

**Tales of the Un-inspected.
Home Number 97
By Eileen Chubb**

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I looked at the inspection reports for this home and noted the following,

There is an inspection in 2008 and the report states the home has just been taken over by the above company.

When I looked through the report I saw found that in spite of this home being considered Two Star Good, there was clear evidence available to inspectors that all was not well.

A member of staff tells inspectors she is concerned that residents are at risk when no staff are present on the upper floor.

A relative tells inspectors that the home is losing some exceptionally committed and caring staff.

Another staff member says there is a need for more staff on each shift.

The Home is graded 2 Star good, it is not inspected again for two years.

The next report contains the information that, Staff moral had been low and in the two years when no inspection took place there had been a drastic decline in standards, so why was it not inspected?

A number of concerns were raised by healthcare professionals and relatives about how much the home had deteriorated in the last two years and only recently a temporary manager gave some hope of improvements. But that could change very quickly as the previous manager would appear to be still employed by the company and

working elsewhere.

The same number of care staff are listed to be employed on each shift as at the last inspection, which was not enough.

I had received information that this home was so short of staff residents were neglected.

What I saw when I visited confirmed this.

The residents on the ground floor appeared to be less neglected than those on the first floor. As soon as I entered the home it was clear that staff were doing the best they could by finding ways to care for people in spite being clearly short of staff.

The first thing I noticed was that six residents who clearly needed staff supervision were sat outside the manager's office in order to be observed. Office staff were doing their best to intervene when not on the telephone. Two of these residents were engaged in an argument and a third was distressed and trying to stop this argument which was escalating by the second. Eventually someone from the office came out and intervened. At the same time another resident who was very unsteady was trying to get up from her chair and struggling to do so was eventually assisted by someone from the office who was very busy and had a pile of paperwork in one hand and with their free hand caught hold of the resident by the wrist and pulled her up. This is what is happening in the public areas so what is happening behind closed doors?

The residents upstairs were said to prefer to stay in their rooms, and that is where they all were behind closed doors. On duty upstairs was one very young girl who looked absolutely exhausted and was doing her best but the odds were against her.

When inspector's state there is enough staff on duty they should first consider the needs of residents. It is clear this home has far too few staff. The staff are doing their best but like many other homes if someone dies from neglect, such as infected bedsores, hunger or thirst the inspectors will hold up their hands in horror and say they had no idea there were problems, yet the signs are all there to see if anyone is willing to look.

Eileen Chubb