

## HENRY – SUBMISSION 2

Henry's Mum has lived in a nursing home in south county Dublin since early 2017. Henry says: for the rest of her life this is supposed to be her home. The bathroom she has is more like a weekend stay place not a permanent arrangement. Her sink is small and has never had hot running water.

Henry did not complain about the hot water. His mum did complain at the beginning but nothing changed. Henry says there is a permanent smell of stale urine in his mother's bathroom. Henry did complain once when the smell was unbearable. He did notice an improvement for a while. His mum has a shower but has been promised the use of a bath nearby. The staff never seem to have time to take her to the bath. Henry says there is a chair that his Mum sits on in the shower. Henry questions its safety as it's not fixed, and sticks out slightly on his Mum's way past to use the toilet. Henry says the shower wasn't useable for a long time as shower water wouldn't drain away. Henry states the common comment from staff was *'ah sure it happens a lot'*.

Henry works, therefore most of those in charge in the nursing home are not around when he visits. As he is tired after a day's work and his mum is also tired he feels he does let things slide that maybe he should complain about. Sometimes he just wants to enjoy his visit with his mum and does not always want to be on edge having to report problems.

Henry says the nurses, carers and other staff are really lovely people and his mum loves them. However, since his mum arrived at the nursing home, they are on their 4<sup>th</sup> CNM. Mark, whom his Mum met before moving into the nursing home went on holidays the week his mum arrived. Ruth then took over from Mark. She was very nice but just as she started to be pushing for changes to help residents her contract was either cancelled or not renewed. She was gone within days and was upset to be leaving quickly. Some time passed and they employed a new person called Ian. He took over and it looked like he was a breath of air and things were really improving as the food quality had seriously gone downhill, care staff had become very thin on the ground especially at night but suddenly he was informed they were not renewing his contract and again within 48 hours he was gone which upset a lot of families and their resident family members. They then brought in a gentleman named Colin from one of their other facilities. Henry says he has nothing against Colin, however he is less likely to rock the boat for the faceless persons who run the nursing home, whom Henry had never met.

Henry says the food quality has come up but could still do with a lot of improvement. Henry has had problems with being charged €26 for courier of bloods, €25 for chiropodist where his mum says she was told these were free. Henry has also had issues around extras on his Mum's pharmacy bill for items that are not covered by the medical card. However, he points out that there were alternatives that were covered by the medical card and these should have been used. The first time Henry got a bill for the courier of bloods, he e-mailed the nursing home for an explanation and upon receiving a reply he responded saying he wanted to be informed when bloods were being taken and he would bring them with him on his way to work. After 4 complaining emails saying that he couldn't afford such extras he received 2 phone calls from the nursing home for sample couriering. He brought both the bloods & urine samples himself to the laboratory on his way to work saving over €50.