

TALES OF THE UN-INSPECTED.

HOME 22, BY EILEEN CHUBB.

Dear Mr Snell,

I recently visited-----home number twenty two, these are my observations,

On entering the home the first thing that struck us was the overpowering smell of urine, we were shown around by the deputy manager who showed us to the dining room and took details. Many residents were wondering around, we saw four care staff on duty, two male and two female.

Whilst we were sitting in the dining room a male and female resident entered, the female resident continued to walk through the room but the male resident stopped to talk, the deputy made repeated comments to this resident that his girlfriend had gone ahead and that he should catch her up. The male resident made several comments of a sexual nature and a male carer was summoned to escort him from the room. The staff clearly found the relationship between these two residents amusing and did not appear to have considered the possible risk to a vulnerable female resident in such a situation.

A male resident entered the room and fell heavily just inside the doorway, his head narrowly missing the glass door. The deputy rang the alarm and all four care staff came immediately which was good, however the resident was not checked for any possible injury but lifted into a dining chair and left sitting there, no one asked what happened but the staff went back to their duties and no mention of an accident report was discussed between them or if such a report was to be recorded who would complete it. The male resident laid his head on the table and only looked up once; there was what I can only describe as great sadness in his eyes.

We were shown around the home, first the main lounge where most of the residents were sitting, many asleep. Many residents looked unkempt with stained and creased clothing. One female carer was sitting talking to a resident which was good.

We asked if our fictional resident could spend time in their bedroom if they

wished and were assured they could do so and would be supervised, when we were shown upstairs there was no evidence of residents being present nor were there any staff. The hallways were cold and many rooms had the doors and windows open.

We were shown two empty bedrooms, 17 and twenty, even though the entire home had a strong smell of urine throughout that in room twenty was markedly worse and so strong it took your breath away, there was a smell of infected urine in this room. Both these rooms had the windows open also and were freezing cold.

We were shown several bathrooms many had toiletries left in them and one had a leaking toilet which was clearly a hazard as the water covered a large area of the floor.

We returned downstairs and saw a male resident was on the stairs so he had opened the safety gate; he was ignored and would have been able to wander the upper floors unattended.

We passed several armchairs in hallways downstairs that had everdry incontinence sheets on them; this indicated a greater degree of effort went into protecting the chairs than went into protecting the residents skin, such protection on the furniture says residents are routinely left in wet clothing.

We were given the usual glossy brochure and left the home.

CSCI rate this home as one star, they consider it adequate.