

**Tales of the Un-Inspected
Home Number
By Eileen Chubb**
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I looked at the inspection history ofHome number 49, these are my findings.

This company also owns home numbers, 33, 36, 41 and 48. There are many areas of concern but I have chosen to highlight the areas of Health Care and Complaints in particular.

INSPECTION REPORT DATED 26TH OF NOVEMBER 2007.

HEALTH CARE.

We find this area adequate; there have been delays in accessing medical advice. We were told this by the GP of two residents. The company has been asked to investigate this. One care plan had not been updated to reflect the instructions given by the tissue viability nurse. The pharmacist checked the medication of seven residents and the company has a good system of medication audits, policies and procedures and this was evident in the MAR sheets checked. The three nurses we spoke to have a very good knowledge of medications.

COMPLAINTS.

During a recent care review a relative raised concerns about food hygiene and handling techniques and these problems were evident on the day of inspection. In the past there have been a large number of complaints about this home but the home has worked with the PCT to improve. The home is now aware of the majority of complaints made about the home. Residents and relatives we spoke said they felt confident of making complaints. There have been complaints about limited activities, alleged thefts, and lack of management, meal times, poor personal care and poor healthcare. The majority of concerns have been passed to the company to investigate and there is evidence that suggests these complaints have been addressed and so have the further complaints about staff attitude and poor care. Staff all has

training and know what to do to protect residents from all possible abuse. The home has a robust Whistle-blowing policy. We consider this area is adequate and improving.

My Comments, You could presume that any problems at this home have been acted on by the company, especially when you read the next inspection report.

INSPECTION REPORT DATED 23RD OF MARCH 2009.
(16 Months Later)

HEALTH CARE.

We consider this area to be good. We looked at medication and found this was excellent on the nursing unit; we commend the nursing staff for this. There were some minor shortfalls on medication on the dementia unit such as large amounts of medication stacked up in boxes waiting to be returned to the pharmacy. The drug cupboard keys were found in an unlocked draw. The pharmacist inspection checked eight peoples MAR sheets. On the dementia unit some medicines were unaccounted for and care plans did not tally with what was prescribed. The manager was very proactive and was keen to put additional systems in place. We checked care plans which we found to be good. The care plans identified residents at risk of pressure sores and actions to prevent this were well documented meet all requirements.

COMPLAINTS.

We consider this area to be good. The home has robust procedures and deals with all complaints. The manager has referred safeguarding incidents correctly. We were able to confirm that staff had attended all necessary safeguarding training. The home has robust policies and procedures in place for safeguarding and whistle-blowing and staff spoken to confirmed this. It was evident the management of the home was well aware of her responsibilities to safeguard residents from all possible abuse.

THE HOME IS GRADED 2 STAR GOOD.

My Comments, if you read the first 24 pages of this 30 page report you would think this home was offering good care however you would be mistaken. I found that all negative comments have been relegated to the

last few pages. Those comments included, Agency staff are used and they are always on their mobile phones when people are calling for help. If I want anything it depends who is on, if it's them agency staff you may as well talk to the wall. Agency staff do not appear to speak or understand English. Day staff cannot answer the call bell they are frequently low on numbers and have too much to do. Such comments paint a very different picture of this home and give grave cause for concern especially as this home may not be inspected again for years as it has been graded good, unless concerns about the care are raised that is.

**INSPECTION REPORT DATED 16TH OF NOVEMBER 2009.
(8 Months Later)**

This inspection has been undertaken as a result of a number of concerns raised by external healthcare professionals about the quality of care provided by this home. The local authority has suspended all further placements to the home in August. We sent ten surveys out and all were returned raising more serious concerns.

My Comments, I note that the Local Authority suspended all placements to this home in August which is this just 12 Weeks after CQC graded this home as 2 Star Good.

HEALTH CARE.

