Department of Health
LEGAL SERVICES

Level 7, 22 Elizabeth Street, Hobart, Tasmania
GPO Box 125, HOBART TAS 7001, Australia
Ph: 1300 135 513
Web: www.health.tas.gov.au

Tasmanian Government

Right to Information Decision – Public Disclosure Log

Right to Information No.: RTI201920-005

Date of Application: 09 August 2019

Date of Decision: 19 February 2020

Information Requested

The information requested:

1. The number of serious complaints at Tasmanian aged care facilities
2. Complaints broken down by type of incident, details of the complaint and action taken
3. Whether these incidents were reported to police

Personal information to be excluded

Timeframe 1 June 2017 to 09 August 2019

Decision

The decision is to disclose the following information regarding complaints lodged by aged care residents that are only in the care of the public authority. As the public authority has no administrative oversight of this service any complaints originating in other facilities is not collected.

As the applicant did not qualify the meaning of *serious complaint* and the public authority does not categorise complaints received, the decision for the purpose of transparency is to list all the information that is in possession of the public authority.

No	Complaint	Outcome
1	Bedroom curtains shut too early	Addressed with care employees
1	Time when resident wishes to go to bed	Employees education on Patient Rights, addressed and resolved with resident
7	Quality of food & presentation (Not enough scallops in the curry, jam portions-too hard to remove foil tops, not given two scoops of potatoes, not cooked with salt and inappropriate cloth on food trays)	All have been actioned and rectified
2	Draughts in bedrooms	Both have been addressed
1	Spider in bedroom	Facility fumigated
1	Not in support of the chair being trialled in the dining room	Chair removed
3	Alleged elder abuse	Mandatory reporting to Commonwealth and Police. Protocol followed with employee separated while matter investigated. Brokered meetings with family. Relevant professional development undertaken.

		Matters satisfactorily addressed
1	Mural in courtyard painted over	Apologies to family and replacement with metal artefacts. Resolved
2	Needs unmet regarding shower request	Issue raised with employee – monitoring and education training provided. Families satisfied with response
2	Staff communication	Issue raised with employee – monitoring and education training provided. Family satisfied with response
1	Negligence of care	Issue addressed with employees Family satisfied with outcome
1	Acute client's inappropriate behaviour	Acute patient discharged. Social Worker provided support to resident
1	Skin tear	Employees performance addressed. Employees education re correct manual handling techniques. Performance Improvement Plan put in place.
1	Decision making against client wishes	Matter discussed with employees- issue resolved satisfactorily.