

Messages between Belinda and myself 30/09/2025 – 01/10/2025

Belinda Mobile: 0434 297 677

Nicole [30/09/2025 5:04pm]:

Hi Belinda, Today during massage treatment with Kath she has slide off the table as discussed over the phone. She started treatment lying face down on the table where we completed full posterior. when it came time to turn over I took out the pillow which is placed under her ankles for support and I lift the towel so she can get ready to turn. Today she comes up onto her hands and knees where I realise the table is high and needs to be lower if she is stepping off the table. As I say the table needs to be lowered, Kath had already taken her right leg off the table where it does not make contact with the ground and Kath slides off the table. Note: I am located on the opposite side of the table and unable to catch Kath as she goes to step off. I dont ever have my table very high so I dont expect it to be much more than standard stool height off the ground. I then help Kath to get up and have a rest on the edge of the table (she has a small cut on right elbow). I chat to her about how she is feeling and if she wants to continue with her massage treatment. She advises she is fine and would like to finish treatment. I apologise to Kath multiple times and check in throughout the rest of treatment to make sure she is feeling ok and she advises she is fine. She was with me for about 45 minutes longer before leaving the office. I am truly sorry for what took place today with Kath. She will be getting a courtesy call from me tomorrow and we can discuss if she would like to continue future treatment with me. Nikki MacEachen

Belinda [30/09/2025 7:24pm]:

Thank you for your incident report. I have spoken to friends in an array of care sectors & they believe I have not overreacted. I do hope you are re-evaluating the way you interact with elderly patients & also when dealing with a client who has hearing difficulties . In future please face my mother & tap her & then tell her to-roll with support etc . I cannot stress how much worse this incident could have been !! My Mum & many elderly don't want to make a fuss they are stoic even when they are hurt . You know my mother conditions so you know this would affect her pain .You have a duty of care & you should have insisted she get checked out medically not sent on her way because she finished the massage !! I've told Mum you will phone her , conversations can be a bit confusing due to her hearing but give it a go , or message if that fails . Belinda

Nicole [01/10/2025 8:07ampm]:

Thank you for the reply Belinda. I will contact her early this afternoon to check on her. Nikki