

**Tales of the Un-Inspected**  
**Home Number 56**  
**By Eileen Chubb**  
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**I looked at the inspection history of .....Home Number 56, these are my findings.**

REGULATORS INSPECTION REPORT DATED 20<sup>TH</sup> OF FEBRUARY 2008.

THE REPORT. The Home has been inspected three times in the last year to check on the homes improvement plan.

**My Comments, Improvement Plans are firstly a loophole widely used by unscrupulous care companies who continue to make profit from the vulnerable whilst breaching the law. Secondly care home inspectors only need to be told there is an improvement Plan and they accept it.**

THE REPORT. HEALTHCARE, This area is considered to be poor, medication policies and procedures are robust. Medication records do not reflect what medication has been given. Medication could not be accounted for and residents were not being given doses as prescribed. Controlled drugs were found that were signed for as administered. These issues were highlighted by relatives prior to the last inspection and it is a concern to find no improvement.

**My Comments, This is a longstanding issue which was highlighted by relatives, medication is a shambles and residents are in danger.**

THE REPORT. HEALTHCARE continued, one resident was thought to have infected wounds on her feet but medical tests ordered by the GP were not carried out and the persons health deteriorated and they developed a high temperature and the wounds deteriorated. In addition this resident developed a pressure sore that was not recorded, treated or monitored. We asked the manager about it and she was not aware there was a problem. We raised similar issues on our last inspection. We conclude that those residents with complex health needs are not receiving the care they need.

**My Comments, This is a nursing home and people are there because they have complex health needs. It is clear resident's needs are not being met by the home yet on the previous page of the report the inspector's state that no resident is admitted to the home whose needs cannot be met and grade this area as good which is a total contradiction.**

THE REPORT. ACTIVITIES, this area is good, the clergy visit to give communion. Although there was very little activity going on in morning in the afternoon an impromptu baking session was arranged.

**My Comments, when impromptu activities take place I would safely assume they were arranged for the benefit of the inspectors because inspectors are usually gullible enough to believe what they are shown. I hardly think taking Holy Communion could be viewed as a hobby.**

THE REPORT. FOOD. We observed the meal served in the dining room and it was to hotel standards.

**My Comments, This is a nursing home so many people will be bedridden, it is no good looking at hotel standards in the dining room if those behind closed doors are starving. When it comes to a care home what should be looked at is how people get the food from the plate into their mouths.**

THE REPORT. COMPLAINTS. This area is good, the home have robust procedures to deal with complaints. The home has received no complaints.

**My Comments, The home has received no complaints but the local authority are investigating adult protection issues and relatives are noted to have raised concerns about care outside the home, not what I consider good at all.**

THE REPORT. ENVIRONMENT, Hot water systems are more robust. A call bell system has been fitted and the home is carrying out the recommendations made by environmental health inspectors.

**My Comments, so if you manage to get food into your mouth you may be at risk of food poisoning in spite of inspectors rating the dining room to be of hotel standards. Faulty Towers springs to mind.**

**As for the more robust water systems no information is given as why this is mentioned.**

THE REPORT. STAFFING. The Home has been satisfactorily staffed in the last months.

**My Comments, Further Down the page it states the home has had a recent recruitment drive and employed staff, how can they fill vacancies if the home has been fully staffed for months?**

THE REPORT. STAFFING Continued, The home has robust recruitment policies that protect residents from unsuitable staff.

**My Comments, That sounds fine but the staff files checked had the following, Staff photos missing, only one reference instead of two, no records of staff supervision, no CRB check, a questionable reference not followed up. The inspectors go on to say staff training was taking place on the day of the inspection, I bet it was.**

THE REPORT, MANAGEMENT, This area is adequate the home carries out resident satisfaction surveys.

**My Comments, But could not produce any of them when asked.**

THE REPORT MANAGEMENT Continued, The area managers audit the home and have told us of areas put right, but when checked this information was not always accurate.

**My Comments, That's what improvement plans amount to.**

THE REPORT. Bedrail safety has been an issue since 2007 when immediate requirements were made. The company told us this had been put right but an incident occurred when a visitor found their relative trapped face down in padded bedrails, the documentation did not account for the incident.

