

Response to the 4/19/22 Sullivan County Democrat article regarding
The Care Center at Sunset Lake

I arrived at 4:15pm on April 19th, 2022, to visit my father which I do daily, so the quite competent and hardworking Care Center staff knows that I will be there, but they are unable to keep up with the overwhelming needs of too many residents being overseen by too few employees.

As has become the norm, dad was in bed in a diaper (no pants) which is the facilities default method of preventing him from having another fall, even though on numerous occasions, both of us have requested that he be permitted to sit up in a chair in order to watch television or read as opposed to sleeping away the day.

The remote control for the tv had been left across the room on his tray table with not a moment's thought given to putting it near him, so that he might choose to turn it on in an attempt to remain awake.

His box of tissues was also on that tray table and until I arrived, he had been blowing his nose and spitting up phlegm into his top sheet and blanket.

When he began speaking to me, he was hoarse and he couldn't make himself understood until I gave him a drink of water that I had to get for him, since no liquids had been provided at his bedside.

I asked him if his throat was hurting, and he told me that he had been yelling for help for a while because he didn't want to have a bowel movement in his diaper (which he ultimately did) and wanted assistance.

Of course, he was unable to use his call bell because it was tangled up in the mechanism under his bed and nowhere within his reach.

According to the administrator "...continue to strive everyday to provide the highest quality of care to our residents at the facility." Where are those approximately 50 additional staff members hired since September? They are, most certainly, not caring for my dad whose dignity and quality of life has been so greatly impacted by the grossly inadequate and totally unacceptable ongoing staffing issues at what is still our county owned Care Center.