

TALES OF THE UN-INSPECTED.

HOME NUMBER EIGHT, BY EILEEN CHUBB.

Dear Mr Snell,

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

I entered the home at 1.50, I did not have an appointment, I was shown around the home by a care assistant who said the manager was away and would return in four days. I was told there were three care staff on duty during the day and two at night. There was a strong smell of urine throughout the home, we went into the lounge where a number of residents were sitting most of whom were sleeping, the T.V was on. One female resident greeted us and looked very happy to see someone. There were no staff in this room or in the conservatory area we entered next. The T.V was on and a male resident was seated in front of it, he was unshaven and his trousers were heavily stained.

There was one other resident in the room a female resident who called out " Is there a drink on the table? " This resident appeared to be blind or have severely impaired vision. The carer said she would bring her a drink soon but did not take any action to do so nor did she ask another member of staff to do so.

We continued to walk around the ground floor and in a lounge area saw a male member of staff eating a meal, who was introduced as the chef and seemed very friendly. In a side room off this lounge were two members of staff sitting at a table chatting.

We walked around to the lift and saw a storage room which contained among other items bottles of chemicals, the door was open and could easily have been accessed by residents. Nearby there was one confused resident trying to enter a room, the carer showing me around opened the door and turned on the light and I saw this room was a toilet, however the resident was so confused she did not seem to know where she was.

I was shown a shower room and a bathroom where the toilet had recently been used as the seat was wet.

We went up to the first floor by stairs but passed a lift which had a sign on the doors saying the lift should not to be used in a fire. On the first floor I noticed the fire doors had been wedged open with plastic bottles containing what looked like water. When asked about the flashing lights at the base of the fire doors was told it meant the batteries were low.

Saw one member of staff on the first floor who was introduced as the cleaner and who was just going off duty. I was shown a number of bedrooms all of which looked clean, I noticed that the windows were open in most rooms and that the gap was wide enough to get through, which is a concern given that the home is for residents with dementia and who would have little awareness of danger.

The alarm calls in the toilets would have been beyond the reach of residents needing assistance and the toilets had no windows so were in darkness making it difficult for residents to use them.

We returned to the ground floor where the residents remained alone and unobserved by staff, there was clearly a them and us culture between staff and residents and I saw no contact at all between staff and residents.

I asked about activities and was told a lady came in on Thursdays, other days there were activities between 2.30 and 3.00 which were vaguely described as a sing along. I asked for an information pack and was told there were none available as new ones were being printed, I left the home at 2.15.

The last CSCI inspection report for this home is dated April 08 and awards the home 2 Stars, which means it is judged to provide good care and may not be inspected again unless complaints are received.

I would like to thank Gaynor and Gillian who have accompanied me on my last few undercover inspections. I hope to have an army of under-cover inspectors trained in the future.