

Tales of the Un-Inspected
Home Number 40.
By Eileen Chubb
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To The Prime Minister.

I have looked at the inspection history of.....Home number 40, these are my findings.

This home has a history of abusive practice going back years, as no mention of this abuse appears in the inspection reports, I have listed it in the attached document. (Which is published at the end of this document)

A relative contacted me with concerns about both the appalling abuse of her loved one and the authority's failure to act on those concerns. As a result I wrote a full report and sent it to Baroness Young, (A copy of that letter is also attached and published at the end of this report) no action what so ever was taken to address the issues.

These issues related to serious abuse, your ministers have told me that all such abuse will be investigated and acted on, this is not true. The system for safeguarding alerts consists of the following,

- 1. Someone raises concerns about abuse; it is required to be treated as a safeguarding issue.**
- 2. The home reports it as such.**
- 3. A safeguarding board is convened and decides if,**
 - (a) If it is abuse.**
 - (b) Who should investigate?**
 - (c) What is the verdict?**

As a result of my investigation on this home I discovered information that was withheld from the victim's family. Who sits on this Safeguarding Board which made the decision not to even investigate? The Home Manager of the care home where the abuse occurred. The family never stood a chance from the outset, I can understand why these boards meet in secrecy, and this goes to the very heart of why abuse and abusers thrive in a care system where the only protection is

for the care home company, the bigger that company the more protection they are afforded by the system. In effect what this means for the victim of abuse, is that the care home is Judge, Jury and executioner.

Inspection Report Dated July 2nd 2008.

The Report states, the home acts on complaints, there have been 12 complaints and there have been four safeguarding alerts, the home investigated three and healthcare professionals the fourth.

My Comments, The verdicts are not mentioned. The details of the complaints are not mentioned; the home manager's position on the safeguarding board is not mentioned. If it were no one would bother raising concerns again. I could be a staff member wanting to blow the whistle about abuse in this home, I may well be aware the manager sits on this board, what are the chances I would dare go outside the home to report abuse? Nil.

The report states that residents told them that night staff are not always nice; another said staff had a bad attitude at night.

My Comments, This is not pursued as it is not considered a concern, when residents say anything bad about staff it is usually said after weighing the risk of possible retaliation. The residents took that risk here and nothing was done. My Concern is there is a very real risk that if these staff members are showing a bad attitude to residents able to say something, what kind of treatment are the residents with dementia receiving as staff would not have to worry about those residents saying what was happening to them. Care home inspectors failing to pick up such warning signs are a fundamental failure.

The Report states, staff told the inspectors they had excellent training, the number of staff with NVQ is 15%.

My Comments, Not that NVQ matters but if staff say they have excellent training why so few even with NVQ? The report states a resident was calling and a staff member nearby did not attend them.

The report states, there are a lot of staff from overseas especially at night,

these staff talk to each other in their own language around residents, the inspectors were told it was hard to understand them.

My Comments, There are a large number of residents with dementia in this home it would be impossible to care for people when you cannot communicate with them.

The report states, relatives said there were not enough staff; three quarters of the staff who returned surveys said there were not enough staff, one member of staff spoken to say there were never enough staff on every shift. A relative spoken to on the day said she often found carers sitting chatting to her mother in her room. We think there is enough staff but residents sometimes have to wait a short while.

My Comments, All the signs are saying there is a serious staff shortage, but the inspectors ignore these signs, they go to great lengths to suggest that the one relative who found carers talking to her mother in her room means there are enough staff. This is a joke, bad care staff will often hide in residents bedrooms pretending to chat, this may not be the case here but it is a well-known skiving tactic, well known to everyone but care home inspectors. Either way it is not enough to base a conclusion on that there are enough staff. They say residents may have to wait a short while before staff come, but that is at odds with the resident they heard calling for help as no staff came not even the staff close by.

The report lists the negative and positive comments received about the home.

My Comments, only the positive comments merit highlighting in italics, the negative blend in with the general text and are not quoted word for word.

The report states, residents help fund raising to go on three outings a year.

My Comments, This is Multi-national, Multi Billion Pound Company and residents have to raise funds for three trips out a year?

The report states there is not enough information on how resident's pressure sores are cared for or how much food they have eaten. We expect the home to take action rather than make a requirement.

We looked at a sample of Medication records and found, doses on variable medication not clear, some medication did not add up to what was supposed to be on the sheet. We found two medications which were being given to residents which had no record of the medication, so nothing to guide staff on how much to give, we expect the home to act and make no requirement this time.

My comments, Staff giving medication that there is no record of do not need guidance, they need investigation, expecting the home to act without making a requirement is a joke. The section is graded good.

