

Tales of the Un-Inspected
Home Number 50
By Eileen Chubb
(This Report Is the Copyright of Eileen Chubb)

I looked at the inspection history of.....Home 50 and these are my findings,

This home is owned by the same company as homes 33, 36, 41, 48 and 49.

INSPECTION REPORT DATED 19TH OF OCTOBER 2008.

THE REPORT. This inspection has been carried out to check statutory enforcement notices have been complied with. There have been repeated requirements made previously. Areas of concern relate to pressure sore prevention and treatment. We find these requirements have now been met.

My Comments, This home has a long history of problems and has not acted. The report goes on to state that turning charts were not always filled in, so it is questionable if the care is being given to residents but the inspectors say the requirements have been met. If however this is not the case then it will result in more people suffering.

THE REPORT. There was a training session taking place on the day of the inspection attended by the dignity guardians.

My Comments, I would have thought a training session on pressure sores would have been more use. The report goes on to state that the listed activities for that day had been cancelled but the inspector fails to connect it with the window dressing of the, Dignity Guardian Training Session that has been put on for the inspector

THE REPORT. The Company has been closely monitoring the home.

My Comments, so it is clearly established that the company are fully aware of the care being provided in this home.

The home remains at Zero Star, Poor.

INSPECTION REPORT DATED 14TH OF DECEMBER 2008
(8 Weeks Later)

THE REPORT. The Standard of pressure care has improved and there are comprehensive care plans in place for the treatment of pressure sores. The management of medications is generally good with just a few issues noted to improve the service.

My Comments, The few issues with medication are listed much further on in the report and I consider these so called issues to be of grave concern as they indicate major problems as medication is being administered without a specified dose. The inspectors sampled two MAR sheets where they could not verify if residents were receiving their prescribed medication or what was being given. What is even worse is that controlled drugs were being signed for by one staff and not the legally required two; the inspectors say this was rectified during the inspection. However they have failed to grasp that filling in medical records after the event is falsification and in the case of controlled drugs is an offence.

THE REPORT. Staff are trained in pressure care and pain management is being well assessed. The company employ an internal tissue viability nurse who visits's the home on a regular basis to review pressure care. Our inspection informs us this area is well managed.

My Comments, Time will tell. However I was concerned to read much later in the report that in spite of inspector's confidence in the home that there are three cases being investigated by the safeguarding adult's team in relation to poor standards of care in this home, however that is not reflected in how this home is graded.

The Home is graded 1 Star, Adequate.

INSPECTION REPORT DATED 3RD OF MARCH 2009
(12 Weeks Later)

THE REPORT. This inspection is being carried out to check that medication concerns we have.

My Comments, Just 12 weeks ago there were a few issues but no

concerns according to inspectors. What is not mentioned in the report but is referred in later reports is that the inspectors are carrying out the inspection as a result of a number of local GPs raising serious concerns about the medication being administered in this home. These concerns result in an audit uncovering widespread problems. However the last inspection looked at two MAR sheets and found what they considered to be, ISSUES and nothing that concerned them. I would have checked every resident in the home on that evidence but the inspectors walked away. Now the following is found,

1. Widespread discrepancy's on stocks of all drugs.
2. Drugs unaccounted for or signed as given and found to have been in stock.
3. Audit trails on some medication made impossible by not recording drugs in and out.
4. Drugs being given in doses that were not prescribed.
5. Residents left without prescribed pain relief. In spite of the last inspections confidence in the comprehensive paperwork.
6. Large stockpiles of medication found but no records to indicate when it was received or who it was for.
7. Controlled drugs are not recorded correctly.

The inspectors conclude the company needs to improve its auditing so there is evidence of accurate medication in future. In short it needs to improve the paperwork that so impressed the inspectors last time. However improving all the paperwork in the world will not improve the actual culture prevalent in this home that culture exists because it had been left unchecked for too long.

The home remains 1 Star, Adequate.

INSPECTION REPORT DATED 15TH OF MAY 2009.

(8 Weeks Later)

THE REPORT. This inspection is being carried out to check on pressure care of residents and if past requirements have been met.

My Comments, The last Report made no requirements about pressure care. The previous report said there were two outstanding requirements one related to more patio space and the other concerned the customer satisfaction survey they had been asking the company to carry out on

every inspection. Once again the inspectors have been informed of what is happening by an outside source and only then do they pick up what they should have seen when they inspected.

THE REPORT. Turning charts were not filled in correctly.

My Comments That was noted last time but not considered important enough to make a requirement on. Now it transpires one resident had not been turned to relieve pressure for days at a time. The home had also run out of dressings to treat the results of their neglect.

THE REPORT. One resident with extensive pressure sores needed pain management and this was not adequately provided especially when wounds were to be dressed.

My Comments, The previous inspections went to great lengths to praise the home for its pain relief assessments and pressure sore management. Now the price of that negligence is that residents have extensive pressure sores, if they are lucky they will have the wounds dressed and left to suffer unimaginable pain and not given pain relief. Most homes use external Tissue Viability Nurses so at least the secret may reach the local Authorities ears but this home has a Tissue Viability Nurse who is employed directly by the company, who visit's the home regularly to treat residents and train staff in pressure care. Sounds Impressive but only a CQC inspector would believe it. As for the Dignity Guardians that is why this charity has been the only one that is proud not to be a Government Dignity Guardian.

THE REPORT. There is evidence that outings for residents have improved.

My Comments, The evidence being that a resident told the inspectors they were taken out by the family, the activities that could be seen was a hastily arranged ball throwing session.

THE REPORT. Staff are confident in the support they receive from management.

The Home remains at 1 Star Adequate.

INSPECTION REPORT DATED 17TH OF SEPTEMBER 2009.

(16 Weeks Later)

THE REPORT. The home sent us an improvement plan and the last AQAA.

My Comments, Oh dear.

THE REPORT. Page 8, we consider that staff are more attentive to resident's needs.

THE REPORT Page 9, Staff say they do not feel they can attend to residents needs as numbers have been cut.

THE REPORT. Page 19, the menus are very good.

THE REPORT. Page 19. Residents go 15hrs without food each day.

THE REPORT. Top of page 20. Complaints are well handled and people are confident concerns will be addressed.

THE REPORT. Bottom of page 20 to 21. At least four visitors we spoke to told us they had concerns about the care of their relatives in the home. We told them we could not comment on this and they should speak to the home about it.

THE REPORT. Top of page 21, the home is proactive in reporting all incidents of possible abuse.

THE REPORT. Bottom of page 21, we noted that there were residents with unexplained bruising and lacerations, these should be reported and investigated to rule out abuse.

THE REPORT. Page 24, Staffing is Good; there are some indications that staffing levels are not adequate at times to meet resident's needs. Half the residents asked said there were not enough staff. Many of the staff we spoke said there were serious staff shortages and they had concerns they would not be able to provide care.

THE REPORT. Page 27. The homes management is good, the manager teaches staff, Dignity in Care. Staff are supported by the manager and are confident she listens to them.

THE REPORT. Page 28, we spoke to staff and some said they felt supported by management and some told us the manager had not listened to their concerns that there are not enough staff to care for residents. Some staff surveys suggested the company had reduced staff numbers to reduce costs and felt this was detrimental to residents care.

My Comments, Total contradictions but always the positive information is given precedence over the negative and only the positive information is believed by the inspectors. I hear staff raising genuine concerns about the care in this home and yet they are ignored, not only by their employers but by the regulator also. The residents in this home are in danger.

However it could be years before this home is inspected again as it was upgraded on this inspection to TWO STAR GOOD.

Eileen Chubb