

TALES OF THE UN-INSPECTED.

HOME NUMBER FIFTEEN, BY EILEEN CHUBB.

Dear Mr Snell,

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

I was shown around by the manager, there was a great deal of building work going on in the home and furniture was being stored temporarily in other areas, however despite the disruption of the building work the home was clean and tidy.

The manager showed me a couple of the bedrooms downstairs and explained that once the building work was complete that other rooms with en-suite facilities would be available.

The only residents I saw were in the day care center, as we approached this area I heard music and laughter, around ten residents were seated around a large table with a member of staff. The staff member was introduced as the day center manager, she was very warm and friendly and the residents seemed genuinely fond of her. They were making decorations for Halloween and everyone was happy and looked well cared for. One male resident was sat in a quiet corner reading and was left undisturbed.

I returned to the front lobby area with the home manager, I asked if she had been there long and she said a few months and had come from another home nearby which had closed down due to the owner selling the land for re-development, she said that she was acting as manager in order to train the deputy manager who would then swap roles with her and she would take the post of deputy. This seemed a strange situation and I felt a situation that may well cause resentment over time not to mention confusion for residents and staff. I felt that the acting manager was demoralized, not by anything that she said just an impression I got and it seemed a poor use of staff potential by the homes owners.

The day center seemed to be the heart of the home and apart from that area there was little else to see and I left the home after being given an information booklet.

The last C.S.C.I inspection report for this home is dated July 2007 and

grades this home as 2 star which means the care is good, the day center was excellent but I felt the care home aspect hard to grade as there was little evidence of a care home because all the residents were in the day care center, and the home manager seemed to be in limbo without a clear part to play.