

SOCIAL SERVICES - CASA MIA MEETING

AGENDA

1. WELCOME & ATTENDANCE
2. ISSUES & CONCERNS
3. SOCIAL SERVICES RESPONSE
4. ACTION PLANS
5. DATE OF NEXT MEETING

SOCIAL SERVICES - CASA MIA MEETING

28 March 2006

SOS	Shaun O'Shea	Chairperson /Facilitator of Meeting/Manager: CMTF
SD	Sipho Dikhoba	Facility Manager Casa Mia
DM	Dikaledi Mashego	Social Worker
AR	Albertina Ramogase	Regional Manager Social Services
YM	Yvonne Morou	Resident of Casa Mia
RT	Rheit Thompson	Family of resident and Concerned Citizen

	Key Focus Points	ACTION
1.	<p>PRESENT An attendance register was passed to all to sign.</p>	ALL
2.	<p>WELCOME The Chairperson welcomed all present. An agenda was discussed and agreed upon.</p>	SOS
3.	<p>ISSUES & CONCERNS</p> <p>Clarification on the Status of Casa Mia as an Old Age Home or as a Senior Citizens Villa.</p> <p style="padding-left: 40px;">An Old Age Home is defined as a facility with Nursing / Frail Care. Senior Citizen's Villa is defined as a home where the residents are self-sufficient</p> <p>Casa Mia is classified as an Old Age Home but does not provide frail or nursing care, although residents are provided with meals.</p> <p>For the purposes of this meeting Casa Mia will be referred to as an Old Age Home. Why then are men and women over the age of 65yrs admitted to live at Casa Mia?</p> <p>The issues are as follows:</p> <ul style="list-style-type: none"> • Mismanagement of Casa Mia • Neglect • Abuse of Residents • Contravening the Constitution with regards to Aged Persons Act • Security, Environmental Health and Safety 	RT YM AR RT

	<p>Dudu giving Yvonne the responsibility of dealing with dead bodies. Abuse takes place without witnesses. How can an Old Age Home put the responsibility of the disposal of a dead body to a resident and not a member of the management?</p>	
	<p>Dudu wrote a letter stating that she did not know the procedure to be followed regarding the death of a resident and the disposal of a dead body. Dudu left before the undertaker took the body Ivonne called Dr, police, and undertaker. Dudu got there at 9.30 and the undertaker arrived at 12h30. I spent 7 hours with Daphne before she died. She would let anyone touch her and requested that her door be locked. I asked Siphon – who said we should lock her door. I took care of Daphne not the Social Worker. I stayed with Daphne for 7hrs – she wouldn't let anyone touch her. She wanted her door to be locked so that nobody could touch her. I asked, Siphon if I could lock her door and he told me to lock the door.</p>	YM
	<p>On the 7th of February I called an ambulance to take Daphne to the hospital; she refused treatment and returned to Casa Mia. On the 18th of February, two hospital officials visited and spoke with Yvonne. On the 19th of February Yvonne and I took Daphne to the hospital where she refused to be treated by black doctors.</p>	SD
	<p>Are all incidents written in a book? Are the incidences of abuse in the book? Why would you not show me the incident book when requested when legislation says it should be available to all who are interested in it? According to legislation regarding the: <i>Access to information</i> <i>Everyone has the right of access to - any information held by the state; and any information that is held by another person and that is required for the exercise or protection of any rights.</i></p>	RT
	<p>How are incidents reported and handled?</p>	SOS
	<p>I handle incidents and refer some to the Social Worker and Regional Manager.</p>	SD
	<p>Pat Fischer took care of the cats, fed and neutered them and the staff of the facility did nothing to take care of the cats. CLAW was contacted to remove some of the cats.</p>	RT
	<p>Staff abusing the residents. What do the house rules say about cleaning? Cleaners are to clean the room and the windows but they charge the residents. They are not supposed to be charging residents.</p>	RT
	<p>Name the cleaners who charge the residents?</p>	AR

<p>arrange for the drill.</p> <p>We had requested assistance from EMS with fire inspection and drill. The recommendation was that the building is not safe and it is not advisable to have a drill until certain areas have been refurbished. Budgetary restraints have delayed the renovation and requests have been forwarded and approved by the FMMU. We are waiting for the renovations to commence before arranging for a fire inspection and drill.</p>	AR
<p>What is more important money or the lives of the residents?</p> <p>This is unconstitutional and a contravention of the law the lack of an evacuation plan, fire and health inspections and a fire drill. Why has Siphon Dikhoba, as the manager not ensured that these inspections be done?</p>	YM
<p>I handle the queries and issues which I am directly responsible for and refer others to the Regional Manager.</p>	RT
<p>Why then when I approached you with concerns you told me that and I quote, "I don't need to speak with me only with the police."</p>	SD
<p>You approached me with an attitude and I chose not to talk with you.</p>	RT
<p>When the fire inspection and fire drill be conducted? It is a very dangerous situation in an old age home.</p>	SD
<p>Funds have been secured to fix the stipulated areas such as the waters pumps, staircase and security of the building. I will contact the contractor to find out when the construction will commence. I will phone him immediately (Albertina made calls to establish the dates)</p>	YM
<p>Where is the incidence register and what actions were taken after each incident? What has happened to the incidence of abuse reported by the residents?</p>	AR
<p>No incidence of abuse has been reported</p>	RT
<p>Pat Fischer has complained about abuse at Casa Mia abuse in many formats verbal, physically threatened. Has she reported this to you Dikaledi?</p>	SD
<p>She has told me of the abuse but never reported it to me only discussed it.</p>	RT
<p>Abuse by a staff member with a vacuum cleaner and no action was taken and verbal racial abuse. Under the domestic Violence Act any Social Worker who is informed of an incident or where an incident is listed is required to take action. There is abuse-taking place! A woman died of malnutrition, a body was found with a knife in the chest.</p>	DM
	RT

	<p>All of these problems have continued despite meetings held with the ANC, DA Councillors and Management of the facility. Are there any management structures in place?</p> <p><u>No response from Social Services</u></p> <p>Has a Management Committee been set up for Casa Mia?</p> <p>There is currently no formal Management Committee although a suggestion was put forward to residents to form a committee but they refused.</p> <p>The constitution states that a Management Committee should be formed comprising of the management of the facility, residents, families of the residents and any other interested parties. This is a contravention of the law – why is there no Management Committee?</p> <p><i>See addendum 1 – Management Committee for Old Age Homes</i></p> <p><u>No response from Social Services</u></p> <p>We accept that there is no management committee and one can be established –lets move on from here.</p> <p>Why has no action been taken?</p> <p>I cannot take action against myself.</p> <p>You are welcome to write a letter of complaint. May I suggest that we list the issues and specifics and ensure that action plans and defined time frames be set for the issues to be addressed.</p> <p>What are the reasons for certain structures not being in place? Had I not taken this to a public forum this meeting would not have happened, I require clarity, regarding these issues and where necessary disciplinary action and criminal charges laid. When was the last fire and health inspection done and were residents given copies of the reports?</p> <p><u>No response from social services</u></p> <p>When was the last fire and health inspection done and were residents given copies of the reports?</p> <p>A report is available and a meeting was held with residents but copies were not distributed.</p> <p>A fire drill was requested on the 3 August 2003. Two gentlemen from EMS instructed us to elect a fire warden for each floor and to contact them with the information...</p>	<p>RT</p> <p>RT</p> <p>DM</p> <p>RT</p> <p>AR</p> <p>RT</p> <p>AR</p> <p>DM</p> <p>RT</p> <p>RT</p> <p>AR</p> <p>RT</p> <p>AR</p>
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