




Resolve.
Protect.
Improve.

CASE STUDY: MRS SUNSET

RAE LAMB
COMPLAINTS COMMISSIONER



STOCK IMAGE



Australian Government

Aged Care Complaints Commissioner

KEY ISSUES

- Multiple falls



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Aged Care Complaints Commissioner

KEY ISSUES

- Multiple falls
- Agitation



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KEY ISSUES

- Multiple falls
- Agitation
- Inadequate pain management



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KEY ISSUES

- Multiple falls
- Agitation
- Inadequate pain management
- Insufficient staff



STOCK IMAGE

FAMILY

- We contacted the family



FAMILY

- We contacted the family
- They had previously tried and failed to resolve concerns

FAMILY

- We contacted the family
- They had previously tried and failed to resolve concerns
- They were happy for us to look at the complaint and did not want to be involved



FINDINGS

- Mrs Sunset's chronic pain was inadequately managed

FINDINGS

- Mrs Sunset's chronic pain was inadequately managed
- Her falls risk management was also inadequate

FINDINGS

- Mrs Sunset's chronic pain was inadequately managed
- Her falls risk management was also inadequate
- She was not regularly reviewed

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- Mrs Sunset's chronic pain was inadequately managed
- Her falls risk management was also inadequate
- She was not regularly reviewed
- She was often agitated

FINDINGS

- Mrs Sunset's chronic pain was inadequately managed
- Her falls risk management was also inadequate
- She was not regularly reviewed
- She was often agitated
- There were not enough staff



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WHAT WE DID

- Falls and behaviour reassessment



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WHAT WE DID

- Falls and behaviour reassessment
- Education sessions for staff





WHAT WE DID

- Falls and behaviour reassessment
- Education sessions for staff
- Staff rosters reviewed and recruitment undertaken





WHAT WE DID

- Falls and behaviour reassessment
- Education sessions for staff
- Staff rosters reviewed and recruitment undertaken
- Family contacted





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Free call: 1800 550 552

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