

Tales of the Un-Inspected
Home Number 43
By Eileen Chubb
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To The Prime Minister.

I looked at the inspection history of.....Home Number 43, these are my findings,

Inspection Report Dated 26th January 2009.

The Report states, this is a random inspection and is carried out at six am on a Sunday morning following various allegations been made that,

1. Residents were not put to bed at night and left sleeping in chairs.
2. Accidents had happened that were not recorded or reported to the authorities.
3. Residents were fed out of date food.
4. There was no choice of food.
5. Staff were verbally aggressive.

We found no evidence to support these allegations.

My Comments, How were these allegations investigated?

Allegation 1. Residents not to put to bed. There were two residents up when inspectors arrive, the conclusion is that they have been to bed as they looked cared for, the residents could not communicate due to dementia. There is no evidence it is just presumed they have been in bed.

Allegation 2. Accidents not recorded or reported. The accident book is checked by the inspectors who say it is all in order. Well it would be if accidents are not recorded, they would not be in the accident book.

Allegation 3. Residents fed out of date food. The evidence, the inspectors looked at kitchen and found only two tinned products out of date so it's presumed all is ok.

Allegation 4. No choice of food" The inspectors looked at the menus and as they said there was a wide choice they believed the menu, there was a list of residents likes and dislikes, the inspectors believed the list.

Allegation 5. Staff were aggressive; the inspectors state they have always found the staff friendly and welcoming so in effect the inspectors had made their judgment on this allegation prior to investigating the

concerns, as the basis for discounting this complaint is their previously held belief.

The Home at the time of this inspection is rated **1 STAR Adequate.**

Inspection Report Dated 16th of December 2008.
(11 Months Later)

The Report states, There has only been one complaint made about the home and it was investigated as a safeguarding issue and was considered largely unsubstantiated and the issues were left to the home to resolve using its internal procedures.

My Comments, What the complaint was about is not disclosed and the home is left to investigate itself. The home is graded good in the area of complaints and how the home responds to them; however no complaints are recorded at all so there is no evidence to support this this. The concerns that have been raised about the home in the past were raised outside the home, this says a great deal about the culture within the home.

The Report states that the homes documents promise a wide range of activities, but these do not happen and people are left to sit in chairs.

My Comments, The homes paperwork is not reflecting the truth, yet this does impact on their credibility in other areas.

The Report States, There were inadequate staff to care for residents.

My Comments, Not enough staff to feed residents means people do not get food or drink, if staff are struggling to feed residents when inspectors are watching then persistent neglect has to be norm in this home.

The Home is graded **ZERO STAR POOR**
Inspection Report Dated 30th of April 2009
(4 Months Later)

The report states the home was inspected in February 2009

My Comments, The report has not been made public.

The report states, the home has made little progress in addressing concerns and we will contact the enforcement team.

My Comments, The home has no fear of the enforcement team, why should they have?

The Report States, There are two issues being investigated as safeguarding issues, one relates to hot water temperatures.

My Comments, The other is not mentioned.

The report states, the majority of residents are funded by the local authority and care managers have completed all preadmission assessments.

My Comments, I will deal with this later and ask you to note the finding of the inspectors.

The report states, concerns have been raised about medication practices in the home, we looked at records and saw people were receiving medication as prescribed.

My Comments, what records were looked at is not stated, what concerns were raised is not stated.

The report states that some residents were able to say that when they got up and went to bed was being influenced by staff shortages.

My Comments, This was a concern first raised with the regulator in January 2008.

The report states, the home does not actively encourage people to raise concerns, there is a complaints book in a folder but no one knew where it was and rubbish had been put in the folder.

My Comments, That is not what was said last time, the home was considered to be good at investigating concerns, so good they were fit to investigate safeguarding concerns. The complaints folder being used as a dustbin says it all.

The report states, Relatives said people were put to bed early due to staff shortages.

My Comments, Again an issue raised back in January 2008.

The Report states, Previous omissions to check the water temperature resulted in an incident occurring.

My Comments, Someone has been badly scalded, the homes tick list said equipment was checked and inspectors believed the home, only now that someone has suffered terrible injuries is it shown to have been untrue. Where was the protection for the victim? The gross negligence of a Government policy that allows care homes to assess themselves is beyond me, but I raised these concerns previously. We are the only Charity that did. It saddens me that vulnerable people have paid the price.

The Report States, A hoist had not been working for some time; the fire extinguishers had not been checked for years.

My Comments, I am thankful no more deaths resulted, however that is the result of luck and not regulation.

The Report states, the home was not always informing the authorities of incidents in the home, staff were not aware they had to.

My Comments, Again this was raised in January 2008 and the inspectors did not want to know, the investigation was a joke at the time and now we see the evidence emerge that was always available had anyone bothered to investigate. After all the staff are said to have worked at the home a long time, if they do not know when to report incidents now, they did not know when to report them back then, only the regulator never bothered to check.

The final page of this report states there are no outstanding statutory requirements unmet from the last inspection that is because the home complies with what the inspectors asked of it and that is very little.

The home is graded **ZERO STAR POOR.**

Inspection report Dated 10th of June 2009.
(Two Months Later)

The Report states, medication was found to be not safe, in that medication was found that should have been administered and medication was missing and concerns were raised residents were not receiving what was prescribed and once again we have issued requirements.

My Comments, This was according to the inspectors checked and in order just 8 weeks ago, the concerns raised then were ignored, it is obvious that yet more concerns are raised and now all is found to be not in order. The report implies otherwise, these inspectors are very highly skilled in one area, protecting themselves.

The report states, the regulator will be taking enforcement action.

My Comments, The numerous concerns they ignored for years has turned into a flood, they can no longer contain the situation their indifference directly brought about. It is way too late.

The home remains **ZERO STAR POOR**

Inspection Report dated 13th of July 2009
(4 Weeks Later)

The report states our concerns about staff recruitment are still not complete, we have asked for more clarity.

My Comments, They have been asking for recruitment information on staff for the last three inspections and been ignored.

The Report states that staff do not know how to meet care needs.

My Comments, The staff are not so wonderful now, when you consider how highly thought of they were in 2008.

The report states the home responds to our criticism but does not deal with it in a proactive way.

My Comments, The home thinks you are there to protect them and not the residents, they are correct. No mention of enforcement action in this report.

Inspection Report Dated 7th of October 2009
(Three Months Later)

The report states, Assessment of needs were not correctly carried out by care managers who had not visited the home.