**My Comments, This information is on the last page of the report as precedence is given to highlighting the companies Improvement plan.**

**The is graded Zero Star Poor. 24 Standards are Graded of which, 2 are Exceeded, 12 Fully Met, 8 Minor Shortfalls and 2 Major Shortfalls.**

REGULATORS INSPECTION REPORT DATED JUNE 2008.  
**THIS REPORT IS UNAVAILABLE TO THE PUBLIC.**

REGULATORS INSPECTION REPORT DATED 18<sup>TH</sup> OF AUGUST 2008.  
**(Six Weeks Later)**

THE REPORT. MEDICATION. There are still shortfalls in medication; we issued further statutory notices in June. Despite comprehensive staff training and regular monitoring by the company there are shortfalls, since then the management of the company has assured us the staff involved will not work at the home again.

**My Comments, so were these staff reported to the relevant authorities? It would seem not as the assurances given by the company is that they will not work in this home again and as they have not been dismissed they must have been transferred to other homes within the company. This information implies the problems with medication have been dealt with.**

THE REPORT. MEDICATION, we found that the home had failed to record the receipt of medication and had failed to record quantities carried over. An audit of some MAR sheets found some medication unaccounted for. There was particular concern about quantities of additional medication being ordered on top of the current supplies. MAR sheets did not account for medication. The Companies audits did not investigate these matters, but we were assured there was an action plan.

**My Comments, This is improvement?**

THE REPORT, CARE PLANS, The company have made a lot of effort to improve care plans. However not all care plans are of the same good standard. We found one care plan did not record changed needs due to a fractured wrist. Another residents care plan recorded they wandered at night due to dementia and as they were on the second floor an alarm was fitted to their door to alert staff, when we checked the alarm was broken, no one knew how long it had been out of order, the company audits were carried out three days previously and did not pick it up. Another resident's care plan did not detail any actions required after a safety issue was noted.

**My Comments, They only inspected four care plans and three of them were a shambles yet the inspectors state that not all care plans were to the same good standard which gives the misleading impression most were.**

THE REPORT. ACTIVITIES. This area is good, Residents could not all share their opinions but those observed appeared to demonstrate evidence of wellbeing. Activities were advertised on the notice board and the home has strong links with the local community.

**My Comments, Firstly residents observed to be breathing is not my idea of an activity, however given the care provided in this home it is an achievement they are still showing signs of life.**

**Strong links with the local community amounts to the local clergy coming in once a week to do a service which most churches make efforts to do and has nothing to do with the home at all. Finally what is pinned to a notice board is a bit of paper.**

THE REPORT. FOOD, The food served in the dining room was to hotel standards and looked tasty, likewise was the food served on trays for people in their rooms.

**My Comments, You can take a resident from a nursing home and put them in the very best five star hotel, you can serve them award winning food on a tray at regular intervals but if they cannot get the food from the plate into their mouth they will slowly and surely starve to death or die of thirst. These inspectors might be better suited to inspecting hotels as what hotel standards have nothing to do with care and looking at such things means that they have no idea of what they should be looking at or what the consequences could be for the residents.**

THE REPORT. ENVIRONMENT, This area is good and the company maintains the home well, the company informed us that a, DIGNITY IN CARE GRANT, enabled them to invest in new garden furniture and to replace carpets and buy bed clothing and curtains and some sensory equipment also.

**My Comments, So that is what the governments, Dignity In Care, amounts to, lining the pockets of Multi Million pound companies so they do not have to use their profits to provide such luxuries as Curtains,**

**Sheets, Furniture and Carpets. This Charity is the only one that saw this Dignity Scam for what it was from the outset, any company that charges nearly seven hundred pounds a week for nursing care that does not include such basics as sheets is a disgrace and any Government who encourages such profiteering in the name of DIGNITY defies a description that can be published.**

THE REPORT, The home has recently had a recruitment drive, the company has robust recruitment procedures, and one staff file had a reference from the home. This area is good.

**My Comments, They only looked at two staff files and one had a reference from the home and this is good?**

**The home is graded as Zero Star Poor, 22 Standards are judged of which 2 are exceeded, 14 are Fully Met, 5 are Almost Met and 1 is a Major Shortfall.**

REGULATORS INSPECTION REPORT DATED FEBRUARY 3<sup>RD</sup> 2009  
(Six Months Later)

THE REPORT. BEDRAILS, we have issued two more immediate requirements as the home has not complied.

**My Comments, A resident nearly suffocating was not enough for the company to take action before and they have after all been issued with requirements on this since 2007, they think the inspectors are a joke and I do not blame them.**

THE REPORT. CARE PLANS, Practices are not safe and care is not adequate or accounted for.

