

**Tales of The Un-Inspected.
Home 118, By Eileen Chubb
(Copyright of Eileen Chubb September 2012)**

This home opened fifteen years ago, but there are no inspection reports at all for this home on the Care Quality Commissions website, however I managed to obtain these inspection reports from another source.

In 2007 inspectors noted that staff Rota's were illegible and there was clear evidence that the home did not have enough staff to care for residents.

In July 2008 inspectors are aware that there are still not enough staff yet the home is graded two star.

The next inspection of this home is July 2012, 4 years later.

In this four year period two Annual Service Reviews (the home inspects itself) were completed, one contains the inspectors name but no date and is completely blank, the other is dated July 2009 and is one page of information written by the home.

What is of grave concern is the information obtained via Freedom of Information which shows what the regulator CQC knew about and kept from the public but did not warrant a single visit to the home for four years. (FOI Request made for two year period)

Local authority investigation into incidents of abuse and neglect in January 2011. Resident assaulted in February 2012.

But most appalling is that in June 2011 a hospital raises the alarm when a resident is admitted with multiply bruising and dies. It is alleged she hit her head. The subsequent investigation concludes her death could have been prevented by two staff being present instead of one.

I visited this home recently, I was let in by a nurse who was standing by the ground floor reception desk, I was then ignored and had to ask if someone could show me around. The nurse went to an office by the front entrance and returned with a female staff member who said she

was the financial manager. I was shown the ground floor first, one male carer was seated in the lounge area working at a computer, seven residents were seated nearby, nothing was going on at all, some of these residents were sleeping others just staring into space.

I was taken around the corridors on the ground floor, I saw only one other staff member who was from the kitchen staff. As we walked down one corridor I saw a frail female resident walking very slowly towards us, this lady was very unsteady was using a walking frame and both her feet and lower legs were heavily bandaged, she was barely able to walk as one leg was being dragged but was at such an angle the side of her foot was in contact with the floor, there were no staff anywhere in the area and I could see that a vacuum cleaner cable had been left unattended with the wire directly across the pathway of this resident, the financial manager went ahead and unplugged and moved the cable, there is no doubt this resident would have fallen otherwise. I saw no other staff and had not the financial manager been showing me around this incident would not have been witnessed.

I was shown the first floor next where I noted a strong smell of urine, one female nurse was sitting at a desk in the corridor writing in care plans and I could see no other staff at all, around ten residents were sitting in the lounge, one person had a visitor, some people were asleep or just staring ahead I saw no staff, the nurse from the hallway came in after we had been in the room a while. I was shown several rooms and listened and looked for any staff but did not come across any. After about ten minutes we went back towards the lift area and I saw a second member of staff appear from the area near the lift and stand by the desk where the nurse was again seated. I was not shown the top floor but taken back downstairs to the office and noted the same male staff member still working on the computer. After about ten minutes I left and noted the same male staff member working on the computer.

CQC finally made a visit in July 2012 and judged the home fully compliant, however my visit took place in August 2012.

Eileen Chubb.