

**Tales of the Un-Inspected**  
**Home Number 63**  
**By Eileen Chubb**  
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**I Looked at the inspection history of.....Home number 63 and these are my findings,**

**This home is owned by the same company as homes 33, 36, 41, 48, 49, 50, 54, 59, 60 and 62. (Please see our archive section for all reports)**

REGULATORS INSPECTION REPORT DATED JANUARY 16<sup>TH</sup> 2008.

THE REPORT. There was very little interaction or engagement between staff and residents. Staff should have training in the culture of the residents who are all white British as most of the staff come from many other cultures and training may help them engage with residents.

**My Comments, Many residents in this home have dementia and I rate compassion and communication as the two most essential quality's that are needed to care for these residents. When someone is confused or frightened or just lonely, the power of words can make so much difference. For example I cared for a lady who started to look for her children every time the Telephone rang and I realized she thought it was an air raid and I reassured her. All it took was a few words to make the world safe for her.**

THE REPORT, FOOD AND ACTIVITIES, Residents can be assured they will receive a wholesome balanced diet in congenial surroundings. Some residents chose to eat in their rooms and attractively set trays were brought to them. On the two dementia units this was not the case, it was apparent many of these residents needed supervision or assistance to eat and drink and were left unattended in both the dining rooms and in their bedrooms. Drinks were not available. There was little evidence of activities other than a sing along taking place during the inspection.

**My Comments, The first two pages of this section give a totally misleading impression, stating residents can be assured of receiving a well-balanced diet gives the impression they get food in their mouths. I**

**had to delve to the back of the section to find the negative reality. If during an inspection when everyone is making more effort than usual and still the majority is not getting food and drink, then alarms bells should sound because without food and drink you die. However this section is graded as good and fully meeting requirements which beggar's belief. The inspectors are more intent on how attractively the tables are set and what choice of food there is and even though they note most residents need help to eat at all and are not given that help they do not think it impacts on the quality of their diet.**

THE REPORT. COMPLAINTS AND PROTECTION. This Area is excellent. There is a robust complaints procedure. All complaints are taken seriously and adult safeguarding alerts made as required. This was supported through discussions with staff and relatives. All staff are trained in adult protection.

**My Comments, I note this is relation to what subsequently happens in this home.**

THE REPORT, MANAGEMENT, This area is excellent, The manager runs this home for the benefit of residents and ensures residents receive a high standard of care.

**My Comments, I also note this in relation to what subsequently happens in this home.**

**This home is rated 3 STAR, EXCELLENT. It exceeds all requirements.**

**REGULATORS INSPECTION REPORT DATED 17<sup>TH</sup> OF AUGUST 2009.  
(One Year and Seven Months Later)**

THE REPORT, This Random inspection has been carried out after people contacted us directly about staff relationships having a negative impact on care in the home. Shift leaders had not undertaken dealing with confrontation and some staff had not been trained in equality and diversity. There were issues around the laundry service and the company has said they recognize how important an efficient laundry service is in delivering excellent care to residents. The organization has appointed, Dignity Champions. Speaking to staff it was apparent there were problems between different staff groups from different cultural and ethnic backgrounds. All

staff needs to recognize they are working in a home for vulnerable residents.

**My Comments, The staff are at war with each other and have divided into cultural groups, the residents are at risk. If the staff cannot respect each other what are doing working in a care home? Things are so bad that team leaders need training in dealing with confrontation between staff not residents. Those caught up in this war are highly vulnerable residents with dementia. The excellent manager and the excellent complaints procedure were not so excellent after all. The home did not consider this situation worth reporting as a safeguarding issue. The company considers the laundry a greater priority. I can only hope future inspections offer some protection to residents.**

**The Home Remains 3 STARS EXCELLENT.**

CARE HOME INSPECTION OF ITSELF, DATED 15<sup>TH</sup> OF OCTOBER 2009.

**(Two Months later)**

THE REGULATER SAYS, The last inspection was undertaken after we received many complaints about staff disunity and the quality of care; The Company has assured us that this has been addressed. The company has developed a marketing team and robust marketing action plan to reduce the impact of lower occupancy as a result of the local authority reviewing its policy on placements to the home.

**My Comments, Translation of the above amounts to, the regulator has been told by the company it has taken action on the concerns, the company has however taken ROBUST action when it comes to profit and a marketing team is employed. The local authority is not placing people in this 3 STAR EXCELLENT HOME because it is dire and that is the last thing the inspectors want to say. The inspector's state there is no call to inspect the home until December 2010. It remains a 3 STAR EXCELLENTLY RATED HELL HOLE in the meantime.**

**This is what inspections amount to, the CQC are not there to protect the vulnerable and that is why this charity is justified in exposing them and the companies they protect.**

**If any care company wants to donate to this charity our policy is, they can poke it, we serve the victims not the abusers and we are not and never will be for sale.**

**Eileen Chubb**