

TALES OF THE UN-INSPECTED.

HOME NUMBER TWELVE, BY EILEEN CHUBB.

Dear Mr Snell,

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

On entering the home I noticed that there were no odours and that the manager was in the main lounge with the residents. The manager said she would show me around. I saw that four care staff were sitting with residents in the main lounge. All the residents looked clean and well cared for and there was a good atmosphere. One care staff was giving residents drinks.

The manager said they did not have a TV in the main lounge as there was a separate area for those residents who liked to watch T.V. Throughout the ground floor there were residents paintings on display, which made everywhere look bright and cheerful. We went up to the first floor where I was shown several empty rooms, the décor was slightly shabby in places but there were no odours and everywhere looked clean.

I was shown the activities room where there was a large display of residents artwork, there was evidence of numerous other activities, I was very impressed by this as the residents all suffered from Dementia and in my experience are usually wrongly considered incapable of activities. There was also a T.V and video player with a large selection of films that would appeal to the residents.

I noted that every door had a sign on it, the residents bedrooms had their names in large print and toilets and bathrooms had pictures as the manager said this was easier for residents to identify. I was impressed that every effort had been made to help residents.

A male resident approached the manager on the first floor and it was obvious that the manager had a good relationship with this resident. I was told transport had been arranged to take this resident back to his house twice a week as this helped him to settle. The manager had obviously gone to a great deal of trouble to find out what help this resident needed, not only physically but emotionally.

I asked the manager how she had come into care and she told me she had started as a care assistant and worked her way up to management, she said she enjoyed carrying out care duties and that this had shocked the staff when she first came to the home. It was clear that this was one of those rare managers who was a carer first and therefore had a total understanding of the residents needs first had. I noted she was wearing casual clothes, her sleeves were rolled up and her nails showed evidence of physical work.

I could not help making a comparison with home eleven where I had just been as both homes were for residents with dementia but the difference between the two homes was startling.

The only thing I found wrong in the whole home was a ground floor door which led into the garden had been left open, however the garden was secure so it was a minor fault in the circumstances.

I was given an information leaflet and left the home.

The last CSCI inspection report for this home is dated December 2007, it grades this home as 1 star, meaning the care is adequate. An excellent care home is not even considered good whilst a bad one is rated good.