

# FATE

FOUNDATION AIDING THE ELDERLY

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## NURSING HOME CONSUMER COMPLAINTS

Another disappointing day...the State of California Department of Public Health, the agency that monitors nursing homes and investigates consumer complaints, issued another finding today on one of FATE's complaints and it only took them 2,095 days to do it.

FATE filed the initial complaint on 10/4/2014 alleging the patient suffered from malnutrition, dehydration, unexplained brain bleed, failure to provide personal hygiene and dental hygiene, unsanitary conditions and insufficient staffing. The patient died after being sent to an acute hospital.

The State issued a deficiency for unsanitary conditions only. FATE went through the due process and filed appeals. The last appeal was held on 1/18/2018 and it took the department until 7/9/20 to issue the findings, which were no findings at all. As one of our clients has lamented, "**regulators use bureaucracy to stifle justice**", and this case is just one example of many.

Carole Herman

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