residents which would minimize their profits resulting in situation that goverment would have to fund & run nursing homes which at present goverment do not appear to want to do
22. Resistance from nursing home to allow competent family members to assist in care of parent even when nursing home saying only one staff or no staff available leaving residents uncared for

23. Residents that are put in nursing homes where they or their family representatives are unable to get community package from ACAT to be cared for at home would then require family members to be effectively living at nursing home to assist in care of resident & to request care for resident which in turn could cause conflict with nursing home that would be in denial of sub standard care family members would then have to collect evidence of abuse by nursing home to then likely have ACCIS in denial of breeches that would probably result in nursing home banning reporting family member from visiting resident in nursing home
24. Persons giving reports of abuse in nursing homes would likely be unofficially blackbanned from work in nursing home industries proper care for themself or other family members by nursing homes have problems with other organizations companies that may have commercial connections with nursing homes. Good staff that try to advocate for residents could get bullied by other bad staff & have their hours cut down or laid off or have false allegations against them by bad management who deny care plans are not complied with
25. Residents & family members are in fear of reporting abuse in nursing home because of denial & severe retribution from nursing homes & no effective independent investigation by reporting to authorities
26. Changes in ACL aged care legislation for ACC Aged care commissioner to have breeches enforced against nursing home where at present are only recommendations that ACCIS do not have to enforce
27. Changes in ACL to find ACCIS accountable & reprimandable where not finding breeches where ACC does find breeches
28. Non concern by certain nursing home staff where are aware that even when reported that residents have been abuse or seriously injured they are unlikely to be reprimanded or held to account by any authority at present
29. Need changes in laws & assistance by authorities where nursing home residents that are seriously injured by in nursing homes given advise that even where would be confident winning case would cost more to run common law case then what would be awarded that would not be incentive to prevent accidents of residents in nursing homes
30. Need for independent competent advocates for nursing home residents
31. Need for competence assessment of care staff in nursing homes where certain staff appear not yet competent but have passed accreditation

32. Need to bring to account & reprimand certain RTOs , trainers that appear to have passed staff that appear not yet competent
33. Need to bring to account & reprimand certain investigators that have not found breaches when evidence shows there was

### **Evidence**

Evidence that is appropriate for authorities made difficult to acquire with

No cct video in nursing homes

Staff ,family members, residents would be in fear of reporting

Reports to

1. Tribunal verbal report by phone to tribunal that nursing home changing giving medications to resident without knowledge permission of family representative person responsible guardian administrator
2. Police report NSW of physical & verbal attack by certain staff at nursing home in presence of other nursing home staff at nursing home reported to police & law access next morning after attack
3. Community legal centre CLC reported family representative barred from visiting parent at nursing home & abuse of parent at nursing home & false serious allegations by nursing home ND Nursing Director  
Able to get letter written by CLC to nursing home ND asking for details of allegations by nursing home ND against residents representative
4. Aged Care Complaints Investigation Scheme ACCIS NSW manager reported abuse of parent resident by certain staff in nursing home & family representative of resident being barred from nursing home after reporting abuse of resident in nursing home & non compliance of nursing home care plan  
Reported to ACCIS NSW manager physical & verbal attacks on residents representative family member by certain staff of nursing home witnessed by other verbally abusive nursing home staff who said to attacking staff do it outside not in here in nursing home reported to police & law access & CLC
5. Aged Care Commissioner ACC verbal calls to ACC that ACCIS NSW manager not independent after report of abuse etc
6. The Aged Rights Service TARS NSW verbal calls to asking for residents representative to get advocacy & legal advise for parent resident in nursing home where reported abuse of impaired parent resident & banned access of family representative of parent resident in nursing home  
Unable to get advocate to come to nursing home to advocate for abused resident of nursing home

Unable to get legal advise for abused resident of nursing home  
Aged care assessment team ACAT NSW asked for community package to care for parent at home but unable to get community package to take parent home away from abuse in nursing home

7. Ministers local office phone calls to report abuse of resident in nursing home

### **Case studies**

Abuse of resident in 2 nursing homes nursing home 1 QLD approx 2 yrs then nursing home 2 NSW approx 4 yrs

