

TALES OF THE UN-INSPECTED,
HOME NUMBER 31, BY EILEEN CHUBB.

Dear Baroness Young,

I recently visited.....home number
thirty one, these are my observations,

On arriving at the home we were shown into a lounge area, the furniture was stained and the room smelt of urine, there was a discarded surgical glove on the floor. A nurse came to show us around and was very pleasant and friendly.

There was a smell of urine throughout the home and it was completely silent.

As we passed the open door of one room a bedridden resident called out and said she was wet, the nurse did not respond to this until we pointed out the resident was calling for help, she then went into the room and told the resident she had just been changed and the resident did not seem to remember this, which may have been due to memory problems or may have been due to needing further care to make her comfortable. We noted that the call bell was out of this residents reach and also that no fluids were available.

As we continued to walk round the home we noticed that most of the bedroom doors were closed and we asked how many vacant rooms they had and was told only one, so there were 50 highly dependent EMI residents in the home.

We passed another room where a bedridden resident was sleeping, no call bell in reach again, there were no rails on the bedsides so a mattress had been placed on the floor beside the bed presumably because the resident was at risk from falling. The resident looked very ill and very frail and we saw no staff nearby.

In all we only saw four members of staff in all, a nurse, carer and kitchen assistant and the nurse showing us around.

A female resident was sitting in a lounge area on the top floor, she looked very unkempt, her hair looked dirty and her clothing looked as if it had been washed on too high a temperature as it was creased and misshapen. She was very happy to see us and wanted to talk to someone, she was holding an

empty tea cup so must have had a drink recently but kept trying to drink from the cup which would have implied to staff had there been any observing, that this resident was thirsty and needed more fluids. The nurse showing us around did call for a member of staff to stay with the resident when we left as she thought she would be distressed at being left alone again.

In all we saw only three residents so the other 47 must have been in their rooms with the doors closed.

Finally we were shown the gardens, there was a storage area on one side which contained various supplies and the door was propped open which would have allowed residents access to this area.

We asked if we could use the toilet and were shown a visitor's toilet near the kitchen, this toilet was dirty and had a strong smell of faeces and the floor was wet.

The last inspection report I could find for this home is dated September 2008 and grades the home as 1 Star, saying the care is adequate. However there has been a very serious incident at this home in the last few months, which resulted in the death of a resident. If I had been a member of the public looking at this home for a loved one, I would not have been aware of this and would have put my trust in the inspection report available. That is not giving the public the information they need to make an informed choice and should be rectified.