

# Issues Raised by Residents of Nursing Homes in this Report

- "High staff turnover leads to the facility being short-staffed and whoever is there will be overworked. Example: For 8 hallways there are 8 CNAs, if two call off the other six will have to cover. (There's a) need for staffing stability."
- "The longest time waiting for my call light was 1 hour."
- "During 3rd shift, I wait a long time for help, and sometimes they never come. Some aides don't respect you like they should. I sit here with poop on me and get no help."
- "I have been here over a year, and I hear every day, 24 hours per day that they are short staffed. Someone is always calling in and then they make others stay longer."
- "I do not go to activities because it is too hard to get out of bed. It takes 2 or 3 people to get me up. They never have enough people to get me up without the Hoyer, and I don't want to do the Hoyer lift, it is hard."
- "There are times when there is not enough staff. One Sunday, there was only one aide for 24 residents."
- "Hurry up, (resident)! I've got other people. Today I have 20 people."
- "Oftentimes we don't even get water."
- "They increase the residents, but cut the staff. And my question is always, where is the money going?"
- "Quite often, aides experience a shortage/lack of: linen (there are no linens "too many times"), shower beds and shower chairs, Hoyer slings, lifts (including batteries for the lifts), and garbage bags."
- "There is always something broken: Hoyer lifts, battery chargers, shower heads, shower beds and chairs, clogged drains, broken pipes. Always a delay in getting things fixed. Delivery issues, time constraints happen a lot. Currently, a pipe is broken in the kitchen so they can't wash dishes. Residents have to eat using plastic utensils and styrofoam. It has been this way for a month. It's hard for someone with a disability to eat using plastic utensils."
- "I complain at every meeting. Staff tells me food quality is not within their power. Staff says they work with the menu they've been given. They told me I need to understand that this is a business. So I said, "then I'm a commodity." "Budget cuts have affected every area mentioned: food, activities, staffing, medications, maintenance and housekeeping."
- "Staff say they don't have a bus. We have no opportunities for outside events."