

March 26, 2025

Chair Hoffman and Members of the Senate Human Services Committee:

My name is John Spinks and I am a current resident of Lakehouse Care and Rehabilitation and the President of the Lakehouse Resident Council.

I am writing in support of SF 2972.

I would have liked to testify in person, but my current health conditions would make it extremely difficult.

I have lived at my current facility for over eight years. The facility was named Walker Methodist until two years ago when it was bought by private investors. They changed the name to Lakehouse Care and Rehabilitation. While the facility was under the management of Walker Methodist it was not perfect but it was well intentioned. Since this facility was bought by a private for-profit company, we immediately saw decreased quality of service and obvious cost cutting. I feel that this facility is putting their pocketbook ahead of my well-being.

I have many examples of this, but I will share a few here:

Incontinence products:

Very shortly after the ownership change the facility went to a much cheaper incontinence product. I feel like they didn't save any money because they provided much less protection than people needed. They had to use many more incontinence products. To save costs, the products were so thin that my friends and I joked that they had the protection of a screen door.

Laundry services:

Laundry services at this nursing home became a serious issue shortly after the new ownership came in. The quality of the linens and the quantity were reduced and there were shortages on all linens. Myself and other people at this facility were informed that there were no towels to dry us off after showers. This happened several times.

Food service:

The quality of the food also went down quickly after the ownership change in a Food Council meeting with the residents at Lakehouse. The Food Service Director told us she was directed by leadership to cut costs by buying less expensive food, and she disagreed with this decision. She told the Food Committee that she was powerless to make any changes. She is no longer with the company as the facility now has its dining services sourced by an outside vendor.

Lakehouse is a large nursing home with over 230 residents. The reductions in services at this facility are severe, senseless and uninformed. This cost-cutting putting profits before patients is unacceptable. I feel that providers are diverting the money that the legislature provided to improve resident care into their pockets.