

TALES OF THE UN-INSPECTED.

HOME NUMBER SEVEN, BY EILEEN CHUBB.

Dear Mr Snell,

I recently visited.....home number seven, these are my observations,

I entered the home at 12.25, I did not have an appointment but was seen immediately by the manager and administrator who were very friendly and helpful. We spent around ten minutes in the office before being shown around the home.

We started in the front reception area where behind a desk sat a male member of staff reading, lunch was taking place in the dining room and I saw one member of care staff sitting at a table and two residents were being fed by their relatives. Many of those in the dining room needed a degree of assistance which was not available. I noticed many residents were seated in wheelchairs.

We went up to the first floor, the majority of the bedrooms were on this floor, the corridors on this floor were so narrow only one person could pass at a time, the walls and paintwork were scratched and shabby. It would have taken a great deal of physical effort to push resident in a wheelchair out into this narrow corridor and along to the lift. As so many of the residents were in wheelchairs it must take a considerable time to get everyone downstairs every morning. In the event of a fire most of the residents would not be able to get out as any attempt to evacuate would result in the corridors being blocked by wheelchairs. The manager said the home had been expanded over the years and was originally a residential home and then registered as a nursing home. I am amazed that this building could be used for this purpose as it could only be described as a death trap should there be a fire.

I was shown a room that the manager thought suitable for my fictional relative who had a terminal illness, I asked if my relative could be cared for throughout as I did not want him to move and was assured that level of care could be provided, I wondered how someone who was terminally ill and bed bound could possibly be cared for on the first floor as there were no staff on this floor and the lack of a nurses station implied this floor was not allocated staff at all. The flooring on the first floor was very uneven and creaked loudly as we walked around.

We returned to the ground floor where dessert was being served, a male member of staff passed by who was introduced as the chef, he made no eye contact and ignored us.

The two relatives were still there and I briefly saw a second carer pass through, as we passed one table the manager said to a resident " Eat your pudding" as this resident clearly needed assistance, however the manager did not take any further action when the resident continued to look at the uneaten food.

As we passed out of the dining room I saw the same member of care staff sitting at a table with residents who needed a high degree of assistance to eat, this carer was looking in the other direction. I have seen many people sitting on tills in supermarkets with the same attitude as this member of care staff, that attitude being one of surly resentment of having to do the job at all. When such staff are

employed in a supermarket you get bad service but when such staff are employed in a care home then at best you get human suffering and neglect at worst abuse and avoidable deaths.

I was shown the back lounge where two residents were having their lunch, the room smelt very strongly of urine. I was given a leaflet about the home when I asked for information and I left the home at 1.05.

The most recent CSCI inspection report for this home is dated May 2008 and this home has been graded as 2 star which says the care provided is good, as such this home may now inspect itself in future.