

**Tales of the Un-Inspected**  
**Home Number 42**  
**By Eileen Chubb**  
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**To The Prime Minister.**

**I recently looked at the inspection history of.....Home Number 42 and these are my findings.**

**Introduction.**

**In November 2004, Phyllis Jewson aged 90, died from a brain Hemorrhage after falling from a hoist in this care home.**

Inspection report dated November 2007.

The reports states, People are safeguarded and protected by the way medicines are dealt with in the home and a sample were checked and found to be in order. The company should ensure medication is checked regularly by a pharmacist.

**My Comments, The new improved medication inspection has made this finding, I ask you to note this as I will deal with it more fully later.**

The report states, recent letters from relatives and staff expressed concerns at the staff changes taking place and on one unit in particular concerns the home could care for people. On our visit we saw no evidence to show people's needs were not being met.

**My Comments, if staff and relatives had raised such concerns by letter than an investigation should have taken place, the inspectors however conclude they saw no evidence to support these concerns during the inspection. However of the 180 residents in the home only six care plans were checked and not all of them had sufficient information about resident's needs, yet the inspectors say there was no evidence to support concerns residents needs were not met. There was plenty of evidence available but it was not looked at. The inspectors discounted the concerns of relatives and staff for no credible reason and this shows an attitude of bias from the outset.**

The report states, there have been four safeguarding referrals since the last inspection, regarding allegations of physical abuse and aggressive behavior by staff, of these one was found to be untrue, another was inconclusive and one was investigated and found to be true and diplomacy action is anticipated. The fourth is still being investigated. The minutes did show the home manager did not strictly follow protocols when investigating an allegation of abuse.

**My Comments, Four allegations of abuse says something must be very wrong here, the fact only one was found to be true and there is only an anticipation of action is exactly why abuse and abusers thrive in such homes.**

The report states that complaints and discussion with some staff in the home showed concerns that the new manager was not approachable.

**My Comments, The inspectors chose not to believe these concerns and graded the homes management good.**

**This report was before the Star rating system, the total grades assessed were 23, of which 16 were rated good and the remaining 7 minor shortfalls only.**

Inspection Report dated 31<sup>st</sup> of October 2008.

The report states, All new staff have moving and handling training within two days of starting and new staff do not work unsupervised.

The report states, People are safeguarded by the homes medication policies and a sample of medication was checked and in order.

The report states that the Companies Area Manager is based at the home and that robust quality assurance audits are completed.

The Home is graded **2 STAR GOOD.**

**My Comments, before any further inspections took place the following two incidents took place in this home but are never mentioned in the official reports and only my investigations uncovered.**

**1. In spite of the homes robust medication policies in January 2009 a nurse from this home is cautioned by the NMC for selling drugs she had illegally obtained from this home.**

**2. In spite of all staff in this home being trained in moving and handling in September 2009 the home is prosecuted by Health and Safety after an untrained, unsupervised care worker who was working on her first day, dropped 80 Yr. old Muriel Lindley who suffers fractures to both her legs and dies a few days later.**

**How do the new CQC decide to regulate such a home?**

Inspection report dated 15<sup>th</sup> of October 2009.  
The report states this home is **2 STAR GOOD.**

**My Comments, The evidence for this conclusion? The home sent the inspectors the tick list known as AQAA and decided an inspection was NOT needed.**

**The manager assured the inspectors that all staff were robustly trained and medication was all in order and the inspectors considered that sufficient and state they have no intention of visiting this home.**

**I await your action on all these matters and remind you that to date you have not managed a response at all.**

**Eileen Chubb**