

Submission
No 91

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

Name: Name suppressed

Date received: 8/02/2016

Partially Confidential

My father suffered a major stroke and was paralysed down one side and could not help himself. He was placed in Nursing home in WA. The care he received was appalling. He was suppose to be "high care", a category they have now abolished. He did not receive "high care". They pulled out his emergency button so he could not press it. He pressed it because they never came to care for him. They told me to get all in one pyjamas because he would defaecate in bed and "shit would get all over the sheets". I told him when his bowel movements were, but they didn't toilet him frequently. He had swallowing difficulties - they didn't feed him, I was going in morning noon and night to check on him. I made a formal complaint to the Commonwealth authority. They told the nursing home when they were going to make the visit but not my father or me. So of course, the nursing home made sure that everything was up to speed that day didn't they. My father was furious with the treatment he received that day. I wanted to take the complaint further, but was told it was only a review of "process" and the substantive issues of my complaint would not be reexamined. I withdrew the appeal because the Australian public servant handling it basically told me there was no point. I asked to see his medical file. It was refused. I was told the only people who could view it were the nursing home, the government agency and my dad. I had his power of attorney and I was still refused!!!! Why is it that relatives cannot access the medical file of a nursing home patient when they have been granted power of attorney and are their next of kin and the patient is not capable of standing up for their rights. He also complained about being abused by staff - but they were lucky he died when he did because it was just as I was going to report it to the police. How lucky are nursing home staff and establishments... noone will ever have a Royal Commission because unlike child abuse victims the elderly will die and there will not be any witnesses from decades of abuse. It took 40- 50 years for the child victims to be heard ...abuse of the elderly is destined to continue because there are too many vested interests making millions from their misery. I have a file full of complaint letters documenting the nursing home failures but the system is designed so that legitimate complaints cannot be examined independently. Please let me know if you would like to look at it. The government doesn't want nursing home complaints to see the light of day because it will upset the "apple cart". After all, if a nursing home is closed down, there is more political fallout and the Government has to deal with angry relatives. We can see that the Governments prefer to let bad homes operate than close them down. So it will be interesting to see what happens with your Committee's findings.