Miriam's Story

Miriam, an 83 year old lady, had been in a nursing home for 12 months, and smoked 10 cigarettes a day. Her only income was the pension and her only expenses were personal effects, pharmacy and her care fees. Miriams' only family was a son who phoned occasionally but did not visit.

Miriam explained, the care manager had visited her and took her smokes away saying she was not responsible enough and her smokes would be held at the office, and she could only have a maximum of 5 per day. She had objected stating she couldn't live on 5 a day but was ignored. She couldn't go to the shops herself, had asked staff to get smokes from the shops but they had refused. Miriam's son sent a carton of smokes for her birthday but the care manager confiscated them. She said she felt like a criminal.

Miriam felt it was not fair and that she was being punished for being a smoker. The advocate working with Miriam explained her rights, and gave her options. Miriam agreed that she would like to speak to the manager, but wasn't comfortable going alone. The advocate attended with Miriam and met with the manager. The manager saw Miriam's side of the story but was still concerned about her safety. She arranged for Miriam to have 10 cigarettes a day, and a staff member to supervise her when smoking. Miriam was very happy with the outcome and felt as though the new system was much fairer.

Mary's Story

Mary was an aged care resident, and didn't like the food being served for dinner. Her daughter Sharon, had been bringing her in special meals from home, until recently when the facility decided Sharon can no longer bring in food for Mary, stating it is a food health risk.

Mary asked Advocare to advocate on her behalf. The advocate phoned the manager and explained that Mary has the right to decide what she will eat and where it will come from, the facility management cannot stop her from accessing food from outside the facility The staff can advise how long she can store it, and may stop her using communal fridges or having staff reheat the meal, but she has a right to bring in her own food.

The manager looked into the issue and agreed that Sharon could indeed bring in food. Mary was hapopy with the outcome.

Rita's Story

Rita had recently entered a facility and the resident in the room next to her was loud and unsettled during the night. Rita had requested the manager move the other resident to a different room, but the manager has refused.

Rita's advocate explained that just as Rita has Security of Tenure, so do other residents therefore the manager cannot move the other resident to another room without his or her permission. However, in this instance, it was reasonable for Rita to request to move to another room and the management to facilitate this move when a room was available.

Rita spoke to the Manager and was told there would be a waiting period for a vacant room, but the management and staff would try to manage the disruption in the meantime.

Rita reported to Advocare 2 months later that she had moved rooms and was much happier

Joan's Story

Joan lived in a residential aged care home in Perth, and was concerned about her services. Joan selected the home as it offered a number of activities and outings to keep her connected to the community, and keep her mind active. Over the past year of her tenure, Joan had found the activities to be slowly dwindling, and had found that she was not being included in many of the events that were on offer. Joan had arranged a meeting with the manager of the home, but was frightened to go, and had considered cancelling.

Joan spoke to the advocates at Advocare and was pleased to know that there were options available to her. The advocates discussed a number of options, and Joan agreed to attend the meeting with the manager, with an advocate there to support her. The Advocate and Joan attended the meeting and the manager agreed to look into why Joan was not being taken to events and activities. Two weeks later the Advocate contacted Joan who explained that she was now a part of many events and activities and was once again enjoying her stay at the home.