

Tales of the Un-Inspected
Home Number 113
By Eileen Chubb
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This Home was last inspected in August 2009 and rated Two Star, Good.

The regulator, CQC say they review all the information they hold about a care home in order to decide if an inspection is needed.

As I knew this home had been in business some years and was aware that the CQC had been informed of concerns in the past, I was concerned to see that this homes past history had been wiped whilst the failures continue unchecked.

For example the inspection report notes that the home is admitting residents without information on what care they need, yet this total failure to meet the requirements is judged adequate.

The requirements on Healthcare are graded as good in spite of the inspector noting that none of the care plans looked at gave staff information on what care should be provided.

That no records were kept of what medication was received into the home, so it could not audit.

Handwritten alterations to administration sheets were not signed or witnessed.

PRN (as required) medication had no directions or care plan information assessing if such medication was required at all. I find this is of grave concern as PRN medication will often include Anti-Psychotic Drugs, which are widely abused to sedate elderly people in order to reduce the staff's workload. I have seen firsthand what happens to the victims of medication abuse and I have seen the loopholes and scams that allow this abuse to happen, the worst failure of all is that the CQC could note this information and consider it totally acceptable. Not a single statutory requirement was made just some good practice recommendations.

MY VISIT.

A male member of staff showed me around, the first thing I noticed

were the alarms sounding. I was shown several rooms upstairs and noticed that one of the doors was smeared with dried faeces.

As we walked around the male carer continued to talk, he said he had worked at the home a number of years and that he was the senior carer. He says *the home has a good reputation at the moment*. We pass a member of staff pushing a tea trolley with used tea cups on it and I noticed many of the cups were still half full of liquid.

I am shown a large lounge where many of the residents are seated and the activities organizer is playing a game of darts with one resident who is mobile and enjoying the activity. Most of the remaining residents were sleeping, some slumped sideways in their chairs apart from two female residents one of whom seemed very distressed and the other just sat staring at the wall. There were no other staff in the room and whilst the activities organizer was doing her best, it was clear that she needed staff to help her involve some of the other residents in such a large room.

I am shown the medication room, the male carer tells me very confidently that, *This is my domain, we deal with the GP and nine times out of ten we telephone the GP and he asks us what we need, we can ring up and get medication stopped or started we review it twice a year*. He is asked what happens if medication needs to be changed and he says, *Yes we know the residents best we ring the GP to change anything and I write up a new medication sheet with the new instructions and the doctors name*.

He continues to talk as he shows me back downstairs and I leave shortly afterwards.

Since the 2009 inspection CQC were made aware of concerns about staff refusing to call a doctor to a sick resident and the unjustified use of sedative drugs. No inspection or action of any kind has taken place. I was in the home 30 minutes and found the concerns to be true. CQC excused this home two years ago and as a result the home is confident that it can continue to do what it likes and is protected by the regulator, who is protecting the vulnerable residents?

Eileen Chubb.

