

TALES OF THE UN-INSPECTED.

HOME NUMBER SIX, BY EILEEN CHUBB.

Dear Mr Snell,

I recently visited.....home number six, these are my observations, I entered the home at 2.20 and was shown the ground floor where I saw one staff member and a visitor in the large lounge. The residents were sat in various chairs, some in recliners they could not get up from without assistance and could be a form of restraint.

There were boxes of incontinence pads piled up to the ceiling near the lift which were clearly a hazard to residents wandering around this area as well as a fire hazard blocking an exit.

I entered the lift and the lady showing me around pressed the first floor button and she did not see a resident was standing in the lift doors until I alerted her.

On the first floor I saw no staff at all, in room 122 I saw a male resident wearing only a pad and a pair of net knickers lying on the bed uncovered, the window was open. This resident was extremely thin.

I saw two other residents on this floor who were also wearing only a pad and net knickers and were uncovered and clearly unable to do anything for themselves, I could only describe these three residents as emaciated they were so thin. There was a strong smell of faeces from all of these rooms which was an indication they had not recently been cared for.

I asked if I could use the stairs to the top floor instead of the lift and was taken to a doorway, however this turned out to be the wrong door and I was told it was further along, however the lady was unable to unlock the door code for several minutes. I wondered what would happen in a fire.

On the top floor there were three staff in the lounge, one resident called out to us when we passed, when can I have tea and was told four O'clock.

I saw a male resident in the hall way, he hardly made eye contact and seemed distressed, he had a short sleeved shirt on and I was very concerned to see what were clearly finger mark bruising up both of his lower arms, bruising at various stages which show an ongoing situation of what you may call inappropriate handling but what I call physical assaults, and a situation that needs urgent attention.

Two of the carers in the lounge area were chatting to each other in a language I could not identify, a third carer was kneeling in front of a resident and talking to them which was commendable given the state of the rest of the home.

We went back down the corridor and I noticed what looked like laundry bags were draped over the handrails which were a hazard to residents who could easily trip over them.

I went back downstairs and was given a brochure which promised a high level of care which is not the reality.

This home is graded by CSCI as 2 Star which means the care is good and as such may not warrant further inspections.