

Tales of the Un-Inspected
Home Number 101
By Eileen Chubb
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This Home is managed by the former management of homes, 33, 36, 41, 48, 49, 50, 54, 59, 60, 62, 63, 64, 65, 66, 67, 68, 70, 71, 72, 82, 84, 87, 88, 89, 90, 91, 92, 93, 94, 96, 97, 100. (See Archive for all reports)

Home 101 is a brand new home and the opening was attended by a minister and the chief executive of the charity, Action on Elder Abuse.

The Regulator CQC carried out the first inspection in January 2011 and found the following,

Section 4. Care and Welfare.

Two people were confined to bed and were at high risk of developing pressure sores and needed turning two hourly, this had not been done and when staff were asked why they said they were too busy as there were not enough staff.

This is of grave concern to me but the regulator judges this fact to comply fully with the regulations.

Section 13. Staffing.

Staff tells the inspector they are very busy and there was not enough staff to meet resident's needs. However in spite of this the regulator judges this area as fully complying with the regulations.

Seven months later in August 2011 the CQC have to carry out another inspection because a number of vulnerable people have now suffered the consequences of what was previously considered by the CQC as acceptable standards of care.

Section 4. The regulator states they looked at care for four residents at high risk of developing pressure sores and found again that people were not being turned. The regulator now judges this area as a major concern. Too little too late for all the residents who developed pressure sores that could have been prevented if the regulator had listened to what the staff were saying previously.

Section 13. Staffing.

Relatives and staff say there is not enough staff, staff says there are not able to get people out of bed in the morning and a visitor said their relative was left in bed for long periods. Now this is judged a moderate concern.

Other areas not inspected last time are now looked at and the following is discovered,

Controlled drugs have gone missing,

Food and fluid intake is not sufficient and some nurses were not aware why this was important.

The home has not reported safeguarding issues.

People in severe pain were not given their prescribed pain relief.

Sedative drugs were administered without reason.

The company's management had not picked up on serious issues.

Finally the regulator states that there is not enough staff to meet resident's needs and that staff training is totally inadequate, amazing Given the press release the company issued said,

„ Our staff across the country will benefit from our unique training programme... Designed with help from Action on Elder Abuse, Who has joined us in setting up a helpline for clients and staff,, which goes on to state how the company is to be applauded for its approach to care. I am saddened yet again to see the results of a management style that continues to result in the suffering of vulnerable people, a company that hides behind the endorsements of a charity that should be protecting the vulnerable, a company that makes full use of a regulator who can only react when it is too late.

Eileen Chubb.