

TALES OF THE UN-INSPECTED.

HOME NUMBER TEN, BY EILEEN CHUBB.

Dear Mr Snell,

I recently visited.....home number ten, these are my observations,

I entered the home at 3. 40, I did not have an appointment but was asked to wait in the hallway. After a moment a male member of staff appeared and introduced himself, He said he would be happy to show me around but could I wait a moment as he did not want to leave the residents unobserved. Whilst this carer was speaking to me he did not take his eyes of the residents and when a second care staff appeared he said he could now show me around the home.

I was shown the first floor, I saw one resident asleep on her bed and noticed that as she lay outside the bedclothes a blanket had been put over her, and on the bedside table there was an empty teacup. I noticed there were no odours throughout the entire home and that everywhere looked clean.

We returned to the ground floor and I was shown the kitchen which was also very clean. I asked if the home used agency staff and was told they did not and that day they had been one care staff short but had used one of the domestic staff to cover as the residents knew her. I saw this particular staff member kneeling in front of a resident who needed reassurance. The carer showing me around explained that particular resident needed extra attention as she was at risk of falling she was observed constantly.

Most of the residents were sitting in the main lounge, there was a T.V but it was not on, instead music from the 1940s was playing and several residents were tapping their feet and really enjoying the music. On the main table in the centre of the room, jugs of fruit juice and glasses had been placed.

All the residents looked happy and well cared for, as we went to walk out one lady put her hand out to the carer with me and said " Can we play that game again this afternoon? " It was obvious from the conversation that followed with this care worker and a group of residents that activities had taken place that morning and that such activities were a regular occurrence and greatly enjoyed by the residents.

I noticed that this care worker was highly motivated and that he had a high opinion of the staff and management team of this home, he said he had worked in other homes where care was not so high on the agenda.

This care worker took some details and asked me to ring back and speak to the manager and I left the home at 4.10.

I was extremely impressed with the staff team in this home and it was a breath of fresh air to look around a care home and see residents who have actually been cared for, not only physically but emotionally as well. Sadly bad care is all too often excepted with complacency and as a result good care homes are not given the credit they deserve.

This care is not owned by a large company or chain but is privately owned, I have been in some pretty appalling care homes which have been rated as 2 or 3 stars, the last inspection report for this home is dated May 2007 and acknowledges this is a good home but only awards it a 2 star rating meaning its good. Whilst bad homes get away with appalling care an excellent home has not been noticed, perhaps if this home was owned by one of the big providers it would have been rated higher.