

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

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

Dear Mr Snell,

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

On ringing the doorbell the door was opened by a tall blond women who did not speak English as a first language and had to repeat herself. This women said it was a private house and I asked twice if it was a care home and she eventually confirmed it was a care home. I explained we were looking at homes for a relative and she told us to come back when the manager was there, I asked when this would be and she said ring up and with that closed the door. This women was very abrupt and short tempered which is hardly the a temperament suitable for working in an elderly care home, especially one that is for elderly people with dementia who will often ask the same question repeatedly in order to gain reassurance.

This is the first time I have been denied entry to a care home and it seemed strange in the circumstances. I later looked at the homes web site which boasted that it had been running an excellent care home for years and that CSCI gave this home excellent reports, however when I visited the CSCI web site to look at these reports not a single report was available and no explanation was given as to why. Can I suggest that if CSCI do not have any reports on a care home available for the public that at least a reason is given as to why that is the case, perhaps the rude blond women would not let the CSCI inspectors in either, stranger things have happened.