

TALES OF THE UN-INSPECTED, HOME NUMBER 27, BY EILEEN CHUBB

Dear Mr Snell,

I recently visitedhome number 27, these are my observations,

We were shown around the two dementia units; we visited the nursing unit first. There were five care staff in the main lounge and a domestic who looked unsure of what to do and went to seat with the residents. There was also an activities organiser who explained at length all the activities that took place, but there was no evidence of anything taking place at the time. There was an overpowering smell of urine on this unit in particular and whilst the residents looked mainly well groomed it was obvious that those incontinent of urine were in need of urgent attention with regard to being washed and changed.

Whilst the activities organiser continued to talk to us, I noticed one resident being placed in a wheelchair and wheeled out of the room, this resident was wearing a pair of woollen socks and as the wheelchair had no footrests in place her feet were dragging along the floor.

One store room door was left open and equipment such as hoists were being stored in corridors, we were shown two small lounges and both had boxes of slippers stored behind the chairs.

We were shown two rooms on this floor and as we walked around we saw several residents in bed, none had drinks within reach and one female resident was waving her arms about and talking, the bed had cot sides in place. A second resident was in bed and placed beside her on the floor was a mattress with a pressure sensor pad on top; this indicated there was a risk of this resident falling from the bed. We saw no staff in the corridors they remained in the main lounge. The residents in their rooms did not appear to be monitored and their level of dependency meant they would be unable to call for assistance.

One of the bedrooms had an uncovered commode which had been used and not emptied, in another bedroom a mattress had been placed in the toilet.

We went to look at the residential dementia unit next, we entered the main lounge where an activities organiser was seated with three residents, one of the residents was asleep with her head on the table so was unable to join in the activities, what these activities were was unclear they seemed to consist of conversation. At the next table a gentleman was seated who was constantly slapping his head with the palms of his hands and looked very distressed. Several other residents were seated at tables, some sleeping and others just staring into space. There was a door leading into a small kitchen where one member of staff was cleaning and in front of this kitchen two female residents had been seated isolated from the rest of the room, presumably because they needed supervision.

We saw one other carer in the corridor who was entering a resident's room, but no other staff at all, this seemed strange given that both units had the same number of residents, and the large majority of staff were on the nursing unit in the main lounge.

As we continued to walk around we started to be followed by three or four residents who were all looking for reassurance of some kind, those residents able to express themselves reacted very warmly

to the lady showing us around whose name was Andrea, this lady told us she now worked in the office but had been a carer prior to this. This seemed a shame as she obviously had a great empathy with the residents and her skills would have been better put to use as a carer.

We saw a resident sitting in the corridor wearing a nightdress and dressing gown which seemed strange as it was not yet three o'clock. This resident was very distressed and did not know what was happening to her and we spoke to her and gave reassurance.

In all the home gave an adequate degree of care to those residents whose needs were moderate but those residents who were bedridden were not so well cared for, the greater the need the less the care. When it came to emotional needs, there was too much emphasis on structured activities but a dismal failure to give the basic reassurance that many residents evidently needed. This home is rated as two star by CSCI.