

## Horrible Experience of Nursing Home

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Nursing Home – Buena Vida Continuing Care, 48 Cedar Street, Brooklyn 11221

Resident – Eva Pauline Johnson

Date of Death - May 4, 2020

Mrs. Johnson was a resident at this facility for almost four years, and as a family member (her niece) there were more health care's issues, then there were good days that she spent there. I do have tons of notes, emails to all the directors, social workers, phone calls and complaints to DOH and pictures that I pray other families don't experience, but after careful research, and because I am an Ombudsman. research did not present any other facilities with better care. Mrs. Johnson was my aunt , she did have four children so I was not her primary care person , power of attorney or health care proxy ... but I did take on the task of being her patient advocate , and was on her chart as a contact person for any health changes , issues or incidents . I do have four full years of stories , not all pleasant , stories of neglect , what I deemed abuse, and overall a facility with many non-caring staff , but to tell you day by day the stories of the past four years would be very very long , so I will tell the story of Mrs. Johnson's last three months at Buena Vida from February to May and very happy and sad to report this

First my aunt was a dementia patient four years ago when she entered the facility, she was able to walk, eat by herself, go to the bathroom, she participated in activities, and was receiving rehab. The facility did show caring for her when we the family was there, but I often made pop-up visits and saw neglect, abuse, not caring, not enough staff, and bad attitudes because of the surprise visits. Of course, I not only saw this in my aunt, but often in her room-mates and other residents. Our family started to receive weekly reports, due to the fact that there were so many issues, and the family and facility agreed weekly reports might help to alleviate some issues, our concerns. In some cases, the weekly reporting did correct a few issues for a day or so to please the family, but, went right back to normal routines of neglect.

**February 28, 2020** – weekly update all normal, food intake 100%, weigh 97, on going would on butt getting smaller. would doctor sees her every week (or so they report)

**March 10, 2020** – update notice No Visitors to facility COVID

**March 13, 2020** – weekly update, weight down 95 pounds everything else reported normal, food intake 100%, doc saw would still be treating, (family concerned about the two pounds / facility response this is normal for her age, not concerned

**April 07, 2020** – weekly report weight down 92 pounds, eating 75-100%, family concern, director of nursing will look into it, she states sometimes the scale is off depending on who does the weighing

**April 21, 2020** – weekly report , weight down 86 pounds , call came from supervisor on floor and her social worker , heated discussion because facility did not know why Mrs. Johnson health was declining , the conversation was very quick with facility because they had other family members to call , once again she's getting old to be expected .. I called nursing director let her know the ugly conversation we had with social worker and supervisor, they were cold, heartless, argumentative, and just not comforting in a situation of Mrs. Johnson declining health. family asked for the social worker to be removed from the calls. supervisor apologized which so often had to do, because most of the time staff that called on the weekly report, either were rude, did not have answers to family question, or just didn't care

**April 22, 2020** – emergency call from facility, Mrs. Johnson is being placed on oxygen, IV fluids, refusing to eat, her son was allowed to visit for 10 minutes, faced time me and my aunt already looked like death.

**April 24, 2020** – lab work done; x-rays done – results indicates pneumonia. facility treating as Presumed COVID. report Mrs. Johnson not eating

**April 27, 2020** – eating at 25%, still oxygen, IV Fluids

**April 28, 2020** – responding to antibiotics, will be placed in Comfort Care

**May 1, 2020** – weight 82 pounds, eating 10%, no temp, still oxygen, antibiotics finished, bed sore bigger

**This is a weekend May 1, 2020 is a Friday, spoke to Doctor, wants to see how she does over weekend, on Monday May 4, 2020 facility will call the family to discuss next step in her care. Per facility she can't be key on IV fluids and other measures so they will see how she does over the weekend,**

**The Ombudsman has been called a few days earlier to get involved but her phones calls to facility were difficult, left messages and phones calls not being returned.**

Mrs. Johnson son called over the weekend to find out how his mom was doing , calling to the 4<sup>th</sup> floor supervisor , but to no avail ..no one picked up or returned any calls on updates for Mrs. Johnson, and because we could not visit , and the original staff were all off on the weekend , we just had to pray all was well with her

**May 04, 2020** – phones, emails to facility are being made by son and myself to no avail, they were going to call us to discuss next step. from 9:00 am to 3pm no calls from facility. I call Ombudsman at 3:00 pm facility left a message for her. at 4:00 pm we receive a call from nursing director that son needs to get to Nursing Home mom doesn't look good. Her son gets there at 5:00 pm, met by nursing director in lobby who hugs him and states I'm sorry, son wants to get to room has no idea what's going on. once in room CNA is crying. her son calls me, and I see my aunt laying in the bed, oxygen mask on, but no breathing ...

nursing director says its shallow, but I did not see any, and her son reported her arms were cold, nursing director reports that's usual for an elderly person

Facility calls her death at 5:56PM, natural causes on death certificate

My take on this, because Mrs. Johnson was total care, because the facility was under staffed, because they had new staff working with not much experience, because the facility was in total turmoil, that Mrs. Johnson was neglected. She could not talk and tell us they weren't feeding her (rapid weight loss), that they weren't caring for her physically (bed sore getting bigger) I believe the feeling was, give her as little as possible, family will never know, they can't get in here anyway. I'm sure the facility will state they gave her 100% care, but with the notes, phone calls, pictures, emails, care plans I have over the four years, my evidence tells a different story. I believe they cared for those who could talk, who had Zoom and FB and could tell the true story.'

The last three months of Mrs. Johnson's life the weekly reporting started to be a little off, and heated when family asked questions about her weight, the sore, and overall health. When changes in her health started, the phones were held to the weekly reporting instead of immediate calls. Mrs. Johnson's family was ever present with this facility, on hands. Only thing we didn't do was sleep there. I feel like they were dodging the calls, emails, etc. because they knew we could not come to visit, and if this is the way a resident is treated at a nursing home with a family so involved in her daily care, I can only imagine the residents who don't have daily visits from their family, weekly or even monthly.. wonder how they are treated. Even though in the four years there were issues, care problems, neglect, food issues, bed issues, wheel chair issues etc. etc. this family addressed them all the time and still the treatment was the same. The family had to be on top of all things 24/7 I felt like I worked for the facility, instead of being able to visit with my aunt, and appreciate her, when I walked in I was on call, checking, taking notes, calling supervisors, doctors, staff in all the time for answers to issues.. I had to make suggestions, had to ask for additional equipment to assist Mrs. Johnson. and there was not a moment that I was just able to visit with her, play cards, pray, talk like family member should be able to do

I was on call for four years, and no even after her death I am still advocating for her

My story, my complete story will be told, so that conditions, staff, and training will be updated to a

Standard that is at least okay with family. It was only a few times that I ever left the facility feeling my aunt was okay, I imagined all the time, the ugliness that might have gone on. I asked if a camera would be placed in her room only on her so I could monitor and get some sought of peace leaving her there, but my loving aunt, who never judged a person, who loved and appreciated everyone is now finally at peace, but her story will go on.. until I meet her again