**My Comments, They said care plans were of a good standard last time which of course was not the case given the evidence they chose to note but ignore when it came to judgments.**

THE REPORT. ASSESSED NEEDS, This area is adequate not all needs are assessed.

**My Comments, This section was considered GOOD in the last two**

**inspection reports however that judgment was based on ignoring the evidence under their noses.**

THE REPORT. The Company has made improvements which we reported in our last inspection report however since then a number of concerns have been reported to the authorities and in light of these we looked at the areas of concern in depth and found the shortfalls.

**My Comments, The concerns were raised by the following people, Ambulance Personnel, Hospital Staff, Community Nurses, Social Workers and relatives. Everyone who came into contact with residents in fact and only now is an inspection carried out into the reported concerns, which had they been inspected in the first place would have prevented the terrible pain and suffering but even now the inspectors first consideration is to protect themselves,**

**Residents found to have poor wound care,  
Many with pressure sores,  
Residents sustained undocumented and unreported injuries requiring hospital treatment.  
Equipment was unsafe.  
Bedrails were installed in a dangerous way and the paperwork relating to this was seen to be forged.  
People had not been given food and drink and had suffered serious weight loss.**

THE REPORT. We did not receive any replies to our surveys but we received complimentary comments from relatives we spoke.

**My Comments, What were the complimentary comments, my relative is still alive and I thought they would have killed them by now? Even now whilst they have had to include the details of the suffering, the inspectors are bending over backwards to justify why this so called care company has been allowed to operate.**

THE REPORT. CARE Plans, These are poor and did not document actual care given.

**My Comments, They were poor last time but were graded good, if inspectors want a record of actual care given in this home then they**

**should instruct the staff to write the words, No Care Given At All.**

THE REPORT. Three quarters of the residents needed assistance to eat and drink, this was not seen to be given, there were large gaps in records recording food and fluids given. We visited one resident in her room late in the evening and found her wearing a heavily soiled jumper soaked through to her underwear, she had two stale sandwiches in her lap, a bowl of untouched pudding on a table and three full beakers of fluids untouched, her care chart had not been completed since 10.20 am and we requested the nurse in charge to come and help the person she made no immediate effort to do so.

**My Comments, Every day for up to 11 hours at a time this resident has sat behind closed doors in a state of persistent neglect amounting to physical and emotional torture and the only hope at the end of it is someone may come and put them to bed to suffer another 15 hours of the same. This is the fate of all the residents in this home who were judged by inspectors to be receiving hotel standard food on their trays. The only thing that prevented inspectors discovering this living nightmare? The slightest inclination to look at more than a tray. This suffering is for the want of accountability. The sheets on this victim's bed may have been paid for by the Government but what she needed was protection not window dressing.**

THE REPORT. The Home cares for a lot of people who cannot express their needs. The last report could not investigate a bedrail incident due to staff hand writing, bedrails have placed residents at risk since.

**My Comments, There was no such thing noted, it is a shame the inspectors did not put the same effort into defending the defenseless as they put into defending themselves and the company they protected.**

THE REPORT, MEDICATION, Medication could not be accounted for, some medication was not given to residents, unlicensed medication was administered, staff were administering medication to people who were asleep. Residents had been over dosed and records were signed retrospectively. The Improvements we reported in our 2008 report have not been maintained.

**My Comments, There were no improvements; this has been excused for**

**years.**

THE REPORT. Activities are adequate.

**My Comments, They were good before but now they are adequate based on exactly the same evidence.**

THE REPORT. Most residents cannot express an opinion.

**My Comments, The last two reports said a small number of residents were unable to express an opinion; the home is only registered to have 10 residents with dementia out of the 56.**

THE REPORT. COMPLAINTS. There were no complaints since the last inspection but we were unable to confirm this as the complaints book was missing.

**My Comments, The book likely never existed as inspectors took the word of the home there were no complaints, previous inspections graded this area as good due to the homes assurances that they would welcome complaints if they got any.**

THE REPORT. ENVIRONMENT, this area is adequate, not all bedrooms were clean and décor was showing signs of wear and tear. Three bedrooms had unpleasant odors and medication was found in two rooms. The laundry had no hand washing facilities and the flooring needed replacing.

