

TALES OF THE UN-INSPECTED.

HOME NUMBER SEVENTEEN, BY EILEEN CHUBB.

Dear Mr Snell,

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

I was shown around by the acting manager, on the ground floor most of the walls were covered in photographs of residents at various functions held by the home, on closer examination of these photographs it was apparent they were taken some years ago and this was confirmed when I asked.

The home was clean and there were no odors of any kind throughout, as we continued to tour the ground floor I noticed a small group of residents, around eight in all who were sat around a table in the main lounge area. A member of staff sat with them and I was told this was the activities organizer. It was difficult to see what activity was taking place, it seemed to involve cutting up pieces of card, and the organizer seemed rather bossy and determined to proceed with the activity in spite of one resident having problems with keeping up. This resident was having great difficulty hearing what was being said and was in need of assistance which another resident attempted to give.

I was shown the first floor, there were no residents in sight and the lounge areas were all deserted, I saw two members of staff pushing a tea trolley and taking tea to residents in their bedrooms. I noticed that tea making facilities were available for residents to use in all the lounges; however there was a risk of scalding from the boiling water. I was told that residents could have kettles in their rooms if they wished.

I was shown the top floor, there was one staff member in view, but all the public areas were deserted, I was shown an empty room at the end of a corridor, I saw that the door opposite was open and I saw a resident in the room, this resident had taken most of her clothing off and she was obviously very confused as she did not respond to the acting manager and assistance had to be summoned.

We returned to the office and shortly afterwards I left the home. My concern

is that this home is not registered to care for E.M.I residents. The home is more geared towards sheltered housing with each residents bedroom treated as an individual flatlet, that is ideal for residents who only require minimum assistance to live independently, but what happens when needs change? As the large majority of residents were behind closed doors and with so few staff on duty these residents could be easily neglected. The confused resident I saw was displaying classic signs of dementia and her needs would not be met in such an environment.

The last CSCI report for this home is dated August 2006, over two years ago and it grades this home as three stars which say the care is excellent. I noted this report praised the home for supporting residents to be independent, which is alright if that is what care is needed. A small group of residents represent the majority on a committee, it is a good thing that residents have a voice but it should not be presumed that all the residents' views are represented. The home has been praised for its activities but that again should reflect the whole home and not just a small group of residents.

I was told my fictional relative could stay in the home until his death but there was no evidence that the one to one care required in such a situation could be provided. Outside help such as district nurses, G.P visits etc. should be considered in realistic terms when it comes to care as such visits would amount to a half an hour a day at most and would not include any hands on practical care such as washing, giving drinks or emotional support for example which would be needed round the clock. It is in such situations that gross neglect can occur. The home may provide excellent care for those residents who only require little or no assistance, but that can quickly change and people can deteriorate mentally and physically. What care is given then? It would be impossible to give that care with the staff numbers available. I therefore challenge the three star rating this home has been given.