

Tales of the Un-Inspected
Home Number 103
By Eileen Chubb
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This home is owned by the same company as homes, 29,35,40,42,45,46,51,55,61,98 and 99.

I received the following information about this home,
Those residents are deliberately roughly handled if certain staff did not like them.

That some residents are left in solitary confinement as a form of punishment.
Requests for food and drink denied.

Cleaning not always carried out.

Some staff extorting money from residents.

Some night staff are sleeping and not caring for residents.

Senior carers get juniors to administer drugs.

I made a visit and observed the following.

On entering the building was met by Jane who works in the office, I signed in and was taken into a small lounge to wait, Jane returned a few minutes later with initial inquiry form.

I was then shown around, there was a nurse's station on the ground floor and I saw several staff in the corridors downstairs.

I saw a large lounge downstairs, in which were seated at most 14 residents, but believe the number was closer to 10 or 11. There were no staff in this lounge and the residents looked disconnected, in that they were sitting staring at nothing in particular and seemed disinterested in the television which was on. There was no acknowledgement of Jane's presence in the room and a couple of female residents only reacted when I called Hello.

During the tour of the home I mentioned my mother in law had been a dancer and had then gone on to teach dance and liked music and was a very social person who enjoyed company but she just smiled and said that's good. We passed several staff downstairs but Jane made no attempt to introduce us to anyone with the exception of the cleaner who she said had worked in the home for 27 Years

Was shown room 3 which was a large room Jane said there were different

sizes and different rates according to size of room. She said a gentleman was moving into this room today.

Went upstairs, I noticed two toilets out of order, there were pockets of bad odors, a mixture of urine and feces, not like the odor of a sewer which is entirely different this was an odor that was recent.

I asked if there was a lift and was shown where it was, Jane said (cannot recall which) that it was either out of order or that there was some ongoing problem.

Halfway down the longer corridor upstairs I saw an elderly lady sitting in an armchair directly opposite the open door of her bedroom, I could not see how she could summon assistance, there was no call bell wire visible which I would expect to see draped over the arm of the chair. This resident did not look up at all she sat staring at her hands; I thought she looked very sad, in total despair and as if she had given up. She did not react to our presence in the corridor at all she seemed resigned to just sitting looking at her hands. Because the door was wide open and due to the angle I could not make out the name or number of room, this resident also was not greeted or acknowledged in any way by Jane.

I asked Jane if there was a lounge upstairs and she said it was not used as all the residents sat downstairs but she showed me the room which was being used to store hoists and she said the room was used for training sometimes. I saw no member of staff at all upstairs and no nurses' station.

Of the current 36 residents Jane said were in the home I could only account for at most 15 which left 21 residents unaccounted for.

I heard no call alarm bell go off throughout the time spent there which is very unusual as I would have expected at least two or three calls for assistance in a nursing home as residents have higher needs and even more so in a nursing home where nearly two thirds of the residents were not in a position to be observed by staff.

We went downstairs and back to the small lounge and was told the manager would be along shortly, I took a seat by the door from where I could directly observe the nurse station, a man in a white shirt with a label on front but not a xx staff badge, either a sticker or sewn label, he was about fifty five to sixty, short stocky with brown/grey hair and balding on top. He was holding the button end of a call bell and appeared to be agitated, he looked around

impatiently and leant over and picked up a clipboard on the desk and looked at it and stood impatiently for about a minute, a staff member came to the desk, he did not raise his voice but his tone was angry and he asked the staff member why this (he waved the call bell) had been removed from room 12, the staff member looked at him and said no she would find out and she went off just as the home manager entered the room from the right and she closed the door so I do not what happened after that and the man was gone when we came out.

The manager asked some questions about my relative, which I answered and I left a short while later.

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