

Complaint from a residential aged care facility



Assume that today's date is 23 October 2026. You are Mr Themba Ricci, Senior Radiographer in the Medical Imaging Department. You have investigated a complaint from the manager of the residential aged care facility where Mrs Papadopoulos lives. Using the information in the case notes, write a letter to Ms Rudo Georgiou, Facility Manager, responding to her complaint. Explain the findings of the investigation, what happened during the transfer and handover, and the actions that have been agreed. Address the letter to Ms Rudo Georgiou, Facility Manager, Residential Aged Care Facility, 12 Harbour Street. In your answer: expand the relevant notes into complete sentences; do not use note form; use letter format. The body of the letter should be approximately 180–200 words.

Choose one box per line: I = Include / C = Compress / O = Omit. Answers and reasons are on the webpage (scan QR).

	I	C	O		I	C	O
Patient details				Investigation findings			
1. Name: Mrs Yan Papadopoulos	☐	☐	☐	19. Food/fluids: sandwich + drink offered 13:00 — ate little; no further food or drink offered or recorded; evening meds (due 17:00 per facility med chart) not sent with pt + not identified by dept staff → not given; facility not contacted re missed dose; unclear whether facility asked at booking to send meds — still under review	☐	☐	☐
2. DOB: 03/05/1939 (87 yrs)	☐	☐	☐	20. Return transport booked 16:00; transport service delayed (high demand) → departed 19:50	☐	☐	☐
3. Resident of aged care facility since 2022	☐	☐	☐	21. Hospital policy: written transfer summary to travel with pt + phone handover to facility before departure — neither done; skin tear, poor intake + missed meds not handed over; verbal message to transport crew only	☐	☐	☐
4. Attended Medical Imaging Dept: 14/10/26	☐	☐	☐	22. Dept nurse commented that facility 'always sends residents without enough information'	☐	☐	☐
Background				23. Facility not updated by phone about transport delay	☐	☐	☐
5. Alzheimer's dementia (moderate) — disoriented to time/place; easily distressed in unfamiliar settings	☐	☐	☐	Actions agreed			
6. Referral form from facility: 'fragile skin — use slide sheet for all transfers'	☐	☐	☐	24. Skin integrity alerts + existing handling instructions on referral to be checked at booking-in; individual transfer assessment before each transfer; appropriate slide sheet or other transfer aid to be used as assessed	☐	☐	☐
7. Osteoporosis; L wrist fracture 2021	☐	☐	☐	25. New transfer checklist (from 21/10/26): written summary (imaging done, results sent to GP, any incidents, food/fluids/meds given) + phone handover to facility before departure; during prolonged waits, dept nurse to review food, fluids + due meds and contact facility	☐	☐	☐
8. Retired primary school teacher; enjoys listening to music	☐	☐	☐	26. If return transport delayed > 1 hr → dept to phone facility with update	☐	☐	☐
9. Previous X-ray in this dept 2021 (L wrist) — uneventful	☐	☐	☐	27. Pts with dementia from aged care to be prioritised in imaging queue where clinically safe; quieter waiting area	☐	☐	☐
Complaint				28. Staff training: skin tear prevention + handover — 05/11/26	☐	☐	☐
10. Written complaint rec'd 16/10/26 from Ms Rudo Georgiou, Facility Manager	☐	☐	☐	29. Incident logged in hospital incident system; outcome to be reviewed at dept quality meeting 03/12/26	☐	☐	☐
11. Concerns: pt absent > 9 hrs; returned 20:30 with no handover; new skin tear R forearm not reported; evening meal and meds missed	☐	☐	☐	30. Apology; meeting with Ms Georgiou offered	☐	☐	☐
12. Pt's daughter has posted criticism of hospital on social media	☐	☐	☐	31. Contact for follow-up: Senior Radiographer, direct line 0400 000 000	☐	☐	☐
Investigation findings							
13. Request from GP: X-ray L hip + pelvis following fall at facility 13/10	☐	☐	☐				
14. Arrived by patient transport 11:15; facility carer escort left 11:45 (per facility policy)	☐	☐	☐				
15. Dept delayed by multiple trauma pts from road accident → imaging not completed until 15:40	☐	☐	☐				
16. X-ray: no fracture seen; report sent to referring GP 16:30	☐	☐	☐				
17. Skin alert on referral not checked at booking-in; transferred trolley → X-ray table by 2 staff without slide sheet → skin tear (approx 3 cm) R forearm noticed after imaging	☐	☐	☐				
18. Skin tear cleaned + dressed by dept nurse; not documented in imaging record	☐	☐	☐				