

Case Study Discussion

Scenario Eight

Nadiya, an 88 year old lady has been living in a nursing home for 3 months. She is not very mobile and requires assistance with washing, dressing and feeding. One of her daughters visits every day usually at lunchtime to assist with feeding her lunch. When her daughter arrives at lunchtime she finds her mother is on the floor or her room and she has been incontinent. Her daughter, Mrs Veeraswamy, is extremely distressed to find her mother in this condition and asks to speak to the nurse in charge. Mrs Veeraswamy is surprised to find her mother like this as she has always found the care in the home to be of a very high standard.

Consider:

How will Mrs Veeraswamy feel seeing her Mother in this condition?

How should the nurse in charge manage this?

What future steps should the nursing staff put in place to ensure an incident like this does not happen again?