As this abuse of nursing home residents took place at 2 nursing homes over approx 6 yrs all abuse not listed

Nursing home 1 QLD approx 2 yrs

Discharged by hospital PQ 1 against request of family member to let parent come back home to be cared by family with assistance of community package

Hospital PQ 1 discharge nurse refuses to family member to discharge patient back home to family that had been caring for long term in community tells family member unless permanent nursing home chosen asap hospital will choose one that could be not in local area to family

Family member unable to arrange CCP community care package to care for parent at home arranges local nursing home with view to arrange community package to bring back home when able

Hospital PQ 1 discharges patient to N H 1 nursing home 1

Nursing home 1 resident gets regular sub standard care non compliance of care plan from start in nursing home

Multiple reporting by family member that care plan not complied with by certain staff to nursing home & concerns parent resident could be injured

Denial & shunning by certain nursing home NDs, RNs EENs AINs after requesting that care plan be complied with

Multiple incidents of non compliance with care plan ignored by nursing home ND Q1 & RN Q1

Resident of nursing home seriously injured spinal head injuries in nursing home where nursing home failed to comply with care plan that would have prevented injuries

Nursing home fails to arrange medical treatment for seriously injured resident does not contact Dr Ambulance Hospital puts resident seriously injured with multiple fractures to spine & open head injuries in bed by inappropriate means

Family member arrives without notice from nursing home

RNQ2 confronts family member resident representative in nursing home before seeing parent RN tells family member best not visit parent as needs bedrest & not to be disturbed for extended period

As family member was aware of lack of care of nursing home family visits parent in parents room & finds parent in severe pain & distress open head wound bleeding severe pain to head spine neck to lower back

Family member suspects potential head & spinal injuries & demands RN to arrange ambulance asap be contacted to take parent resident to hospital emergency centre

RN Q2 falsely tells family member that parent ok just needs long bed rest without being disturbed no need for ambulance or hospital or Dr

Ambulance arrives takes resident to hospital PQ1 emergency dept

Family member told by hospital emergency Dr that parent nursing home resident assessed by hospital as seriously injured

Extended stay in hospital then where still unable to get community package to care for parent at home parent discharged back to nursing home 1

After previously being seriously injured in nursing home 1 still non compliance of care plan does not improve

Multiple reports by resident representative concerns care plan still not complied with concerns same serious incident will happen again

Family member multiple reports to RN Q1 that family member has found wandering male patient in parent room at parent bed where parent found crying

Family member asks RN Q1 to initiate in care plan preventative measure

RN Q1 replies to family member in hostile manner what do you expect us to do get used to it Nursing home arranges meeting with ND , Dr & family member who was not acting as representative for resident telling them not tell the residents QLD EPA but they were going to make application to tribunal to cancel their EPA & have non family member appointed

Nursing home ND Q1 in presence of resident Dr Q1 stated family EPA did not have capacity Family EPA was not resident of nursing home or patient of Dr Q1 but they giving un requested opinion of that person capacity to manage legal affairs

Both family members went back home asap & told EPA what nursing home ND Q1 said in presence of Dr Q1

EPA of resident gave confirmation to nursing home in writing from specialist that EPA did have capacity to manage resident affairs

Resident family member reports concern to RN Q1 that seatbelt still not being used & still regulary in wet pads left alone concerns same serious injuries could happen again

RN1 hostile outburst in presence of resident & representative said sick of all your safety shit will ban resident representative from facility permanently

NDQ1 bans family member resident representative access to injured parent resident in nursing home

Family member initiates ACCIS QLD investigation into injured parent in nursing home

ACCIS QLD takes extended period to investigate after family member reporting abuse & serious injuries & non compliance of care plan of resident by nursing home 1

Residents representative clearly hears at doorway RNQ1 telling parent resident that there family member had abandoned them at nursing home & taken all their money that now nursing home have to take care of them as their family does not want them

RN 1 tells resident not to say any thing to family as family do not want resident to know

