

**Tales of the Un-Inspected
Home Number 112
By Eileen Chubb
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The most recent inspection report available for this home is dated October 2008. The Regulator CQC registered this home based on the homes self-assessment. This year is the fourth without an actual inspection.

The home is rated 2 Star Good.

MY VISIT.

I was asked to wait in the hallway and during the ten minutes I sat there I observed the following,

About six residents were sat in a large lounge area, where a visiting Chiropodist was attending to people's feet in full view of everyone. The TV was on but was drowned out by the loud screeching of the Chiropodists equipment.

Several residents left the room, one lady started to chat to me and asked me if I was alright and was very pleased to have someone to talk to. Another resident who seemed very disturbed by the noise in the lounge made her way slowly with the help of a walking frame to a chair opposite me and attempted to sit down, it was clear the chair was much too low for anyone with restricted mobility and whilst she made several attempts a member of staff walked straight passed her but made no attempt to intervene even though it was obvious that this lady was attempting to sit to the left of the chair and was about to fall, I had no choice but to intervene and guide her to a chair nearby.

The doorbell rang so loudly that it startled the residents and after two rings a member of staff came to let a man in.

Shortly after this a senior staff member came to show me around and I was shown several rooms upstairs and was then taken back downstairs the lounge area, I noticed that several of the armchairs had Kylies on

them, Kylies are washable continence aids, which are used at night to keep peoples skin dry, I have only ever seen them used on chairs in homes where the chairs are valued more than peoples skin. If chairs need the protection of a Kylie it is because neglected residents left soaked in urine routinely sit on them.

I saw two members of staff in all, the carer who walked past the lady who nearly fell and a second member of staff who was walking about three feet in front of a very frail male resident who was shuffling along with the support of a frame and was very unsteady and doing his best to comply with this carers very abrupt instructions to,, Come on, This way,, which were barked at regular intervals.

I was given some information and left shortly afterwards.