

Hi Danielle:

Last night I watched Premier Scott Moe talk on the local news about Saskatchewan Senior Care homes. I want the Premier to know that there are definitely problems in senior care homes in Regina that I am familiar with.

My parents who are both deceased now were both residents in a for-profit Long-term Care facility in Regina.

For the most part, we certainly were not impressed with a lot of what went on at this facility while both of our parents were residents there. The number one issue was constant staff shortages.

Some of the employees were the kindest sweetest people you could ever meet and provided the best care they could given the circumstances they had to work with but unfortunately it was always short staffed. There was NEVER a time they weren't short staffed. You could push the button for assistance for Mom and many times it took anywhere from 20 minutes to upwards of an hour to get someone to help. My Mom was in a room with a total of 4 beds. No door on the bathroom. No privacy while in the bathroom except for a skimpy curtain that you could see around. Garbage can in area outside bathroom smelled to high heaven and made the whole room smell. No privacy at all in a room with 4 people. Mom had a very small closet and 2 dresser drawers and that was it besides her bed. Dad had the same in his room.

The food was minimal at best in quality and quantity. They did have good food on Sunday's and depending on who the cook was for the day. I want to commend most of the kitchen staff for being very kind and helpful when assisting my family and me when we needed assistance with our Mom's food.

Staff would take residents to the dining room up to an hour and a half before food was served ever single day and residents were sitting there slumped over in their wheel chairs waiting for their meals. I have seen residents sit there and cry because they were left there so long waiting for their food. There was no need to be sitting in the dining room for an hour and a half before meals. There was minimal or no supervision on most occasions in the dining room and on many occasions residents in the dining room would get into arguments. I was there with my Mom and would have to call for assistance because I was fearful someone was going to get hurt.

When I had questions in the evenings regarding Mom or Dads health, a few times I was told there was no RN on shift at the times I was there to see my parents. The staff that were there couldn't answer the questions we had regarding Mom or Dads condition. They said only an RN could answer the questions. There was an RN in another wing but not on the west wing where Mom & Dad were and they were not familiar with what was going on with Mom & Dad. Short staffing issues again. Most issues at the facility were because of staffing issues and never having enough people working at one time.

Mom had terrible bed sores from not being moved enough. They only started dealing with them when the family saw the horrible bed sores and caused a big ruckus. A total lack of care caused those horrendous bed sores. Mom had those terrible sores until she passed in July of 2019.

Several times Mom had numerous nitro patches left on her at the same time. That was very dangerous.

Mom was also given another woman's medication that was in the same room as Mom. That error could have had serious consequences. The nurse did not check wrist bands to check the names and Mom was given her medication in error.

My Mom's dentures were thrown in the garbage and my sister had to go through the filthy garbage to recover them.

My Mom's hearing aids were also thrown into the garbage and my sister and her husband had to go outside and dig in the large garbage bin to find them. How disgusting is that!!

Mom's bottom tooth was broken off at the gum. We have no idea how that ever happened.

In many instances the staff didn't brush Mom's teeth for days and we had to constantly remind them to remove her top dentures and brush them and her own teeth. Mom's mouth always had sores. We also have pictures showing what was removed from my Mom's dentures and teeth after several days of not being cared for.

At one time my poor Dad was in a room with one other man who hollered all the time. Dad cried because he couldn't stand being in that room. My Dad got the flu at the facility in January of 2018. After family insistence he was finally taken to the General Hospital on Jan 20, 2018 and he died there January 21, 2018. My Dad should have been taken to hospital much sooner.

I have not much good to say about the facility where my parents stayed except for a few wonderful employees.

If Mom's family had not been there almost every day it would have been a tragic situation. My Mom went from 135 lbs to 85 lbs when she passed as it was.

There were constantly outbreaks at the facility when all residents were locked down in their rooms. Tables were moved into their rooms where they ate at. Several times I was there and after meals the table was not wiped down and was left dirty for the next meal. I would take paper towels and hand cleaner and wipe down the table before they brought the food for the next meal. One lady in Mom's room who needed to be fed was constantly fed after her meal was cold. Again due to inadequate staffing. The staff was busy with other residents.

My sister and brother attended several meetings held regarding the lack of proper care.

For the last year we went there and fed Mom every day or Mom would have died long before she did.

It is election time soon in Saskatchewan and new large government run not-for-profit senior care homes need to be built in Regina.

It is time our seniors are cared for properly as they deserve.

The facility where my parents stayed is old and needs to be replaced. I am sure the other ones in Regina are just as bad but I am not too familiar with them. It is time something is done to properly take care of our seniors.

Dianne Morgan
Regina, Sask