

Tales of the Un-Inspected
Home Number 52
By Eileen Chubb
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I Looked at the inspection history ofHome Number 52 and these are my findings,

REGULATORS INSPECTION REPORT DATED 17TH OF JULY 2007.

THE REPORT. We received mixed responses about the home. Some relatives felt that standards of care had fallen since company X had taken over the home. There have been a high turnover of staff in the last year and the company acknowledges this.

My Comments, when a company takes over a home and it is noted that care standards have suffered as a direct result, then something is very wrong.

THE REPORT. Out of the eleven people who returned surveys seven said they always receive the care they need, two said usually and one said they never receive the care they need. We checked the audits of medication.

My Comments, There are seventy two residents in the home, many with dementia and unable to say what care they receive. Eleven residents were able to say. I know that residents are often afraid to complain for fear of retaliation and when one resident says they never receive the care they need I see someone who is being neglected daily and has dared bring it to the attention of the regulator. This is not a situation that can be noted and just ignored but that is what happens.

As for medication, I would have expected to see the medication audited before presuming all was well, but the inspectors rely on the company's audits which is complacency at best especially when it is noted the home has a prior history of medication issues.

THE REPORT. We consider activities are good, ten residents were asked about activities, four said there were usually activities, six said sometimes, comments included, Activities are rubbish.

My Comments, Not a single resident said there were always activities and what residents describe as RUBBISH, inspectors grade as GOOD.

THE REPORT. Most of the staff on the dementia unit recently left, one relative was very positive about the care, other relatives said there was often no member of staff to assist residents and often residents left unattended in the lounge, we also observed residents in the lounge left unattended, but the staffing Rota's said there were enough staff on duty. This section is good.

My Comments, When a regulator asks people if there are enough staff and is told there are not, when they see evidence of this with their own eyes during an inspection but choose to ignore it in favor of the bits of paper the home tells them is evidence of sufficient staff, that is the action of a regulator who is negligent. The situation is cause for grave concern in any home but in a home where a new company takes over and within a short time most of the staff on the dementia unit leave, it says this home at the very least should be monitored closely.

THE REPORT. The home has robust satisfaction surveys.

My Comments, The report goes on to state few people respond to these internal surveys, that says a lot to me about the culture that exists.

The home has 23 standards graded, 22 are fully met and 1 is almost met.

INSPECTION REPORT DATED 9TH OF JULY 2008.
(12 Months Later)

THE REPORT. Some matters of minor dissatisfaction have been overlooked by staff for recording purposes.

My Comments, What is considered matters of minor dissatisfaction turn out to be allegations about poor standards of care which were made directly to the authorities and are being treated as adult protection matters. So Adult protection issues are considered as minor dissatisfaction, and before the outcome of the investigation they are treated with contempt by the regulator who whilst acknowledging their existence goes on to praise how open and responsive the manager is to concerns.

THE REPORT. The home holds regular meetings and has robust quality assurance surveys. The meetings are poorly attended and the surveys are not returned. Care plans are person centered staff said they did not always have the information they needed. Medication audits were looked at.

My Comments, This is not a home where people feel they can voice concerns and holding meetings that no one attends and asking questions in surveys no one ever answers is not my idea of feedback. As for care plans, if staff cannot get information from them then what is the point. Auditing medication audits is a sorry excuse for evidence.

The home is graded Two Star Good.

VIRTUAL INSPECTION REPORT DATED 7TH OF AUGUST 2009.

THE REPORT. We did not visit the service; we looked at the AQAA and felt nothing significant had occurred in the home since the last inspection.

My Comments, This report consists of just seven pages and if you read no further than page one, you could be forgiven for thinking that nothing significant had occurred in the home. However I consider the following to be significant,

- 1. The manager had left.**
- 2. Relatives said that there needed to be more staff, that residents were unkempt and looked like they were thrown into their clothes, residents left unattended in lounge and needed staff to sit with them, some activities are sometimes available and the home usually or sometimes cares for resident's needs. The carers do their best.**
- 3. Three staff were asked for their views, they all said they only sometimes received enough support from them management team.**
- 4. The report states the home continues to respond well to complaints but if you read further the report states that relatives had complained outside the home to the regulator that refers the matters as adult safeguarding issues but the same regulator cannot be bothered to get of its backside and inspect the home.**

The Home remains at Two Star Good and all the evidence to the contrary is ignored in favor of the AQAA which says how wonderful the home is.

It is now ONE YEAR AND NINE MONTHS since the last inspection took place.

Please see archive section for the previous 51 homes in the series, Tales of the Un-inspected.

Eileen Chubb.