

Staffing or No Staffing

Wait, wait, wait and wait some more... WAIT! to be changed, to get food trays, wait for medications in excess of the set times (1 hour before & 1 hour after), wait to get up as needed help, or help to get into bed and being helped changing into sleep clothes. Showers are important but all too often we wait longer than necessary, even waiting until the next shift or the next day. Residents get upset and some refuse to take their turn in THE SPA! Resident needs are not being met in a reasonable time.

REASON! Not enough staff to meet the needs of residents. When an administrator was asked why she simply said, "The needs are being met." She then gave me some numbers of resident to staff ratios in this building and the necessity or not to hire just because a resident or residents feel there is a need for more help. Staffing ratios: NO! There are no state or federal laws dictating just how many people must work at any given time. CNA, NURSE... Neither is able to help residents if there are not enough to meet the needs. Suppose there is a crisis within the facility which requires a larger number of CNA's and nurses than usual. All

the paperwork and scheduling goes out the door as we residents wait for many things: Medicine, food, snacks, help getting up which may or may not involve a change of clothes and brief. Not enough staff on floors usually the nurse, to meet the need. There are so many things we need. Most importantly, what happens if someone falls while our nurse and CNA's are elsewhere? That has happened when all staff ran to assist in the emergency. After checking the situation out all CNA's and unnecessary staff were to return to their station. A potential problem created. Does that mean that there is no need for staffing ratios? Not so. The need is there and we residents must speak to our legislators to let them know why we need staff to resident ratios in all states. We are told the staffing ratio is fine and it is senseless to bring aides in to work when their workload would be lowered. A some forbid someone would be able to take state required 15 minute breaks or take a complete 30 minutes for lunch. All too often this happens to be wrong. REASON: TOO MUCH WORK for proper care of residents due to low staffing ratios.

A staff person tried to give me examples of why

The proposed resident - staff ratios would ^{help} ~~address~~ ^{serve} the long-term care facilities. I refuted this as best as I could with what little knowledge I had, I gave them the address of Consumer Voice who would be glad to talk with them and answer any questions they had.

ANOTHER REASON ~~is~~ staff-resident ratios is needed.

Staff who won't do their job because they choose not to and so they fuss. Then they refuse to do their necessary scheduled duties in a timely manner meaning when the shift ends their work isn't done. Poor staffing and poor care: NOT ENOUGH STAFF.

Example:

A resident takes a bed bath. AIDE gets bath basin, fills with water, hands towels, washcloths along with bodywash and deodorant to resident. Resident takes bath, asks for help on areas they cannot do. DONE? No, the aide had to be reminded the wet towels needed to be taken away and the dirty water poured down the drain and hastily wiping the basin out. Items used for the bath were not put up where they were found. Resident's brief found in trash was taken care of by the nurse who did not gumble about it. She did her job with no complaints. She did this and solved the reason for the brief being forgotten.
REASON: Not enough staff to take care of the problem

Having taken a bath and feeling all clean and smelling good, ^{the resident} lays back on the bed. Suddenly, she wakes, feels the bed pad on the bed and finds it is wet. The aide is told of the problem. She gets upset. (THE 355 U.S.) The aide tried to tell the resident the pad was not wet. The resident denies the aide's accusation of not being wet due to the fact she had just been changed. The resident felt the pad again. Yup, it was wet for sure. Wait, wait, wait. Resident still wet. Aide feels pad and insists pad not wet. How can anyone tell something is wet with their gloves on? Recently an aide told me how they told a witness with her gloves on. I don't understand but it can be done. I stand corrected.

I still wait, through trays being passed, picked up and staff get their breaks. Wait, wait some more. Finally relief. Aide returns to room to change the resident.

PROBLEM: The aide tried to do the job too fast just so she could get the job done. This caused stress and anxiety to both herself and the resident. Get the job done as fast as you can in the job of today. Staffing shortage yes. Who says? All done. Staff gets upset because they cannot take care of the residents who

then become outraged at the poor care they are getting.
There seems to be no way out! But wait there is!
A NEW and ONLY RESIDENT to STAFF RATIO. We had
a wonderful thought.

Both resident and staff change the way they
think about their roles and residents.

Smiles finally on everyone's faces that haven't
been there for quite some time. RELIEF: Not as
much waiting for staff and help.

SMILES ON ALL FACES. One smile elicited
another smile & that one elicits another smile,
and on and on until you look around and see lots
and lots of smiles. Wouldn't that be wonderful when
this happens?!! I love that thought don't you?!

Until next time

I am Judith Mangum... Resident

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