



Tel: (916) 481-8558 Toll Free: 877-481-8558

NURSING HOME COMPLAINTS FOLLOW UP

Today, 1/8/21, I was following up on two complaints against a CA nursing home that FATE filed over six months ago. The allegations were very serious...bed sores, no infection controls, no director of nursing on staff for over 6 weeks, malnutrition, fraudulent charting, failure to report unusual incidents/changes of condition, failure to administer medications according to physician orders, broken call bells, broken beds, suspicious deaths and insufficient staffing. Some nights each nursing assistant had between 30 and 64 patients to care for, which is an impossible task for one person to care for that many compromised patients.

The regulations require that all complaints must be investigated with results within 60 days of the filing date. The 60 days may be extend for an additional 60 days with good reason for the extension and the complainant must be notified in writing of the extension. In no event, should the complaint investigation take more than 120 days. When I spoke to the manager of the office where we filed the complaints, I got the run-around as he stated, "we are doing the best we can...call my boss in Sacramento if you have a problem".

Since government people do not get fired, they can do whatever they want and even violate regulations with no fear of being held accountable. Not a good system for us consumers. As well, the three State of California employees working on this complaint each have a government salary of over \$150,000 per year.

Something is wrong with this picture!

Carole Herman

Foundation Aiding The Elderly (FATE)
3430 American River Drive, Suite 105
Sacramento, CA 95864
Tel: (916) 481-8558 www.4fate.org