

The first aged care facility my mum went to was at

where she was physically assaulted and also went to hospital for a fractured left hip which was left undiagnosed as they refused to do a scan. Three doctors from the hospital told me not to take my mum back to emergency department.

Mum went to a second facility at

in early September 2018 because it was too unsafe at the other

facility. But then she suffered 15 falls, suffered 6 fractures with unlimited number of suspected fractures - fractured right eye socket, skull bones fractures, right wrist on a separate occasion and a fractured right hip. On the 1st of August last year they down played the falls and said she only had 7 falls.

They also weren't giving her enough water, wouldn't leave water jugs around for her or even bottles of water. Her kidney function dropped severely and she ended up in hospital. Mum also had chest infections and the infection control was to leave the nebuliser on the floor sucking up all the dirt. She was also physically assaulted in September and twice in October. This was witnessed by me and other residents at the table. She was also told to pack up and leave by the housekeeper because they didn't want her there. I reported it to the manager and they reckon they put a CCTV to catch her pushing the trolley of water away and also caught her using a commode. It was the CEO and whoever else observing the footage. I said that's disgusting. It was like mother and I were singled out and treated disgustingly and horribly. It was wrong. He would ring the other facility to get information about me from the other facility.

They put my mum into the dining room with other men when she's in her nightie and dressing gown. She would never be in her pyjamas or open the front door to collect the mail before she went into the aged care facility. She would get dressed first. She was born in 1931 so she's very modest. She went through the war in the depression.

The third facility that she's in now is Aged Care Facility. They put her to bed at 6pm regardless if she's tired or not. What time is she going to get up in the morning when she goes to bed that early? And how many falls will she have because she's always got bruises. She got a rash recently and they said that the rash was from the laundry powder. It's a shocking way of how they treat them. With COVID-19, I'm only allowed to visit her once a day for 10-30 minutes between the hours of 12pm and 2pm or 5pm and 7pm so you can't do both. She's got dementia and they've lost her hearing aid. Each facility have broken her hearing aid that they've had to repaired.

OPAN were going to mediate between

and me with my mum but that never eventuated. I took her out on social

leave according to the Act and that's when they made her homeless and how she got into her third facility. At the staff were asked to kick me out and that goes against the nurse's professional conduct, having a therapeutic relationship with the resident and the family is important. I've done nothing

wrong but they believe they had to protect their staff rather than their resident. I was a registered nurse, bachelor trained, not hospital trained. We were taught to know every medication, whether it can be crushed or not. The nurse was giving mum's medication at 5pm instead of at 8pm.