

13. Richard and Yvonne Selir and Selir Family.

Good morning,

I would like to let you know how bad a lot of added care facilities are run, The staff such as [REDACTED] are not regulated, there are lot of the carers that miss treat the elderly, I know this first hand as I have worked in this sector in Tasmania.

We had my father in law at a care [REDACTED], he went into this Facility from rehabilitation from having a Stroke. Upon being in this facility he went down hill very quickly He was placed in what they call a Fall out chair (also known as a restraint) for about 10 to 12 hours a day.

So being in this Restraint chair for that period of time he was turned every couple of hours and Dad incontinence Pad was changed. Causing Dad major pressure sores on his lower back and buttocks. Dad also had pressure sores on both heels which cause them to become badly infected, resulting in gangrene in his heal.

Dad went down hill very quickly they would not call a doctor or ambulance, so a family member called for an ambulance, dad was taken to [REDACTED].

Upon being accessed by the emergency Department they could not believe the condition dad was in, The nursing staff and treating Doctors said this was the worst case of neglect and abuse they had seen. They even took photos of the pressure sores. Which I have and will include in this email. I went to the facility [REDACTED] and spoke with the facility manager about the condition dad was in. She said to me he was not like that when he left here. Which I find very disturbing because it's about a 10 minute drive to the hospital. I requested to have a look at dads wound care charts, The facility manger got the Clinical Supervisor to get them, she told the Facility manager that there are NO wound care charts.

The Facility manager asked for us to leave and that nothing happened here and if you want any further information, I would need to contact the appropriate people. Which I thought that she would be the person to talk too.

I contacted The Aged Care Complaints Commission, they took all details and completed a form as requested, after a period of time they got back to me and said that they had ordered that the facility to carry out additional training in wound care and reporting, they also said that they follow up this Facility again in 6 months.

I don't feel as though this was enough, we lost dad from the infection (Gangrene) in his heel about 10 days later. That's not a good outcome. I don't believe that these facilities are being regulated enough. More needs to be done please help me make a difference so this does not happen again, I know we can not bring Dad back, but we can help stop this from happening again. The worst thing of all is that we never ever received an apology, this was our family, how dare they just shove it under the blanket and not follow up the family.

I would really like to hear from this Department regarding this inexcusable act of neglect and abuse.

I really would like to hear back please let us know that our Father mattered.

Kind regards

Richard and Yvonne Selir and Selir Family.

[REDACTED]

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