RN1 leaves residents room

Family member goes into room & is listening to parent telling same storey as just heard RN1 say

RN1 comes back into room in fit of rage screaming at resident saying I told you not to tell your family what I said you wait till your alone your gonna get it

RN 1 then tells residents representative nursing home do not care about ACCIS investigation because nursing home is all ways in charge who ever investigates them

AIN Q1 verbally abuses family member of resident in nursing home

NDQ1 nursing home 1 makes application for appointment of guardian for resident to tribunal but dismissed

Nursing home makes false allegations to tribunal against family member representative of nursing home resident while at same time being investigated by ACCIS QLD

Nursing home spreads false allegations about resident representative with staff

Family member get multiple verbal abuse from certain nursing home staff

Family member get multiple abusive phone calls & threats at all hrs some appear directly relating to nursing home

ACCIS QLD arranges meeting at nursing home where ACCIS & staff including NDQ1 RNQ1 Dr Q1 & family member resident representative present

NDQ1 Nursing director gives false statement that was later commented on by ACC

Tribunal contacts family member representative of nursing home resident states there will be hearing where nursing home has made serious disturbing allegations against family member resident representative

Executive director of nursing home contacts family member of resident in nursing home telling then that their parent would get better care if stopped making complaint about nursing home complained of costs of defending allegations

ACCIS QLD & ACC finds breeches against nursing home 1

Nursing home failed to use seatbelt for resident in care plan that would have avoided serious injuries of resident

Nursing home failed to arrange medical treatment for resident that was seriously injured in nursing home

Nursing home NDQ1 not working at that nursing home after breeches established

Nursing home temporary acting ND 2 improves nursing home care quickly while there for short period

Tribunal contacts family member informs that nursing home now has fully retracted serious disturbing allegations against family member alleged matter will not be heard now

Next ND 3 of nursing home 1 quickly deteriorates care of nursing home

Parent resident sent to hospital PQ 1

Dr PHQ1 avoiding not informing patient guardian of patient care condition

Family member pleads with hospital PQ1 Dr PHQ1 not to release parent as still extremely unwell to nursing home

Hospital 1 QLD Dr 1 discharges parent to nursing home 1 QLD where approx within few hrs family member witnesses parent have major stroke family member reports to nursing home

RN Q3 requests to arrange ambulance to take parent to hospital emergency centre

Nursing home does not arrange ambulance instead leaves parent resident stroking overnight until family member arrives early next morning to nursing home

RN Q2 states to family member parent ok just needs long bed rest best not to visit until contacted by nursing home family member demands nursing home arrange ambulance to take parent to hospital emergency asap

Ambulance takes parent to hospital 2 NSW assessed as major stroke now unlikely to survive Extended stay in hospital then as still unable to get community package parent is discharged back to nursing home 1 QLD where still sub standard care of resident continues

Family member representative of parent resident of nursing home forced to witness years of various regular abuse by certain staff of nursing home including serious injuries in previous nursing home where family representative

Unable to get safe treatment & compliance of care plan of parent after multiple reports

Unable to get community package to care for parent at home from ACAT

Extended period of time required for investigation by ACCIS QLD of nursing home where resident seriously injured & medical treatment not arranged

Extreme various retaliation from nursing home against resident & son after reporting of abuse by nursing home including

Verbal psychological social neglect abuse by certain staff to resident of nursing home 1 reported to ACCIS QLD

Unable to get community package to care for parent at home so transfers parent to new nursing home 2 NSW thinking there could be improvement in care where new nursing home representatives falsely said care plan would be complied with & that can attend to parent at any time for any duration

Non compliance of care plan eg

Care plan shows 2 staff use hoist from bed to put on toilet then shower then new pad then laundered clothes but 1 or 2 staff might just wipe off excess excrement from resident wipe soiled pad put back on put clothes back on leave in chair or bed cover with sheet etc

Documentation will be shown that toileting showering proper feeding hydration medication manual handling physio recommended exercises etc has been done but unless there was cct video to check it would be unlikely that it was done properly

