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To: [DH.LTCRegs](#)
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A lot of good suggestions but who would enforce them? My mother was in Crestview Nursing Home in Langhorne in 2017 and 2018. More often than not weekends were short staffed sometimes by half. Sometimes they contracted outside caregivers who had no clue what, where, when etc. My family visited every day usually one person at lunch time and one at dinner time. Some times they forgot to bring my mother her meals. I use to sit in the dining room at meal times and would help the residents with cutting their food, getting them their drinks, etc. The food service staff were also understaffed and under tight timelines. Almost all of them treated the residents with respect and worked very hard. One evening I arrived and no one could locate my mother. I found her at the end of a hallway facing away from her room. Someone put her there because she could not push her own wheelchair. Can't be sure but another resident said she was there a few hours. I guess she wasn't getting fed that day either. Many times she was soaked with urine all the way through to the mattress. We (my family) would clean her up, get her changed, wipe down the mattress and change the sheets. If I brought it to their attention (which was rare) they would just put clean sheets on without wiping down the urine smelling mattress. A few times I found pills under her bed, not sure how they got there. I actually have a journal of the entire time she was there. Very sad situation. Don't know what would have happened if we were not visiting so often or what went on when we were not there. A lot of workers were very good but over worked and under paid, some hid to get out of doing anything. You have good and bad everywhere. I worked a full time job and would go home exhausted mentally and physically, I went every other day after work while my sister covered the other days. Thankfully my niece also visited during her lunch time from her full time job. We got to know the residents and did what we could legally do to help them. After our mother passed away I just couldn't bring myself to go back there. It was just to heart breaking. I hope regulations can be updated to help our elderly live out their lives well cared for and treated respectfully. Thank you for your efforts to make them worthy of being treated well. Anne Clauss