We grade this area as poor as people living in the home cannot be confident their health is protected. Staff said they had read the care plans and knew about residents care but it was not apparent when we spoke to them. Since our last inspection there are been three residents with pressure sores in the home whose lack of care triggered safeguarding alerts by the external Tissue viability Nurse who called in a team to check all residents in the home. This resulted in a high number of residents found to have pressure sores and major problems with their care. This was still an ongoing problem in spite of external tissue viability nurses overseeing care, not all their instructions were acted on. We looked at care plans and identified shortfalls.

My Comments, External staff have uncovered a high number of people with pressure sores that were not even recorded never mind treated, its only now that CQC manage to find shortfalls in the care plans. This carnage was going on when they last inspected and they managed to miss it entirely to the extent they commended the nursing staff for their

excellent knowledge.

THE REPORT CONTINUES.

We were concerned from reading notes that serious safeguarding incidents regarding a resident with dementia had not been reported or acted upon by any of the staff. This resident's behavior places residents on the dementia unit at high risk.

My Comments, These are the staff that were considered by CQC a few weeks earlier as trained to follow the homes robust whistle-blowing and safeguarding policies and procedures.

THE REPORT CONTINUES.

We check medication for that day and found all was well. Since we last inspected concerns were raised about medication, one resident went without medication for four days, and the company put a robust action plan in place. On this inspection we found one resident had not been given their medication for three weeks.

My Comments, That is what I would expect from an action scam.

THE REPORT CONTINUES.

We checked the controlled drugs and found they had not been checked in correctly. PRN medication was not recorded in a care plan, what doses should be given was not recorded. We saw that the company has undertaken medication audits it is of concern they had not picked up on these issues.

My Comments, The Company tell inspectors what they want to hear, it's known as AQAA or self-regulation. The many residents with bed sores left neglected behind closed doors tell the truth about this home. But lessons are still not learnt even after all the needless suffering and that tells the truth about the company.

THE REPORT CONTINUES.

Activities are not always as recorded. Records stated there were various trips for residents. Residents asked said they never left the home.

We saw residents in the dementia unit were left with the one nurse and no care staff to feed the residents. We saw one resident using her hands to get food in her mouth as there was no cutlery. The manager said she would put an action plan in place. We received concerns previously about the lack of water.

My Comments, You can die of hunger, thirst or infected bedsores in this home and it's alright as long as the manager says the words Action Plan, even when such plans have proven to have been useless in the past, it is sufficient for inspectors to just be told this. I would have considered the following,

- 1. If there were no staff to feed residents in the dining room on the day of an inspection, what was happening the rest of the time?**
- 2. If residents in the public areas of a home were being left without the means to stay alive, what was happening to the large number of residents who were bedridden and behind closed doors?**
- 3. Considering this home is under more scrutiny than most and serious suffering has been exposed and as a result the company is putting on the best pretense of care it can, yet vulnerable residents are reduced to putting food in their mouth with their hands as not even cutlery is provided and they are the lucky ones who can get food to their mouth.**

THE REPORT CONTINUES.

Complaints and protection is poor, we found that a number of safeguarding referrals were made by healthcare professionals and not the home, these have all been upheld. In addition we have received six complaints about the home directly. We have looked at the comments book in the entrance lobby and noted serious concerns had been written in this book also. The management told us all complaints had been acted on but it is of concern these issues have continued to occur. The homes failure to report incidents to the authorities has resulted in residents being harmed again. We witnessed two further safeguarding incidents during the inspection and these were not reported by the staff, this included senior staff in the home. Some staff could not remember being trained in this area, some staff said they would report concerns to the named senior staff that were identified as not acting previously. One relative said they have often visited the home but never actually seen any staff; there were numerous other concerns about this.

My Comments, That so much can now be found wrong when just a short while before everything was supposed to be right shows quite clearly that the last people this company fear is CQC.

The home is graded zero star poor, too late for all those who placed loved ones in what they trusted was a good home. Too late for all those who have already suffered. There is no accountability at all.

Eileen Chubb