

From: Watson, Dale <dwatson@aging.sc.gov>
To: Lt. Governor's OfficeLtGov@scstatehouse.gov
Date: 4/13/2017 1:23:52 PM
Subject: RE: Leon E Wooley Ombudsman case 05-17-2513

Lily,
I spoke with the Ombudsman and Ms. Lucas on this issue. After speaking with Ms. Lucas the decision was made to elevate this complaint to DHEC. I assisted her in filing the complaint with DHEC.

dale

From: Lt. Governor's Office [mailto:LtGov@scstatehouse.gov]
Sent: Tuesday, April 11, 2017 8:53 AM
To: Watson, Dale
Subject: FW: Leon E Wooley Ombudsman case 05-17-2513

Good Morning,

Could you help me with this matter?

Lily

From: Lisalucas23 [mailto:lisalucas23@aol.com]
Sent: Saturday, April 08, 2017 10:26 PM
To: Lt. Governor's Office
Subject: Leon E Wooley Ombudsman case 05-17-2513

Dear Sir:

I recently contacted the (Aiken SC) ombudsman in reference to my loved one who is in a nursing facility. Mr. Wooley who is more than thirty years my senior is also my ex husband and best friend for the past 30 plus years.

I contacted her regarding neglect. Not one incident but several.

The Ombudsman called me and I explained to her some of the circumstances that I was concerned about and asked her for help. I explained I had reached out to DSS and the VA Social worker.

In our brief conversation I mentioned a few incidents: The police being called by a nurse and then by me in the same night as this nurse was insisting he had to be removed from the facility. I found him one afternoon covered in dried feces and with great difficulty finally received help to get him showered and cleaned. I followed up by having him checked out at a local hospital where he was treated for a UTI. Upon showing the Dr. photos of how I found him the evening before he was not surprised to find a UTI.

There are more issues, actually even greater issues since I reported these and other incidents. He is in PCU at this time. He was admitted after I got a call from the nursing staff that he was unresponsive. I, of course, told them to hang up and dial 911. He was transported to the hospital where he still is. He was severely dehydrated and has a severe UTI along with his heart being in A Fib. He was moments from death when EMS got to him and transported him.

This current issue is another problem that I had discussed with them all week and on Saturday I had

them pull his nursing notes as they were not doing the agreed upon record of intake and output. This was because we were concerned he was dehydrated and his urine output was not good. When I say we I am referring to two nurses that I worked with on this. At the end of this week he ended up in PCU and only because ICU is full.

Please forgive me for this rambling letter. It's just that there is so much detail about these and other events.

Today I received a letter from the ombudsman that was addressed to the nursing home director and copied to me. By reading it I would assume that she took a few minutes to speak to me by phone, took very brief notes and then went to the nursing facility, asked a few questions and made her decision. I can tell you as appalled as I was at how this investigation was performed the worst part was that she stated Mr. Wooley is doing well.

I have photos of the feces on Mr. Wooley that afternoon. I can tell you the nurses name who helped me wash him and washed the blood away as we showered him. There was a CNA present when the nurse berated me for taking him "out of house" the morning after I found him with dried feces and bleeding from his private areas. There is a police report of the night a few months ago when the nurse had a melt down and tried to have him removed. I told her this when we spoke briefly.

And today he is in the hospital and I have not heard a word from the nursing facility since he left by ambulance on Sunday morning unresponsive.

I have been at the hospital most of the time since he was admitted Sunday morning other than the past two days when I have slept a few hours and worked between going. I have made many calls to the VA trying to coordinate him being transferred to the VA hospital as soon as they have a bed available to address his current condition. I realize I am faced with returning him to the nursing facility in question if he makes it through this and I have asked them for help with this as well. I have reached a full voice mail the past two days when trying to contact the VA social worker. I did express my concerns to her on Monday.

This is someone's life. A human being, A Veteran who served our country. Yes, he is 85 years old and not in the best of health. He also has dementia and can be quite unpleasant. When I first had to put him in a assisted living facility he was very angry with me. But I have always realized it's the disease and it's an awful disease. But does his age or moments of confusion and anger have anything to do with the care he should receive?

Since Writing this Eddie was released on Friday evening 3/31.

I left the ombudsman a message letting her know I was disappointed with her report. I told her he was in PCU. She left me a message saying that the nursing home did admit to not cleaning him as well as they should have and that I had given them some good talking points. She said she would continue to advocate on behalf of Eddie and others. This is laughable if it wasn't so heart breaking.

I still am finding him with his food put out of reach (he is legally blind and too weak to get up at this point)and he is not assisted with eating. I find this most everyday.

Today he has a very bad burn from his adult diaper and was not cleaned well. I took his linens and washed them and brought them back. His oxygen that I had them put on him last week (his rate was 78 with a pulse of 46) was taken out of his room so I had it brought back in. I missed one day Friday of being there and his oxygen was gone.

I have photos , a hospital report showing he was severely septic when he was brought in to the hospital, police

report.

I have no confidence in the local ombudsman and know that he is not being given proper care. I need to know that someone cares about this. He has me. What happens to those who have no one to speak up for them.

I look forward to hearing from you or someone you choose to address this issue.

Respectfully,

Lisa Lucas

lisalucas23@aol.com

803-292-2654