

TALES OF THE UN-INSPECTED.

HOME NUMBER 19, BY EILEEN CHUBB.

Dear Mr Snell,

I recently visited.....home number 19, these are my observations.

I was shown around by the person in charge who was very helpful and gave full details about the home.

It was clear that the home encouraged residents to be independent and was more geared towards sheltered housing and only admitted residents whose needs could be met.

The home was clean throughout and there were no odours, I was shown two empty rooms which were spacious and provided all the facilities needed to be independent.

I was shown the lounge and dining room which were both very inviting and homely. I saw one member of staff who was very friendly and I was told they had worked at the home a number of years.

I thought the home suited the needs of the residents very well and that it provided a real home, striking the right balance between care and independence is not easy but this home has managed it.

I was told the home had been run as a private charity for many years and there was no sense of the profit driven culture that is present in many homes. Unfortunately the home has recently been taken over by a large company and I felt there was anxiety about this.

I left the home with an information pack but felt that the person who showed me around had explained very well about the level of care the home provided.

The last CSCI inspection report for this home is dated May 2008, it grades this home as two star, which says the care is good but I feel this home offers excellent care and should be commended for only accepting residents it can care for, a rare thing in a profit driven industry.