

TALES OF THE UN-INSPECTED.

HOME NUMBER 20, BY EILEEN CHUBB.

Dear Mr Snell,

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

The overpowering stench of urine was the first thing that I noticed on entering the home. I was shown around by a nurse who took me into the main lounge where all the residents were seated.

As soon as I entered this room a female resident approached me and asked me to help her. This resident was firstly in need of physical attention as she told me she had just fallen and hurt her leg and she pulled up her trousers to show me her leg which had a gash about two inches long from which blood was running down her leg. She was also in need of emotional reassurance and I spent some five minutes talking to her whilst I waited for staff to help her. There was a nurse seated by the door who I was told was the deputy, this nurse did not even look up from writing in care plans and made no effort to assist the resident I was with. The nurse showing me around eventually called a carer to attend the resident. This male carer led the lady away without saying a word and I got the impression that even had he had a basic command of English he would not have sufficient understanding of dementia to give the reassurance this resident needed.

I looked around at the other residents in the room, mostly they looked unkempt. I noticed that at least half the residents had severe physical disabilities and were not mobile. All of the residents had various degrees of mental impairment. I saw two residents who had Parkinson like symptoms and had severe tremor, these symptoms can also be caused by Anti-psychotic drugs and this needs investigation as these drugs are widely misused.

There were two nurses on duty, the one showing me around and the one seated by the door, there were two male carers on duty, one of whom was kneeling in front of a resident giving her a drink, and the second carer who had led the distraught resident out of the lounge. The residents had been given cups of tea but most needed assistance to drink and with only one member of staff attending to this it would be impossible.

There was one corner of this home where something good was happening and in the midst of so much neglect it should be commended, this was due to an individual staff members attitude, I was told this staff member was the activities organizer, she was sat at a table with four residents and was engaging them in an activity that involved bottles of scents. Even though the residents were suffering from dementia this staff member had got them all talking, she was also trying to engage the other residents nearby. This staff member put so much effort into this that she made a real difference to the residents around her.

I was shown the next floor up, I was shown several bedrooms all of which were dark, dismal and in a state of neglect. The same strong smell of urine was prevalent throughout the whole home.

I was briefly introduced to the manager who was busy with paperwork. I was shown a room down the end of one corridor, the floor area that led to this room was no uneven I stumbled, the floor got even more uneven as we approached the bedroom it led to. Given that hallways were narrow and poorly lit it was even more of a hazard.

The whole home was dark and depressing and there was hardly room to move let alone maneuver a wheelchair. I was shown several rooms with access to balconies, I noticed that the keys were all in the doors and that there was no safety mesh over the balconies, a real danger to confused residents with a tendency to wander and no sense of danger.

We returned to the ground floor, the resident who had approached me earlier appeared and clung to my arm, please help me she was sobbing and even more distraught, her leg had not been attended to and was still bleeding, I noted again that the nursing staff ignored her and the care staff did not know how to help her. I promised her I would help her and she was led away by a carer after some minutes.

I was given a glossy brochure about the home and left, my overall impression of this home was that it was a hell hole and there must be prisons that are in a better state of repair, the lack of care was glaringly apparent and I felt saddened that residents who were defenseless were left to exist in such a place.

The last CSCI report for this home is dated September 2007, it grades this

home as 1 star, which says the care is adequate, my experience is that there is no care at all.