

## **TALES OF THE UN-INSPECTED.**

### **HOME NUMBER FOURTEEN, BY EILEEN CHUBB.**

Dear Mr Snell,

I recently visited.....home number fourteen,  
these are my observations,

The manager was on the floor and was happy to show me around, I was shown the lounge areas first and noticed that all areas were clean and there were no odors masked by use of air fresheners. The home is registered for EMI residents, those with dementia and I was impressed by the manager's efforts to improve the quality of life for those residents in the home. The manager had worked her way up from being a care assistant and her hands on knowledge was evident. The home was decorated for a Halloween party which was due to take place next day; I was invited to attend with my fictional relative. Many of the decorations were made by the residents. I was shown a room being prepared as a sensory room, where colour therapy and music was planned. I noticed jugs of juice were available in all the lounges.

There was good communication between the manager and staff, the maintenance man told the manager as he passed that he was changing the light bulb in the lift, which was done. I was taken to the lower level where residents were having lunch in the dining room, there were enough staff to care for residents and those who needed direct help had a care worker sat at the table helping them to eat, all the residents looked clean and well cared for.

I was shown the upper floors next and noticed all the stairways had gates across them, I was shown a couple of vacant rooms which were clean and nicely decorated, I noticed that the home had been decorated to help residents with dementia in that all the bedroom doors were one colour and the doors to toilets and bathrooms were a different colour.

I saw a care worker sitting feeding a resident who was bedridden, the manager explained that end of life care was given as required, I was extremely impressed by this, not the fact that end of life care was promised as many homes promise this, but the fact that at one of the busiest times in a care home, one to one care was actually being provided.

We returned to the ground floor where some of the residents had returned

from lunch, I noticed a male resident standing near the lift and though he was well groomed and looked cared for I noticed a very small wet patch on the back of his trousers, the manager noticed this almost immediately and summoned a member of staff and asked them to attend to the resident.

Many of the residents responded warmly to the manager and it was obvious she spent a lot of time on the floor and not in the office. The manager's eyes were always on the residents and she said, if their happy then I am happy. All the staff in the home looked professional and treated the residents with great kindness.

The last C.S.C.I inspection report for this home is dated May 2007 and it acknowledges that the staff and management of this home have worked hard to care for the residents, however this home is graded as 2 star which means the care is good, this is an excellent home and it has been under-valued. In a care industry where excellence is currently rarely found where it's alleged to be, it is hardly surprising that when so much negligent care excused is that excellent care is not recognized and that is a great shame.