The report states, the manager told the inspector how the home was addressing concerns raised by the fire officer.

My Comments, They do not mention what these concerns were, however this is an area of concern for this company given their track record.

The Home is graded **2 STAR, Good.**

**Homes that are considered good are not inspected the following year, however this home is.
(14 months later)**

Inspection Report dated September 10th 2009.

The reports states they had received none of the surveys they believed they had sent out. The home has made seven safeguarding referrals one of these becoming an adult protection issue.

My Comments, The concerns I raised on behalf of the family are not mentioned at all, I can easily conclude that The adult Safeguarding panel on which sit's the home manager, found the home not guilty to the extent no investigation was required. Given the nature of the issues raised it saddens me to discover others have been subjected to suffering that so easily could have been avoided if the inspectors had done their job.

The report states that they tracked the care of a resident, he had bedsores and the turning charts provided no evidence of turning, the tissue viability nurse visited the home and gave instructions for care of this resident, these were not carried out, the resident was visited in their room and found with sore

heels on bed and complaining of pain.

My Comments, This vulnerable resident develops bed sores because of neglect, for that is what it is whatever way its embellished, treatment is prescribed by the Tissue nurse and that treatment is not carried out by the staff. This person is then in such agony that a doctor prescribes a morphine based pain killer, the resident tells the inspectors he is in pain and asked for pain relief one and a half hours ago but no one brought it and the call bell was wrapped around the socket to ensure it was out of reach. If this is what happens when the inspectors are there, then what happens the rest of the time? Imagine laying for hours at a time, day after day in terrible pain and even though you are prescribed pain relief no one comes to give it and you have no way of calling for help. This is in a CARE HOME, a place where your pain is noted but ignored. This is what a social worker or inspector would describe as an unsatisfactory care experience, this is what any other human being would describe as suffering for want of care.

The report states people who had lost weight had insufficient records, we made a recommendation that food intake should be monitored at our last inspection.

My Comments, They did not make a recommendation that is not true,, they stated an expectation that these things would be addressed, as they did with many other issues of concern, expectations were not met why should they be when there are held in contempt by a home that is beyond the law.

The report states that medication is generally in good order; one residents record checked showed they were being given drugs to control behavior without any justification for its use and no guidance for how much and when staff should give it, medication for some residents had run out but the home audits medication and quickly acts on deficiencies.

My Comments, A resident can be given what is a dangerous Anti-Psychotic drug, which puts their life at risk and there's no reason what so ever to justify it, this is not the picture this company puts out to the media, about its care of dementia residents and the use of these drugs.

The concerns raised by the family who contacted me relate to the

serious mis-use of such drugs. Yet this appalling list of failures is stated and the fact that the homes audits had not picked them up no way impacts on their assurances shortfalls would be investigated.

The report states safeguarding procedures were in order, including staff involved in safeguarding alerts were subject to refresher training.

My Comments, if training could not reach some staff the first time, no amount of repeating it will reach them.

The report states that there had been widespread problems with clothes going missing, but laundry staff assured us they knew how to deal with infection control issues.

My Comments, if they cannot get the basics right such as returning clothes, than I would question everything else.

The report states one nurse did not have her NMC registration on file but the home went and got it during the inspection.

My Comments, This is the same home that not only employed an unqualified nurse just a few years ago, but promoted this nurse to head of clinical nursing care for the entire home. How could that happen? It could happen because when such shortfalls are found on inspections excuses and the word of the home is accepted instead of proof.

The report states that the fire safety records were checked and found to have been filled in correctly, they had filled in dates in the future also.

My Comments, This is known as Fraud, concerns about fire safety were raised the year before, so the home falsifies records to mislead the authorities next time. One person has died in one of these companies homes when a ceiling fell on her, in another one of its homes a staff member is accused of setting fire to an elderly resident's bed, what do the records state in those homes and can they be believed? When there is a concern falsify records is hardly the response one would expect, but for this company it is of serious concern. What else is falsified?

General.

There are many other failures listed in this report, all consistent the

concerns raised and ignored about this home in the past.

The Home is now graded 1 STAR POOR yet of the 24 grades assessed, 18 are judged No shortfall good, 5 are considered only minor shortfalls and only 1 is graded a major shortfall.

I think it will not be long before the Star rating is upped as the evidence suggests it was only inspected because this charity raised issues that had previously been ignored by the inspection authorities.

Mr Brown I have two questions to ask, firstly is this your idea of an ethical company? And if it's not will you be returning the five thousand pounds they gave for your leadership campaign? That money has blood on it; it was earned through the suffering of elderly people and amounts to thirty pieces of silver.

Eileen Chubb