

HOME NUMBER 30, BY EILEEN CHUBB.

Dear Baroness Young,

We recently visited.....Home number 30, these are our observations, on entering the home we were asked to wait in the main entrance area and noted that a large number of boxes containing various supplies were piled up all over the area, also there was a large container of sealant left by the seating area.

An alarm call was sounding it continued for seven minutes exactly, the manager came and said he would show us around, he took us into a large lounge which was obviously unused and had chairs all pushed together haphazardly in the center of the room. The manager chatted for about ten minutes and explained he had not been at the home long and had previously worked for a different care company. He explained the lounge was not used at present as it was being prepared for future use. Another alarm call was going for five minutes during this time.

We were shown around the home and taken to the dining room first; we noticed there were only seats for thirteen residents. As we walked around the ground floor we noticed that nearly all the ceiling tiles were in need of urgent attention, some areas had exposed wiring and some tiles were missing, whilst others looked ready to drop off. The home was generally shabby throughout and the depressing environment was made worse by the fact that every other light was turned off and the whole place was in semi darkness.

We were shown another large lounge, there were three residents sitting in chairs and a fourth was watching the Television, they all looked fairly clean and the basics such as clothing and hair had been attended to.

A fifth resident was sat further away in a wheelchair, she had no pressure cushion, she had been eating fruit and there was a banana skin on the floor nearby, she had a bunch of flowers in wrapping on the tray in front of her, we chatted for a while and she was pleased of the company she told us but she wished she had her teeth in.

We saw no other staff on the ground or upper floors where we were shown

next, there was a smell of urine throughout the home and in some areas of the upper floors a smell of faeces also. I asked the manager again about how many vacancy's in the home and was told 3. And were shown two empty rooms and the third empty room was locked so the manager went to get a spoon to open it with. The rooms were basic but clean and the carpets had recently been shampooed and were still damp.

In one corridor equipment was stacked, a wheelchair and several footrests piled up. Alarm calls were still sounding regular intervals, mainly for about five minutes at a time.

We saw no staff or residents; there was a small dining room upstairs which appeared to have been used as a staff room.

There was total silence throughout the home and in all we saw only five residents, where were the other 61? Apparently behind closed doors. Again this home is registered to care for vulnerable dementia residents and there can be little care going on if you cannot see what people need.

This home is rated 2 Star on the CQC web-site which says the care is good, we saw no care being given to the 61 residents sentenced to solitary confinement.