

Submission  
No 605

**INQUIRY INTO HEALTH OUTCOMES AND ACCESS TO  
HEALTH AND HOSPITAL SERVICES IN RURAL,  
REGIONAL AND REMOTE NEW SOUTH WALES**

**Name:** Miss Kristy Burgess  
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Partially  
Confidential

My father was admitted to hospital on 28th [redacted]. Admitted to 1st floor of Griffith Base hospital. On the 29th I visited to find his catheter bag FULL I brought it to nurses attention who came and emptied it. Although she spilt some urine on the floor. She got some towels and wiped it up. Although some was still on floor under bed. That following morning mum went to visit him taking some lemonade. She accidentally spilt some on floor, wiped it up. 2nd [redacted] I visited. To find urine puddle was STILL under bed, and where the lemonade was spilt was extremely sticky. His tray table was putrid my guess was it had not been cleaned since he was in the room. (No he was not contagious or no reason not to have people enter) May I add he was in under palliative care and unable to walk.

There was no communication with the front sign in staff he was palliative so was an issue to visit him (palliative had different rules) HE DID NOT receive assistance to shower or wash over even for the first 5 days of his admission!! He was bed ridden and got bed sores to prove it. By [redacted] 5th he was unable to use his arms and was unable to feed himself. So was a few meals where he missed meals due to being unable to feed himself or fallen asleep (part of palliative. But was not woken to eat) Wednesday 6th my mother received a call from [redacted]. Asking questions on the house as to how my father could manage at home. Mind you my mother is ill and extremely arthritis. They told her he HAD to come home.

Mum refused as was no way she could cater / care for him as his arms / legs were not working. That afternoon they rung again saying she had to find respite care for him as his 10 days was up so had to LEAVE the hospital. May I add his liver had shut down, believe cancer in bowel, liver and throat and possibly everywhere. He was a little delirious and loosing speech (we knew his life was near the end. Mum was horrified that on the 7th they wanted him OUT OF HOSPITAL! he was dying for goodness sake! The following day he was moved to a combined room with 4 others. Then that evening moved to ANOTHER room with 4 others. As the other room was to be painted.

Mine you he was constantly sleeping and not eating and not very responsive. (Personally I would not like to be in a room with someone knowing they are so close to death! No privacy for our family to have discussions and last days with him. May I ALSO add. By now he had 6 bad bed sores as no one would come and move or turn him! By this stage he is classed as end of life. Moved to own room again. NOW nurses and wardsmen were turning him every 2 hours!

So has been a shamazel since then. Fast forward to [redacted] 13th. My father passed at 1105am. I received a call from his cousin at 1130. I asked her if the hospital had contacted mum. I arrived at mums house at 1220 wondering why she hadn't rung me to say he passed. (HOSPITAL to ring mum she rings me I pick her up we go to hospital) 1240 we arrived to hospital STILL NO PHONE CALL to say he had passed. Not even a call to say his breathing was shallow and very close to last breath. When we confronted the [redacted] of 1st floor. She said sorry I haven't had time I got side tracked and been busy. TOO BUSY TO CALL NEXT OF KIN TO SAY THEY HAD PASSED. may I also add she had no sincere compassion whatsoever.

I'm sorry was too busy. I may add the nurse who was looking after him said she offered to ring mum but the said she would do it as it is her responsibility. We are utterly disgusted that we received no phone call to say he was very close to end of life or that he had passed! If it wasn't for a cousin visiting another relative we STILL WOULD NOT KNOW HE HAD PASSED AWAY! THE HOSPITAL IS A DISGRACEFUL. well done to the nurses and doctor for exceptional care in my dads last week.

Such a shame I cannot say the same for his last few weeks in hospital of his life.