

Tales of The Un-Inspected
Home Number 122
By Eileen Chubb
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This Home is owned by company x which also owns home numbers, 119, 120 and 121.

The regulator CQC have the following options when a home is not compliant with the regulations,

- 1. Improvement Actions.** This is where a home is compliant with the regulations but need to take action to continue complying.
- 2. Compliance Actions.** This is where a home is not meeting the standard but people are not at risk of serious harm.
- 3. Enforcement Actions.** These actions enable CQC to use the law to protect people, they can take swift targeted action where a home is failing people.

CQC Inspection Report February 2012.

Outcome 04. Care and Welfare. Not compliant, Moderate Concerns.

Residents tell inspectors,

They look after me but I have to wait,

They look after me though the staff are very busy,

Sometimes staff say they cannot help me as they are too busy.

Inspectors see.

A number of People left in bed without care and staff confirm this.

Conclusion needs are not always met in a timely manner.

Outcome 05, Nutritional Needs, Not compliant, Moderate Concerns.

Residents tell inspectors.

The food is badly prepared.

The food is good plenty of choice.

Inspectors see.

On checking three peoples food and fluid intake there was nothing recorded for 24 hours, another person had not eaten or drank anything for several hours yet staff had taken no action, all three charts were not properly completed.

Conclusion people are at risk due to poor record keeping.

Outcome 13, Staffing, Not Compliant, Major concerns.

Residents and relatives tell inspectors.

There is an hour and half every day at mealtimes when staff either do not answer the call bell or come and say they are too busy to take people to the toilet.

I would say the home is definitely understaffed,

It is three weeks since I had a bath,

The staff do not have the time,

Staff tell inspectors.

They had to rotate who was got up in the morning so the same people did not have to wait until after 1.45 Pm to be given care.

Staff said the people on the nursing floor out of 22 people 12 needed help to eat and drink.

We try our best but most days' people do not receive personal care until after lunch.

Inspector's conclusion. There is not enough staff to meet needs.

Outcome 16, monitoring the service (By the Company) Moderate concerns.

Staff tell inspectors,

The company do audits and ask them what they think but staff felt that their views were then ignored.

Company x had checked the staffing levels only a week ago.

Staff said they had reported issues but felt these were not acted on.

Inspector's conclusion. Quality assurance needs to improve.

Overall action by CQC, Compliance Action, no immediate risk.

My Conclusion.

There is totally no point telling a home it needs to improve its record keeping or written care plans when the staff are already at breaking point. As to people being left in bed most days not being a risk is beyond me. At the very latest most people are put to bed in a care home around nine O'clock pm at the latest, if people are not attended to until 2pm the next day that is 17 hours a day. This is as bad as it gets and for me every alarm bell is ringing.

If people are at risk of pressure sores they are given the correct equipment as a result, however risk of pressure sores does not include being subjected to 17 hour periods of the worse kind of neglect. To tell staff who leave people in bed because they are struggling to give food and drink to other people, that they need to spend less time feeding people and more time on record

keeping is beyond belief. But the Authorities are so impressed by bits of paper. Things get even worse.

CQC Inspection Report July 2012. Six months later.

Outcome 01 respecting choice, compliant

Outcome 04 Care and Welfare Not compliant moderate concerns.

Residents and relatives tell inspectors.

The place is going downhill

Staff numbers are reducing and the staff don't want to do anything.

I call them but they say they are too busy cleaning tables,

Only one nurse can be bothered to help me,

My relatives has problems getting her hearing I tell but it keeps happening,

I don't think a bath once a week is too much to ask for but they don't get time,

Inspectors see,

On the nursing floor 9 where the most vulnerable and dependent residents are,

One resident distressed uncovered slumped across the bed lower half uncovered calling for help to get trousers on, three times inspectors go back during morning and there still there in same condition.

A carer came into the room while inspectors were there and offered the person a drink, the carer had not read the care plan and did not put thickener needed in drink as did not know they at risk of choking.

Conclusion. Care was delivered safely

Outcome 05 Nutritional needs now improved to Compliant.

A resident is asked,

They say they have to keep on asking to get a drink of water.

Outcome 07 Safeguarding from Abuse. Compliant as no safeguarding investigations carried out since Jan 2012.

Outcome 09 Medication, Not Compliant

People in pain because no medication ordered, drugs left beside someone at lunchtime, another person was screaming out in pain half an hour later they had pain under control.

Outcome 13 Staffing Not compliant but improved from Major to moderate concerns.

The evidence.

The inspectors asked the manager at 2,30 pm to find out how many people were still in bed awaiting assistance and was told five.

A relative said it could take up to an hour for a call bell to be answered, Three staff are asked about staffing levels and all three said staffing was reduced at weekends and that often in the week it took them all day to get residents up, there was often only three carers on the nursing floor, that relatives complained about finding people still waiting for attention in the afternoon, they said that on the 29th they finished getting people up and giving care at 4.30 in the afternoon.

One carer was in the dining room at lunch time feeding two people and clearing tables.

Outcome 16 Monitoring Quality of service now improved to Compliant.

The manager said only one complaint had been received and the company regularly audit medication and staffing levels.

Outcome 21 records not compliant.

A record checked for one person had not been completed and showed they had not had a bed bath since May, two months ago.

Overall Compliance actions no resident at immediate risk.

My Conclusions.

Where can any improvement be imagined in staffing levels, staff are at breaking point, one carer trying to feed 2 people who need assistance,, the staff told inspectors 12 people needed assistance last time so where are the other ten behind closed doors, neglected complexly. The one person given a drink by a staff member is not asked if she is making an effort because inspectors are there. No inspectors conclude she should have read the care plan. The staff in this home are barely managing to give any care at all because there are too few staff. Staff do not read care plans in this kind of situation, it beggars belief that not only is no enforcement action taken but the CQC think this is improvement.

I have had to ask again for the information I Requested Under freedom of information, however from the little documentation that was released shows the local Authority making visits and CQC telling the council on 11/6/12 that warning notices are to be issued, what a shame they told the public the home

was improving.

Once I receive the information I have made two requests I will update this report.

Eileen Chubb