

17 June 2013

**Jacqui Davenport**  
Care Manager  
Avon Lea Nursing Home

Dear Jacqui,

I would like to call your attention regarding certain issues that we are experiencing on the floor due to uneven distribution of workload and lack of communication.

First of all, due to the uneven distribution of workload, care plans are not being reviewed accordingly.

Janice Briggs, one of the sister nurses, has been allocated downstairs with 13 residents in which 1 of the residents is independent. On the other hand, the nurse on the other floor is looking after 23 residents which is difficult to manage. This may result on committing mistakes and even negligence. Whenever there is enquiry regarding resident upstairs Jan will not answer nor accompany the GP/NP or others even though the nurse is busy, which I cannot blame her as she is no longer allocated upstairs.

Janice Briggs also lacks the initiative to help when there is admission even though she is not busy. She does not handover or inform the other nurse when she goes somewhere which leaves the nurse looking inefficient when GP etc. arrives.

It was brought to my attention that some carers are under stress when Jan is on duty.

On the lighter note, workload has been reduced upstairs recently when the ground floor nurse started to take part on medication administration on the top floor area.

As these concerns has highly affected not only the quality of care but also the job performance of the team, I would be grateful for your immediate action regarding this matter.

Yours Faithfully,

Elsa Peneyra, RGN