**My Comments, Last time this was judged good, I expect these basics will have to be paid for by a Dignity in Care Grant also.**

THE REPORT. STAFFING. The home has employed an assistant for the administrator. We checked the file of the one new care staff employed, this did not contain references. We looked at the newly appointed managers file and were told all records were kept at head office, we asked for them to be faxed and they were not. There have been few staff changes since last inspection. We found staff was not trained.

**My Comments, Last inspection said all staff was trained now they're not. I note the administrator gets an assistant to help provide the bits of**

**paper the inspectors think is care. As for the missing records I expect they contain unfavorable information and inspectors only want convenient evidence.**

**THE REPORT. MANAGEMENT, This area is poor, paperwork regarding maintenance was missing. Quality assurance is not adequate.**

**My Comments, Let's hope inspectors remember this in future when they receive the homes AQAA.**

**The Home remains at ZERO Star POOR, 25 standards are graded of which 1 is Exceeded, 9 are Fully Met, 10 Are Almost Met and 5 are Major Shortfalls.**

**However as giving this home a Zero Star rating for years involved excusing its actions to the point of over rating it, it should have been closed long ago. However where this over rating is most evident is as follows,**

#### **CHOICE OF HOME.**

**August 2008 Report, Scored 5 Points = Rating of GOOD.**

**February 2009 Report, Scored 5 Points = Rating of ADEQUATE.**

#### **HEALTH CARE.**

**August 2008 Report, Scored 8 Points = Rating of POOR.**

**February 2009 Report, Scored 7 Points = Rating of POOR**

#### **ACTIVITIES, FOOD.**

**August 2008 Report, Scored 13 Points = Rating of GOOD**

**February 2009 Report, Scored 11 Points = Rating of ADEQUATE.**

## **COMPLAINTS.**

**August 2008 Report, Scored 7 Points = Rating of GOOD**

**February 2009 Report, Scored 5 Points = Rating of ADEQUATE.**

## **ENVIRONMENT.**

**August 2008 Report, Scored 6 Points = Rating of GOOD.**

**February 2009 Report, Scored 8 Points = Rating of ADEQUATE.**

## **STAFFING.**

**August 2008 Report, Scored 11 Points = Rating of GOOD.**

**February 2009 Report, Scored 10 Points = Rating of ADEQUATE.**

## **MANAGEMENT**

**August 2008 Report, Scored 11 Points, = Rating of GOOD.**

**February 2009 Report, Scored 10 Points, = Rating of POOR**

**REGULATORS INSPECTION REPORT DATED 14<sup>TH</sup> OF AUGUST 2009  
(6 Months Later)**

**This report refers to conclusions reached by inspectors during an inspection that took place on April 28<sup>th</sup> 2009; however what those conclusions are is not made public presumably because they are inconvenient. They say that in April the home was found to have complied with requirements made, which is suspicious given the contents of this report 12 weeks later.**

**The main evidence relied upon by inspectors to reach their conclusions? The homes AQAA.**

**No Further requirements are made, everything stated in the AQAA is accepted as absolute proof, 22 Standards are judged and 22 are fully**

met.

**On page 27 the report states that there are NO outstanding requirements from previous inspections.**

**REGULATORS INSPECTION REPORT DATED 3<sup>RD</sup> OF FEBURARY 2010.  
(6 Months Later)**

**Page 6 of the report states there are numerous outstanding requirements and list them as,**

- 1. Equipment needs to be improved and how staff uses it, especially regarding the safe use of bedrails.**
- 2. Residents must receive the care they need by competent staff, Care plans must be reviewed and contain accurate information.**
- 3. Robust records must be kept of medication and records should reflect what medication has been administered and prescribed, discrepancies must be acted on investigated and reported.**
- 4. Staff must be competent to administer medication to ensure medication is administered safely and as prescribed.**
- 5 Medications must be administered in the correct doses and as prescribed.**
- 6. Meals must be improved to ensure residents are receiving the food they need to stay healthy.**

**So in short everything that was wrong before is still wrong however that did not stop the home being awarded a TWO STAR GOOD RATING based on an undisclosed number of points and the evidence contained in the AQAA.**

**If anyone raises concerns in future the company will shout very loudly, THE CQC APPROVE OUR CARE TO BE GOOD, The residents starving abused and neglected have no protection. But this charity will continue to shine a light into dark corners until they are protected and there is accountability.**

**Eileen Chubb**

**(See our achieve section for all 55 reports in Tales of the Un-Inspected**