Other residents & family members said they would be in fear of reporting abuse to nursing home or authorities after seeing what happened to my parent & me

Nursing home 2 NSW approx 4 yrs

After extensive talks & confirmation by nursing home 2 that resident care plan could & would be complied & residents representative could stay as long as like with resident

From 1st day at nursing home 2 NSW care plan was not being complied with by certain staff not being aware of or interested in specific hi care needs of parent

Multiple reports to nursing home to attend to parents needs as per care plan

Nursing home 2 ND N1 made complaint to family member not have resident in public area to keep in own room

When family member sitting with parent & multiple other residents who were talking about other resident who appeared to have been injured by neglect of nursing home staff member came overheard & told other residents not to discuss other resident or would be in trouble with nursing home

Family member tells AIN N1 that certain care needs of parent were in care plan that had been approved by nursing director AIN N1 responded in hostile loud manner by saying they decide what resident needs they do not care about what care plan or nursing director said

Family member multiple reports to nursing home 2 parents wet soiled pads left unchanged for multiple hrs or shifts

Family member multiple reports to nursing home parent left to continue toileting in soiled wet pads in wet chair or wet bed

Family member multiple reports to nursing home 2 parent seat belt in chair or bed rails protectors not put in place risking serious incident as in previous nursing home

Family member multiple reports to nursing home 2 certain multiple staff force feeding hot drinks & food they detest do not like or want or food that was not care plan approved such as non puree

Family member multiple reports to nursing home 2 certain staff not appropriately adjusting resident prior to food or drinks

Family member multiple reports to nursing home 2 certain staff laying resident flat after feeding or drinks prior to required time in care plan resulting in choking & vomiting incidents

Family member multiple reports to nursing home 2 certain staff not giving or not monitoring medication where resident spitting pout when staff leave room

Family member multiple reports to nursing home of non compliance of care plan by certain staff responded by certain staff including verbal hostility to both resident & family member

Family member reported to staff that unrestrained male resident had fallen heavily onto ground hitting head

Staff just lifted resident manually put back in unrestrained chair then left resident appeared to deteriorate after injury

Family member reports to nursing home parents later multiple bruising to arms & body after had heard parent crying in room with staff AIN N1 where when AIN N1 left room in hostile mood leaving parent crying extremely traumatized

Nursing home appeared unconcerned by multiple bruising of resident

Misdiagnosis of large cancerous leg lesion of resident by Dr N1 in nursing home

Inappropriate multiple pressure from nursing home ND N3 , CCM RN N2 , Dr N1 to arrange extreme high risk operation with private surgeon that was said to be totally inappropriate when assessed by multiple Drs at hospital QP1

Inappropriate cancelling by CCM RN N2 of specialist appointment to assess large cancerous leg lesion that family member had arranged for parent resident

CCM RN N2 only told family member they had cancelled specialist appointment just prior before resident was to leave nursing home

Certain NDs CCMs RNs that reports of non compliance of care plan were dismissive & uninterested

There was hostility by certain nursing home staff for asking to attend to resident or ringing buzzer for

There was hostility by certain staff after reporting of non compliance of care plan

Multiple changes of NDs all in denial that care plan were not being complied with

False allegations were spread to staff about residents family representative

RN CCM N2 told family member that all staff were in fear of family member & no staff wanted to be working near family member that appeared not to be true from certain good staff

Verbal phone report by family member resident representative to Tribunal NSW that nursing home was changing giving medication to resident without knowledge of resident representative person responsible guardian

AIN N1 confronts resident representative with disturbing false statements

RN N1 who appeared to have genuine concern for nursing home resident confronts resident representative with what appeared to be disturbing confidential matters from interstate QLD tribunal that had already been fully retracted in interstate tribunal

Resident representative asks RN N1 to contact QLD tribunal to inform what they were told by who as may be confidential matters of tribunal that have been retracted

Multiple reports to ND N3 non compliance of care plan by certain staff

Multiple reports by family member to ND N3 that resident left crying after attended by AIN N1 & AIN N2

Resident representative reports to nursing home ND B1 multiple large bruising to arms & body of resident

