

TALES OF THE UN-INSPECTED.

HOME NUMBER THIRTEEN, BY EILEEN CHUBB.

THIS REPORT IS AN EMERGENCY APPEAL TO CSCI FOR IMMEDIATE ACTION TO PROTECT THE RESIDENTS IN THIS HOME.

Dear Mr Snell,

I have just visited .....Home number thirteen and am appalled that such a home has continued to do business and remain open in spite of the fact that CSCI inspection reports have listed these failings and therefore had full knowledge of these failings.

The last CSCI inspection report for this home is dated April 08, I thought I had seen everything but this report has shocked me, that such a catalogue of suffering could be listed and this home remain open is in my view criminal negligence.

I have taken each failure listed by your inspectors and have detailed the consequences of such failures for the elderly residents in this home, I would ask you to note that this home is registered for E.M.I residents, that is residents with dementia who are totally vulnerable and therefore rely on the care home inspections carried out by your organisation to protect them, I can tell you at this point you have failed miserably in that duty.

The sign outside this home states the home is registered which implies to the general public that it is inspected.

On entering this home the first thing that struck me was the over-powering smell of urine, your report refers to these as "**Offensive odours**" my inspections are however more based on reality and when a home smells like this one I would describe it as the stench of neglect.

I entered the front lounge and saw a frail female resident was the only person in the room, she was wearing pyjamas and was unkempt and smelt of faeces, she had advanced dementia and was attempting to reach the wall behind a row of chairs, in spite of the obvious risk and the need for care the door was closed on her and I was shown the next room, it was as if she did not exist. I saw one other resident wearing what appeared to be pyjama tops. All of the residents looked dirty and some had matted hair, their clothing was soiled and creased.

Your inspection report notes that,

**Fire risk assessments are not carried out.**

**Windows in bedrooms have been nailed shut.**

Fire doors do not close automatically in the event of a fire.

Staff are not trained in fire drills.

Fire escapes are blocked with machinery and boxes.

There are wheelchair users in the home.

This report also states that there is a lift to all areas of the home, but when I looked at this lift it was barely big enough to accommodate one person, let alone a wheelchair or a resident who needed escorting from the building.

The report goes on to state that these matters have been outstanding since April 2007 and have now been referred to the chief fire officer and that a statutory notice is now served on the home, not to close but to ask for it to be refurbished so fire doors close automatically and that ramps are fitted to allow residents to access and leave the home safely.

I see this situation in terms of consequences, for a period of twenty four hours a day for roughly Five Hundred and Seventy days these residents have been at risk in the event of a fire, not only is it noted they would be unlikely to get out of the building, it is highly unlikely someone would be able to get in easily and to top it all the fire doors do not close, why do you think such a situation could continue for one day longer?

This home is graded as no stars meaning that the care is poor, the care is not poor in this home, there is no care at all.

Your report states that,

The home is dirty,

That it needs decoration,

That most of the furniture in resident's bedrooms is broken and unsafe,

That bathrooms are unsafe to use with toilet cisterns coming away from the wall,

The report states on page 5, "**The home has a secure garden with seating and lawn area for residents to enjoy**" Like all aspects of this report if you read no further you might think residents could sit in a pleasant garden unless you read page 22 "**the garden has unused Zimmer frames and broken items laying around the wooden garden furniture is broken and rotten and unsafe to use**" The inspectors note that,

The hoist is broken and no action has been taken to have it repaired,

Staff have been drag lifting residents, I am all too aware of the consequences of what can happen as a result, countless care homes have been fined by the Health and Safety Executive after a resident suffers serious often fatal injuries, why wait until that happens?

The inspectors note,

Care staff are handling food without protective clothing or gloves,

The home is seriously understaffed,

Care staff are doing the laundry, which is down a flight of unlit stairs in the basement,

Care staff handling soiled laundry have no protective clothing and there is no infection control,

The consequences? A care worker is rushed off her feet attends to an incontinent resident, carries the soiled clothing to the laundry and attends to it and rushes back to the kitchen to prepare food for the evening meal, food poisoning can be fatal for an elderly person and in the above circumstances it is not a question of this might happen, it's when?

The reports notes that residents are left in bed and conclude it because they wish to, yet the residents are unable to say if this is the case. When residents with dementia are left lying in bed in such circumstances as those prevalent in this home, it is usually in my experience because there are not enough staff to get them up, they are often left there without food or drink with no continence care. My heart always sinks when I read in a report that residents are enjoying a lie-in, it sinks because I have seen urine burns and bed sores far too often.

The inspectors note,

Health care needs are not recorded correctly,

There is no evidence staff check tissue viability,

That a nurse visits to treat one residents bedsore but there is no evidence of this recorded,

Residents are not weighed as scales broken,

Many of the medication sheets not signed,

The store cupboard held two medications with no name on them,

Three bottles of medication in one bedroom which all looked identical,

The controlled drugs register was not filled in correctly with no drug totals,

The controlled drugs cupboard had a broken lock on the door,

Residents were not given drugs correctly,

The report states that this it is now being considered if a statutory notice should be served to ensure the safekeeping, administration and disposal of medication received into the home.

This is the protection from medication abuse that exists to protect the elderly? What this says to me if flout every rule in the book and we may "Consider" taking action.

Daily life and social activities are however considered to meet all legal requirements with only one minor shortfall as the manager says she takes residents out on trips and for meals out, however there are no details as to how those residents in wheelchairs are taken out of the building when no ramps in place.

The whole situation of charging residents £16.00 a month for additional activities is open to financial abuse as it seems the trips are paid for in cash and whilst receipts may be with the home owner, they could have been obtained by other means and only the managers word says otherwise.

There have been over forty falls in the last six months, one resident's falls

Ceased when sedative medication was reduced by G.P.

The report notes that residents have consistently been put at risk from staff who have not been vetted correctly however it is only a minor shortfall,

No staff have been trained in dementia care yet the home is registered to care for residents with dementia.

When I asked about activities I was shown as evidence two posters, one was a talk on "land girls" for residents that are trying to climb over chairs? And the second was an "Elvis Presley" impersonator.

The report notes that following an adult protection alert the home sent CSCI a training improvement plan, why was there an alert before action was taken on this?

The home had limited heating yesterday, with large areas of the home with no heating on a freezing cold day, was this reported to CSCI by the home, I do not have to point out the elderly and hypothermia are not a good combination.

There was a cat in the home which the RSPCA would take legal action to protect; surely the residents deserve the same degree of protection. I hope you will excuse such a rushed report as the situation warranted urgent action. The residents in that care home need protection today and not in years from now and I am not asking you to "consider" taking action, I am asking you to do your job.

Eileen chubb