

**Tales of the Un-Inspected**  
**Home Number 104**  
**By Eileen Chubb**  
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**This home was inspected by the regulator (CQC) in January 2011 and the reports starts by giving the information that this home meets all the requirements but needs to improve to continue meeting them, a home either meets the standards or does not. Whilst everyone is saying there needs to more inspections I know that the problem is not the quantity of inspections but the quality for example when you have the CQC inspecting a home and judging the following as minor concerns but compliant with all the requirements things can only get worse,**

**Three care plans are looked at; three care plans fail to record vital information. Minor Concern.**

**Consent to care not evidenced. Minor Concern.**

**Medical advice not recorded. Minor Concern.**

**Safeguarding investigations (Local Authority) identified problems with record keeping as the problem in three investigations, yet the CQC say the recommendations were acted on and in spite of clear evidence to the contrary in every record looked at, now consider the home as Compliant.**

**Medication. Total mess with audit trail, judged a Minor Concern.**

**Recruitment. Paragraph about how robust and compliant procedures are requiring two references and so on, couple of lines saying two staff files checked and mostly in order, followed by a few words saying three references (of the required four) missing and all judged such a Minor Concern it was compliant with the law.**

**Complaints. One complaint inspected and found not acted on so Moderate Concern.**

**In all this home is meeting all standards according to CQC.**

**The next inspection is dated August 2011 (7 Months Later)**

**By now enough people have suffered for the inspectors to state all the identical evidence they excused last time as Minor Concerns but fully meeting all standards, are now judged, Minor Concerns but not meeting all the standards.**

**So CQC carry out two inspections in seven months spending several days in the home and the first inspection excuses the shortfalls and the second inspection acknowledges the shortfalls but no more and as a consequence the care home consider the CQC a joke.**

**What I saw in a thirty minute visit.**

**A distressed female resident left sitting on the toilet with her clothing rolled up to her waist and the door wide open for everyone passing to witness her humiliation, her calls for help were still audible when I left as was a male staff member shouting „Shut up,,**

**All residents seen looked dirty and neglected, with dirty greasy hair, men unshaved, long dirty fingernails, stained and creased clothing, and one lady was shuffling along with her slippers on the wrong feet.**

**The home smelt consistently bad throughout.**

**Alarm sounding, residents calling out.**

**One resident approached the manager showing us around for reassurance and was told, In a Minute,**

**Some clothing was hanging on doors outside bedrooms; some of it had fallen on the floor.**

**TV blaring but no one watching it.**

**Only time staff seen speaking with residents was to issue abrupt orders "You eat it up then"**

**Two staff seen waiting to hoist someone reluctant to do so in front of us but did so once we passed without a single word being spoken to the resident being moved.**

**This of course was the homes best efforts in front of visitors and in a visit lasting thirty minutes. If this home is a minor concern to the CQC then the CQC are a Major concern to me.**

**Eileen Chubb**