

## THE, UNFIT AND INPROPER CQC.

By Eileen Chubb © April 14<sup>th</sup>, 2019

We have been consistently raising concerns about Parkview Care home in Bolton for some time and have published the following reports highlighting these concerns,

[parkview report one](#)

[Parkview followup](#)

[Parkview Bolton](#)

[No Safe Harbourer](#)

I was contacted by numerous sources who provided credible evidence about Parkview, serious concerns about both the owners and management of the home; that vulnerable people had suffered harm and were at continued risk of harm as a result of fundamental failures.

In our most recent report on Parkview, No Safe Harbourer, we asked CQC for information and raised our concerns yet again that the manager of this home; (WD) whom we referred to The Nursing and Midwifery Council and who is under investigation, had been recently registered by the CQC as a fit and proper person in spite of the evidence to the contrary.

This registration was completed under the new "*Fit and Proper*" CQC guidance, which is as much use as all the previous guidance. No guidance could **ever** direct CQCs understanding of either "*fit*" or "*proper*" They do not understand the meaning of the words.

Last week CQC published their latest inspection of Parkview, **prior** to registering (WD) as manager. CQC rate her management of Parkview as **inadequate**. Yet in spite of their own report CQC go ahead and register this individual. CQC were also fully aware of the volume of concerns raised about her and that she is under investigation by her professional body.

One of the issues we had previously raised, was that Parkview was in breach of its registration conditions by not providing the care it was registered for. This has been denied by the authorities involved; We now Learn from the latest CQC report that Parkview is now noted to be in breach of its registration conditions, in the numbers of people admitted.

We have been recently contacted by individuals who are still under the impression this home is providing nursing care and that nurses are on the floor every shift (excluding the manager)

The improved CQC inspection regime is yet another shambles, this CQC report contains the following information,

Whilst CQC state the home has sufficient staffing numbers, the staff are noted to be using methods to monitor people's safety that clearly imply there are **not** sufficient staff.

CQC state that 7 care staff plus kitchen staff were spoken to, yet further on in their report, they state four care staff said they were happy with the management, so what did the rest of the staff say?

The CQC also state that when accidents and falls occurred referrals to other health care professionals were **not** always made.

Yet when we contacted Bolton safeguarding on this exact same issue we were told that all such referrals were made. We of course have a voice recording of the response we got from Bolton which they refer to as "an Investigation" but which the evidence shows to be negligence.

Despite every attempt to raise with the authorities that people were at risk of harm from falls and negligent care our concerns have been met with consistent denial.

It is also noted that people are at high risk of harm in the event of a fire. Staff have been employed without references from previous employers. That people did not always receive effective care **(This is CQC speak for people are neglected)**

CQC state the home is clean and tidy but they don't mention the information that we passed to Bolton safeguarding that care staff were cleaning on the orders of the manager; and as a result, not caring for people.

CQC rate the home good on the “*Caring*” standard; a complete contradiction as they are clearly not caring enough to check,  
.Staff are not abusers,  
.To ensure people receive the healthcare they need,  
.To ensure people do not die in a fire; and many more failings.

There are some good staff in this home however there are also some bad staff, to say a home is “*Caring*” when it continues to fail people is an insult to those who have suffered the consequences of such “*Care*”.

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*Planning and promoting person-centred, high-quality care and support with openness; and how the provider understands and acts on duty of candour responsibility:”*

CQC referring to duty of candour! This concept applied to the CQC, reminds me of the several thousand incidents of blatant dishonesty they have been involved in. But to be fair they do have one specialty; breach of confidentiality; which is their particular strength.

It should be noted that anyone reading the CQC inspection report would never know this same manager was shortly to be registered as a “fit and proper person” by the CQC. Their latest report is the evidence for this judgement. No amount of evidence to the contrary would ever get in the way of CQC protecting such homes.

The public will not be told; how many people had raised concerns or be given any information about the issues at all.

Because CQC do not do “*Duty of candour*” or for that matter “*Fit and proper persons*” they do not even do “*Concerns*”

We still await a response from CQC, doesn't everyone who contacts them?

I will not apologise for being angry about this latest CQC debacle because I do know the full details of the suffering involved and the grief of family's who must fight the CQC as well as the care home for accountability. I also know the courage of whistle-blowers who risk their jobs to speak out for nothing other than the same charade played out at Parkview and thousands of homes like it.

Eileen Chubb