

**Tales of the Un-Inspected**  
**Home Number 58**  
**By Eileen Chubb**  
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**I looked at the inspection history of.....Home number 58, these are my findings,**

REGULATORS INSPECTION REPORT DATED 18<sup>TH</sup> OF DECEMBER 2006.

THE REPORT. The home has a glossy brochure, we sent out a large number of surveys but only two were returned we spoke to one resident who told us she was happy to have found this home as she had a months' notice to leave the home she had previously been in. This area is good.

**My Comments, It is a concern that so few people returned surveys. It is also a concern that an elderly resident had been given a months' notice to leave their previous home. But why have inspectors chosen a resident who has been in such a desperate situation to ask if they are happy with their new home?**

THE REPORT, HEALTHCARE, Care plans are good, the two residents who returned surveys said their health care needs were met, one of these residents added that the staff did the best they can with not enough staff. We did not find this to be the case.

**My Comments, The evidence used to conclude healthcare is good is mainly based on what the last inspector said about the home, large sections are given over to simply repeating what the last report said. The next thing relied on is one very favorable comment about care from a relative.**

**Finally the experiences of two residents are included and the inspectors question the evidence given to them for the first time and only because it is negative evidence it is immediately contradicted by the inspectors who despite saying on the previous page many residents were unable to give feedback due to high levels of mental and physical frailty, when faced with a negative comment now state this remark was contradicted by**

**other residents who were able to speak with clarity about the high levels of care provided to them. However none of these remarks are able to be quoted at all.**

THE REPORT, HEALTHCARE Continued, We spoke to a visiting community nurse briefly who said there was a good relationship with the home. Staff self-audits the medication the homes dataset said. The manager said the staff were trained but it is unclear what this training involves.

**My Comments, No medication audit is carried out, the inspectors rely on the managers assurances that staff audit medication. The rest of the evidence relied on is quoting word for word what the last inspection report said. The inspector's preference for positive evidence is clearly demonstrated by quoting word for word the positive comment of a relative taken from the previous section and quoting it again in this section, not once but twice in just three pages of evidence.**

THE REPORT, ACTIVITIES, The inspector was in the lounge with the manager who pointed out the certificates awarded to the home by the company in recognition of its achievements in the garden. The resident involved in the garden was happy to tell us about her experience.

**My Comments, So the manager shows inspectors certificates awarded to the home by the company that owns the home and it just so happens that the one resident involved with the garden is seated under these certificates at the exact time the manager is pointing them out. This would have made me think the entire thing was staged.**

THE REPORT, Activities continued, it was reported to us that there was an air of excitement in the home in anticipation of a forthcoming surprise Christmas party.

**My Comments, Either the inspectors noted an air of excitement or they did not, they cannot seriously state they were told there was an air of excitement. Secondly how can you anticipate a surprise party? The remainder of the evidence in this section consists of quoting what the previous inspection report said two resident's remarks one accepted and one discredited as it said staff do their best to provide activities but not enough staff.**

THE REPORT, Food, during discussions about the food provided at lunchtime the view was far more united.

**My Comments, Again any negative comment is questioned by inspectors whilst positive comments are just accepted. Two residents who returned surveys were asked about food one ticked yes to the question, do you like the food? The second resident ticked usually.**

THE REPORT, Complaints, The two residents who returned surveys said when asked the question, do you know how to make a complaint? Always.

**My Comments, You either know how to make a complaint or you do not know. The rest of the evidence consists of the previous inspection report and what the homes brochures promise. But the most informative information is relegated to the back, it states that three staff returned surveys and were asked if they would report any abuse to the manager, two indicated they would and one member of staff declined to comment and the inspectors conclude this is evidence that people feel happy to raise concerns, I conclude this one member of staff is asking for help.**

THE REPORT, ENVIRONMENT, This area adequate as there are a number of hazards, in the grounds pathways were breaking up and there were lots of cigarette stubs outside. Leaves had been blocking fire exit doors. A number of pieces of garden furniture were unsafe and the majority of garden furniture was covered in lichen and moss.

**My Comments, perhaps the certificates for outstanding achievement in the garden were not unreliable, or perhaps the award was for worst garden. The inspectors fail to connect this evidence.**

THE REPORT. The inspectors noted it was positive to see domestic staff working around the home cleaning and tidying resident's rooms and communal areas.

**My Comments, I fail to see what is positive about cleaning staff cleaning, it is what I would have expected and not something that warrants special praise. The rest of this section is taken up with the previous inspections findings.**

THE REPORT, STAFFING, This area is good, the Rota's were looked at and

record sufficient staff have been on duty. Feedback from residents was united that at times there was not sufficient staff and they said they had to wait as not enough staff and that the home needs more. The relatives spoken to said they thought there was enough staff. We conclude there are enough staff and rely on the outings and activities that take place would only be possible if there were sufficient staff also the previous inspector said they were.

**My Comments, Oh Dear.**

THE REPORT. MANAGEMENT, This area is good, the evidence indicates this.

**My Comments, The evidence? What the previous inspector said. A repeat yet again of the positive comment given by a relative. What the home said. The minutes from residents meetings which were positive and did not mention anything about not enough staff? Three staff gave responses; two said they had regular meetings one did not say at all. This is considered good**

**Over all 21 standards are judged, 19 are fully met and 2 are almost met. This report is pre the star rating system.**

**I can only hope the next inspection report is not reliant on this report as it is flawed from start to finish. Only there is NO inspection report, to date this home has not been inspected for 3 YEARS and 6 Months. Which begs the question how did it get a two star rating with not even a pretense of an inspection?**

**Eileen Chubb**