

Tales of the Un-Inspected  
Home Number 110  
By Eileen Chubb  
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The most recent inspection report I could find for this home was dated January 2009, the home is given a two star, good rating. The evidence for this judgment is based on paperwork and the homes say so. In all it is a very poor inspection.

**This Is What I Observed When I Visited,**

The staff member who answered the door said she was one of the two care coordinators, I asked if I could look around and she told me she was happy to show me around as it would get her out of the office for a while.

She stood in the hallway and explained about the layout of the home, I asked if she was the manager and she said she was one of the two Care Co-coordinators who worked each day and she pointed to another staff member sat in an office area and said she was the other. Whilst she was talking a male resident who seemed confused stood to one side and appeared to want her attention, though he was in her line of vision she did not acknowledge him in any way. This male resident was unshaven, very thin and wearing stained creased clothing.

We made our way through the home, in a small lounge area I saw one female resident sitting with a young girl who was reading to her. After being shown an empty bedroom, which was being used to store boxes, we passed a small dining area, a confused female resident was standing by the table and seemed to be trying to remove the table cloth, she also did not look well cared for and had greasy hair and stained creased clothing on.

As we walked down a corridor of bedrooms we passed another member of staff in the corridor. Some areas of the home smelt very strongly of urine. We saw another small lounge where about seven residents were sat all asleep and saw no other staff in this area.

Further along in another room with a lounge and dining area were two female residents sat in armchairs, one slumped sideways asleep and the other

just staring at her lap. A member of staff sat between them reading a magazine intently. At the dining table sat another female resident looking down at the table who immediately responded to my greeting by talking to me and who was bright and smiling and so very glad for some company. I have of course been in homes where staff are too rushed to sit and talk to residents, but a few feet away from this resident whose quality of life could have been vastly improved for the want of such a small thing as someone to talk to, sat a member of staff reading a magazine.

Whilst I was talking to this lady a second member of staff entered the room and asked the other staff member to move one of the residents with her. They proceeded to put a lifting belt around the resident in the armchair that was awake but at no time did either staff member say a word to the resident about what they were doing, she was pulled into a standing position, one carer pulling her up by the lifting belt and the other pulling her up by the wrist. Once standing the resident was walked to the doorway with one carer either side. This resident was wearing no footwear her feet clad only in nylon pop socks were slipping and sliding on the carpet causing her to lurch in all directions and her full body weight supported between the carer holding the belt strap and the carer holding her by the wrist. Finally she toppled so far to one side the care coordinator had to intervene to pull her back into an upright position from behind.

After that I was shown the conservatory area which was locked and was then shown out. Of the 40 residents in the home I only saw 12 so the others must have been in their bedrooms isolated and unobserved. Which is a scant level of care given the fact the home is registered to care for vulnerable people with Dementia. I saw six members of staff (Including the young girl reading to a resident who may have been an activity organizer or visitor) 2 of those staff were sat in the office and one was reading a magazine.

Eileen Chubb