

Tales of the Un-Inspected.

Home Number 81

By Eileen Chubb

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The Local Authority recently moved more than 20 residents out of this 1 star adequate home, the CQC is NOW considering whether to close the home, and they should have considered that long ago. Another home owned by the same person is also alleged to be under scrutiny, that home also is rated 1 Star Adequate by the regulator.

I looked at the regulators inspections of this home to see if there were signs of the problems in the past.

The first report I looked at is dated October 2008,

It is noted that there are no activities, not enough staff; two of the three medication sheets had discrepancies. The home was shabby and smelt. Staff were employed without CRB checks, staff, relatives residents told inspectors there were not enough staff, they manager said there were, the inspector believed the manager. Lots of the shortfalls went back years.

The home is graded Zero Star Poor.

The next inspection takes place 5 Months later.

The homes self-assessment AQAA is used as evidence along with 2 surveys completed by residents and very little else.

There is evidence that there is not enough staff, activities rarely take place said those residents asked, medication is not checked but considered good based on a previous CQC pharmacy inspection. Staff tells inspectors there is not enough staff to meet resident's needs; residents say there is not enough staff.

The home is upgraded to 1 Star Adequate.

The Next inspection takes place 4 Months later in July 2009.

This inspection is only taking place as the result of the Local Council

raising concerns about medication administration and wound management. The staffing levels are beginning to show on both the staff and in the lack of care. The home has not reported other safeguarding issues raised by the Local Authority.

Now the care plans are found to contain poor records of care in relation to pressure, manual handling, and many other areas.

The home remains 1 Star Adequate.

The next inspection in September 2009 and considers the home to be improving in many areas but based on scant evidence. Where evidence is available it points to no improvement. The staffing levels remain unchanged as the residents needs have not been assessed. Medication and care plans show no improvement and the home are found to have not reported safeguarding concerns yet again. One resident spoken tells inspectors the heating is turned off at times. The owner has produced an action plan to improve things.

The home remains 1 Star Adequate.

The next inspection takes place 4 months later in January 2010.

By this stage the staffing levels are resulting in such poor care the Local Authority step in and provide staff. There are so many concerns about the poor care and neglect that CQC have to inspect again and listed all the things that are wrong and have been wrong for years.

The regulator says the last time they inspected they saw improvement but this has not been sustained, because there never was any improvement and action should have been taken.

Fortunately the Local Authority acted whilst CQC dithered, no mention is made of possible enforcement action, it is only after all the residents are moved from the home that CQC say they are considering closing the home, too little way too late yet again.