Physical attack by nursing home staff AIN N1 on residents family representative in presence of other nursing home staff RN TCS1

Family member reported attack by nursing home staff to Police NSW & law access next morning & to nursing home CCM RN N2 acting ND of nursing home of hostile verbal attack by both AIN 1 & RN TCS1 at resident bedside leaving resident crying in terror

Physical & verbal attack by AIN 1 to resident representative in common area of nursing home witnessed by RN TCS1 who said do it outside not in here

Possible confidential matters of QLD tribunal repeated by RN A1 nursing home should contact QLD tribunal if confidentiality has been breached as being spread by nursing home staff

CCM RN N2 acting ND transfers AIN N1 to other side of nursing home

New ND N1 in charge at nursing home

AIN N1 transferred back to work with resident & family member they were alleged to have attacked

CCM RN N2 no longer working at nursing home

RN N1 no longer working at nursing home

ND N1 arranges meeting with CCM B2 & resident representative on pretence that will discuss care of resident then states that resident representative has seriously attacked injured nursing home staff in nursing home

Residents representative responded by saying that was totally fabricated & false & if ND N3 believed staff had been seriously injured in nursing home that both police & workcover nsw should be contact asap & they would only not contact & make report if they believed nursing home staff had fabricated false story

CCM N2 mentioned later to residents representative if stopped making complaints about nursing home thing will be ok

Certain good nursing home staff that appeared to advocate for residents appeared not to stay at nursing home

Certain bad nursing home staff stayed at nursing home

ND manager of nursing home banned access to family member representative after continued reports of regular abuse & non compliance of care plan by certain staff of nursing home

False allegations by ND of nursing home reported to ACCIS manager NSW & CLC NSW

Physical verbal abuse to resident & family member from certain staff reported to ACCIS manger NSW & CLC NSW

Unable to get community package from ACAT NSW to care for parent at home

Unable to get advocate from TARS NSW to come to nursing home for abused resident

Unable to get legal advise from TARS NSW for abused resident of nursing home when acting for parent resident with impaired capacity as person responsible Guardian was told by TARS would only be able to give advise to resident themself

Unable to get independent investigation by ACCIS NSW manager

ACCIS NSW manager just prior to meeting in nursing home told family member where now banned from seeing parent in nursing home would be able to get family access to visit parent only if family member stops all reports of nursing home to any one but if made ACCIS officially investigate had already arranged with nursing home to take resident representative family member that was reporting abuse in nursing home to tribunal & were confident that they would get residents representative family member banned permanently from visiting parent in nursing home & transfer management of resident to non family member by tribunal

ACCIS NSW manager said to family member they were aware that family member had previously gone above ACCIS QLD & got breeches found against previous nursing home recommended by ACC but if family member did that now with ACCIS NSW they were aware that family member would get breeches with ACC but family member needs to consider that still will not stop family member from being barred permanently from visiting parent in nursing home & transferring management of parent to non family member in tribunal

ACCIS NSW manager said to family member who do you think tribunal will believe you by yourself & parent with dementia or ACCIS & nursing home

ACCIS NSW manager said what ever evidence family member gave to ACCIS NSW manager they would not find breeches

Family member not willing to lose access to parent in nursing home so stopped reporting abuse by nursing home so could attend to parent

ACCIS NSW manager sent false misleading outcome report of investigation of nursing home Excessive time & knowledge that was required to collate required evidence & pursue investigation of abuse of resident in nursing homes

Certain nursing home staff repeating to residents family representative confidential allegations from QLD tribunal hearing where those allegations had been fully retracted after that nursing home was breached by ACCIS QLD

Specialist appointment for resident cancelled morning of appointment by nursing home without knowledge or permission of residents representative for opinion treatment where nursing home was putting overt pressure on residents representative to have high risk operation that hospital multiple drs said would be totally inappropriate

Family member witnessed parent die in extreme discomfort after multiple requests to nursing home to assess parent

Nursing home did not give any treatment that would have reduced the discomfort of parent resident

