

**TALES OF THE UN-INSPECTED.**

**HOME NUMBER 18, BY EILEEN CHUBB.**

Dear Mr Snell,

I recently visited.....home number 18, these are my observations,

I waited a few moments in the lobby and did not see any residents; I was shown around by a senior member of staff.

We looked at the ground floor, I noticed that the home was clean and there were no odors. I saw several care staff coming and going from resident's bedrooms. I was told these staff were care assistants; I was introduced to one nurse who was going off duty. I saw two further nurses sitting at a desk talking.

We passed open bedroom doors and I saw many residents in bed, most looked interested to see someone pass by.

I was shown the lower floor next, I saw a male resident in a small lounge, he spoke to the staff member showing me around and said he had enjoyed a show that had been put on that morning, he said he could understand what was going this time, it seemed there was some issue about the suitability of some of the entertainments in the past. I noticed this resident was very hard of hearing even though he wore no hearing aid and he seemed lonely and wanted to chat.

I saw several areas in the corridors where wheelchairs and other equipment was being stored.

The only staff contact with residents I saw was a member of staff leading a resident into a bedroom, however the member of staff was walking too fast and the resident was struggling to keep pace.

I saw only three residents up and about and yet I was told the ground floor was mainly residential care, which seemed strange when the majority of residents were in bed. The home has 82 beds.

We returned to the ground floor and I was shown a notice board which had

several posters advertising future events, these were mainly an outing and an entertainment due to take place, there was no evidence of any structured activities other than a torn piece of paper which had been pinned up on the edge of the notice board, this had a list of three things handwritten and was barely readable and listed two dates for activities but some vague details as to what these activities were and the third item on the list was just a date. This notice board seemed to sum up the emotional care in the home, three big colorful posters for three separate events, but just a torn scrape of paper hastily written and giving scant information for everything else.

The home was clean and the staff seemed friendly but there was an institutionalized atmosphere and I got the impression that whilst basic physical care was provided there was no emotional care at all, the place seemed unnaturally silent and the only evidence of any inhabitants was the conversations between staff.

I left the home with a glossy brochure which did not reflect the reality I saw in the home.

The last CSCI inspection report for this home is dated January 2008 and grades this home as two stars which mean the care is good.