

[REDACTED]
[REDACTED]
[REDACTED]
Monday, 19 August 2019 1:13:54 PM

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

1. An incident occurred on 2 June where she found her husband did not look well. For the next 3 days he was hot and delirious. The nurses kept telling her they were looking into it. On the 4th day he was worse so [REDACTED] went and got a sample bottle and arranged for [REDACTED] a urine sample [REDACTED] took the sample herself to Dr [REDACTED] [REDACTED] who tested it and said [REDACTED] had a very bad urine infection. [REDACTED] had to be hospitalised. [REDACTED] wrote a letter of complaint [REDACTED]
[REDACTED]
2. A second incident was in early July [REDACTED] thinks. [REDACTED] went over at 8:30am and found [REDACTED] in the dining room area on the floor. He was trying to get himself up onto a chair (normal chair). [REDACTED] had no pants on and next to him was a soiled nappy. [REDACTED] immediately called out to get someone to help her and the response was that they were all too busy. [REDACTED] asked who had left him like this and she received a response later in the day that the care worker had finished her shift so she just left him like that. [REDACTED] all the hired help from Help Street seemed to have very little knowledge of dementia or Alzheimers.
3. The third incident where she found [REDACTED] in the corner of the room with his mouth filled with food. He had spilt his tea all over himself and was just sitting there. There were care workers all around and [REDACTED] had to ask someone to help her as she needed to get the food out of his mouth.
4. The fourth incident was when [REDACTED] was on the floor crying out in pain. He had hit his head and had a big egg on his head which needed stitches. She said that they were all too busy to help him.

When the residents were all moved [REDACTED] was called at 1am to tell her that they were transporting [REDACTED] to [REDACTED]. [REDACTED] he was taken there with no clothes and did not have clothes for 2 days. He is now residing at [REDACTED].

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]