

## Tales of the Un-Inspected

### Home Number 106

By Eileen Chubb

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Home 106 was graded 2 Star, Good when last inspected in November 2009, which is incredible when you compare this home with 107 which is also rated 2 Star, yet the difference between these homes is staggering.

This is what I found when I visited home 106,

The residents were starting to make their way to the dining room for lunch. Every single resident in the home was seen and every single one was dressed in immaculately clean clothing, had clean hair, the men were clean shaven and the women had obviously seen a hairdresser very recently. Some of the ladies were wearing makeup and all had clean nails but most of all it was obvious that they were all happy.

The manager told me she had worked at the home some time before she became the manager and there was a clear warmth between her and the residents. Her full attention was on the residents the whole time and as soon as she saw a male resident who looked confused and was looking for reassurance about something he was not able to put into words due to dementia she immediately went to him and was able to understand what was worrying him and gave him all the reassurance and time he needed to feel happy again. All the residents met were shown the same kindness and attention. The manager told me that even though many residents had dementia they looked forward to meal times and that everything was made special for them to enjoy it. I was shown the dining room last where everyone was seated at tables which were nicely laid and some residents were really enjoying their food others were being brought their food and started eating, the food was really excellent, individual sized portions were given and it was well presented and garnished. Some residents had plate guards or special cutlery staff observing went to the assistance immediately if someone struggled. There was music playing and people had been set with people they got on with and the room was full of chatter exactly like it should be.

Two gentlemen had lunch together in a quite lounge as the manager said

they enjoyed their food better and the dining room was too much for them. This home did not charge more than a bad one.

I considered this home to be excellent, however the CQC consider it merely Good. I visited a large number of homes in this county and this was the very best I saw, how perverse that it should be considered by the CQC as providing the same standard of care as the very worst I visited. That is the price that is paid when a regulator rewards bad homes by excusing bad care good homes are not given the credit they deserve.

Eileen Chubb