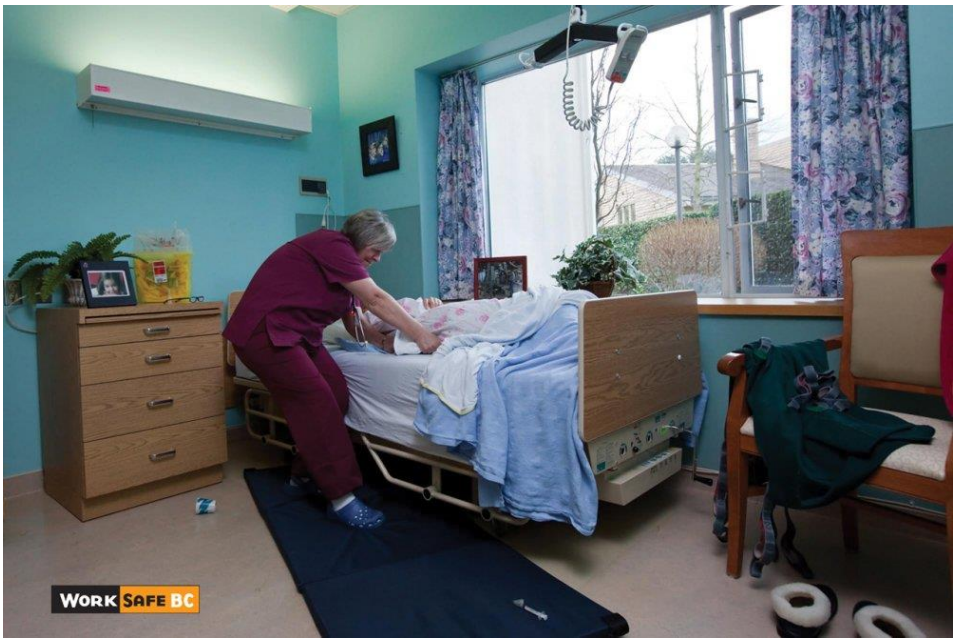


This is Mary. She has been working as an RCA for the past 30 years at Angles Care Home. She knows all the residents very well.

New management was hired about a year ago. They changed some of the work procedures. Many of the older staff were not happy including Mary, because some of the work procedures now included having to find another RCA to assist with the mobility and repositioning tasks. Additionally, there is now a 'No Lift' policy which didn't make sense to Mary.

Bob is the resident involved in the incident. He has slowly physically and cognitively declined in the past 3 years. Some days he is able to follow directions and other days he is unable to because of his decline.

Last Tuesday morning, Mary was assigned to 8 residents for the shift, including Bob. Her normal workload is 7 residents. She was frustrated because her RCC, Sharon, told her that they were short staffed due to 1 RCA called in sick and they could not get a replacement until noon. Sharon instructed Mary to get the 8 residents ready for breakfast at 0800.

Bob was Mary's 4th resident that she had to prepare for breakfast. She rushed into his room and noticed that he has slipped down in bed.
She pressed the call bell to ask for assistance to reposition Bob. Sharon, the RCC, tells her through the intercom, that there is no one to assist her right now and to try her best to reposition Bob in bed for breakfast.
Mary lowers the side rail and grabs the slider sheet, then pulls. She feels a sharp pain in her back. She is forced to stop, tells Sharon what happened and is directed to go to first aid. The FAA recommends that Mary go to her doctor for assessment. Mary leaves work for medical treatment.