RN N4 only assessed when family member had reported to RN that parent appeared to have been in extreme respiratory distress where family member thought parent had fallen asleep before leaving nursing home

RN N4 rang back when family member was back at own home to say parent had passed away

Family member went straight back to nursing home where met parents Dr N2 at front of nursing home

Dr N2 said they had not been contacted by nursing home that parent had passed away they had arrived for other reason

Family member left in long term state of distressed shock from witnessing long term abuse of parent & other residents & the related other issues in try to advocate for parents who can not advocate for themselves

Non compliance of care plan included

Not toileting leaving resident parent to toilet in pads in chair or bed

Not changing pads when extremely soiled leaving resident parent on wet chair or bed

Not showering but wiping off excess excrement

Not using slide sheets physically moving leaving multiple overt bruising

Not adjusting resident to give food or drinks

Not allowing required time after food or drinks to lay resident flat risking or bring on choking or vomiting incident

Not giving or regiving medication that has spat out etc

Force feeding where resident is palliative on supplements & refusing food because of foul smell or taste

Force feeding hot drinks

Force feeding & giving food drinks that were not care plan approved as non puree food drink when required

Yelling screaming & slapping to silence residents resistance

Yelling screaming at residents family member representative in presence of resident parent

Other residents & family members said they would be in fear of reporting abuse to nursing home or authorities after knowing I was banned from nursing home

Years of abuse of parent resident in nursing home unable to escape back to home in community left parent resident in permanent despair & extremely deteriorated from lack of care by nursing home

Years of abuse of parent etc have left resident family member in permanent state of distressed traumatic shock

#### Recommendations

Royal commission into abuse of residents in nursing homes & their investigations

CCT video sufficient for evidence to show abuse of residents & non compliance of care plans

Independent undercover staff in nursing homes that could be trusted to give true feedback on care in nursing homes

Abolish statute of limitations for ACCIS & ACC so nursing home abuse can be reported when safe for resident

Training for residents & representatives in how to gather & present evidence required to show abuse of residents in nursing homes

Patient staff ratios sufficient for compliance of care plans

Ability for electronic reporting in nursing homes of abuse & non compliance of care plans by residents & representatives that can be accessed by Police ,Tribunals , ACCIS

Training for family members that are competent to assist in family residents of nursing home

Independent advocacy that can come to nursing home to represent residents of nursing homes

Independent ACCIS to investigate abuse of residents in nursing homes

Need for legal advice for nursing home residents abused injured substandard care

Need for change in law system where nursing home residents seriously injured without earning capacity would have similar outcome in common law for same injuries as persons in community with earning capacity

Independent community not for profit organizations that can properly care for residents that can not be cared for at home where profits of facilities would go back to residents proper care

All agencies collecting reports of abuse in nursing home should have email address so reporter can have email copy of abuse reported to agency

#### **Summary**

Need for royal commission into abuse of nursing home residents

Need for cct video for evidence of abuse of residents & non compliance of care plans in nursing homes

The safety & care of residents in nursing homes at present is more by good luck than good management

It is not safe for residents or family members to report nursing home abuse while residents in nursing homes

Care plans are not complied with regularly but nursing homes are being paid as if they are

Misappropriation of both resident & taxpayer funding by nursing homes non compliant with care plans

A culture in certain nursing homes as a protected species as they are confident that any investigations in nursing homes they will be protected by authorities

Need for changes in law where residents get serious injuries but would likely cost more to run common law case they they would get in compensation as no allowance for lost earning capacity etc

Inappropriate use by nursing homes of tribunals where residents representatives have complaints of nursing home abuse of residents then nursing homes take reporters of abuse to tribunal with false allegations

Need for independent investigation by ACCIS nsw after reporting nursing home abuse

Unable to get community package from ACAT after reporting nursing home abuse

Unable to get advocate from TARS to come to nursing home after reporting nursing home abuse

Unable to get advocacy or legal advise for resident at nursing home from TARS after reporting nursing home abuse

Government should fund & run high care nursing homes to improve care of residents

The average person is unlikely to spend required time & have knowledge required to pursue investigation into aged care where authorities do not appear to act independent