

TALES OF THE UN-INSPECTED.

HOME NUMBER 23, BY EILEEN CHUBB.

Dear Mr Snell,

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

I arrived just after lunch, the home smelt clean and fresh throughout.

The manager showed me around, she also ran the home and it was clear that she had the right attitude towards the residents, care came first.

The residents were very well groomed; not only clean and in well cared clothing but many were wearing jewelry, make-up and perfume. I was shown the kitchen and could see from the food left in dishes that a really good meal had been served.

I was shown the rest of the home and noted that there were plenty of staff and how well the staff treated the residents when they were not aware of being observed. All the public areas were very homely and all had jugs of juice and glasses left for residents.

The manager was clear that the home only took the category of residents it was able to care for. Most of the residents seen were fairly independent and the home suited their needs perfectly.

I was shown two vacant bedrooms which were bright and very clean, and was given a leaflet about the home before leaving.

CSCI grade this home as three star which means it is excellent, at last a grade is awarded that matches the care in the home.