

**Tales of the Un-Inspected  
Home Number 85  
By Eileen Chubb  
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**This Home is owned by the same company as home 75.**

**On the CQC web site this home is listed twice, first as a new service not yet rated, and secondly as a 1 Star adequate service. The CQC have wiped the inspection history of this home. I obtained the inspection reports from a source other than the regulator charged with providing the public with reliable information.**

**I believe the public have a right to know all the facts about a home and when the regulator withholds vital information they put the interests of the care provider before the protection of the vulnerable.**

**Inspection report September 2007.**

**I found evidence throughout this report that there are such low staffing levels that even the most basic care is not being provided. This home is residential and is charging between five hundred and a thousand pounds a week, this is very expensive given it is not providing dementia or nursing care. The home is in a care village with several homes and a domiciliary care agency all owned by the same company, this care agency seems to have been set up in order to bleed even more money out of people paying extortionate rates for their care already.**

**Residents with pressure sores were found to have no action taken to prevent them or stop further deterioration. There were large stockpiles of medication. One resident is found to have medication in her room and when inspectors ask why they have not taken it, the residents say it is not theirs which is found to be the case.**

**It is noted that two people have raised concerns directly with the regulator who takes no action other than to ask the home to investigate them, the home of course finds itself not guilty but fails to record why.**

**There was no evidence that residents who needed help to eat and drink**

were provided with that help.

The staff are highly thought of by relatives and residents but there is just too few of them. Many residents spend all day in their rooms, some remain in their night cloths, and this is what happens when there is too few staff to care for too many residents.

There were concerns about the heating system which was left on all summer. Fire safety checks were not carried out. Activities and outings were not provided as promised in the brochure. The home was not always clean.

The Next report is 11 months later in August 2008.

The home has now increased its charges from a minimum of five hundred to between six hundred and thirty to a thousand pounds a week. Now even more residents are receiving basic care at an additional charge from the companies on site care agency. A resident tells inspectors he is worried about his money running out if he needs to get help with care in the future. These people are already paying for their care, yet they have been defrauded of more money if they want extras like feeding or washing by the continued use of a care agency scam and nothing has been done about it.

The staffing levels remain the same. Medication is not being given as prescribed. Wound care was poorly documented.

People who needed physiotherapy were charged extra for the service but not given any choice but used the homes contracted physiotherapist. Residents had dirty teeth and glasses. Other than a list of activities there was little evidence of any activities, residents asked said little went on and they were bored.

The home dealt with complaints in a secretive and defensive manner, one complaint about a residents weight loss was denied without investigation. Residents asked about making a complaint said they would not if they could help it; they talked to each other as they never got any feedback if they raised issues. Some residents said I am not ok here. One person was seen in their room wearing a coat they said they were cold. The heating system is still faulty.

The home was dirty in places. Staff were working 12 hour shifts and some were working excessive hours without time of. There are numerous comments from residents and relatives about how good the

**staff are but that they are always rushed of their feet. Staff said there were not enough of them. A resident said it was a real treat to have the inspector to talk to.**

**Recruitment information was not available for all staff as they may have been employed on other homes on the site.**

**There were two recent deaths in the home that was not reported to the authorities as required. Resident's financial accounts were not in good order with errors occurring.**

**The home is graded 1 Star Adequate.**

**The next inspection is 10 months later in June 2009.**

**The same poor staffing levels are still resulting in the same level of poor care. The costs have increased again.**

**Pressure sores are still poorly documented.**

**More people are being charged extra for help to eat and wash and the home has still not told people this before they move in.**

**The home is dirty and in particular the area where food is served is filthy and placing residents at risk.**

**Care staff are working in isolation because of the homes layout and people are still condemned to solitary confinement in their rooms. Furniture and chairs were dirty and worn. The home and kitchen being filthy was considered by inspectors as a disregard of people's dignity, if you die of food poisoning it is not your dignity that has suffered.**

**One person identified at risk of pressure sores was told to let staff know if he was aware of any, which indicates he was not given assistance with personnel care at all as staff would be able to monitor his skin if that assistance was given.**

**A resident says they have got used to not asking for things as there is no staff available. That sums up this so called care home.**

**The home remains one star adequate.**

**The next inspection takes place 11 months later in May 2010,**

**The staffing levels are the same. Staff have raised concerns about the home but what these concerns were is not disclosed to the public.**

**The pharmacist inspector found areas of poor practice in medication management. Controlled drugs were not signed in.**

**The food servery area had been refitted but dirt was beginning to build up again.**

**Care plans were found to contain no information about identified needs. Healthcare needs are not recorded to give the correct care and yet inspectors delete this requirement saying it has been met.**

**Social services have stepped in to monitor the home so they must be concerned enough to send in their own staff.**

**The home is still charging people for care from the company care agency and the staff from this agency fall through the loop hole when it comes to information about recruitment checks and training.**

**There is no evidence that activities are any better and one person says they would like the occasional experience of going to the shops. The activities organizer is doing her best but is not given enough time as she covers several of the homes on the site.**

**The home was asked to investigate a complaint about its past failures to investigate complaints, which is perverse.**

**It is stated all outstanding requirements have been met and that is just not true as it is totally contradicted by the evidence.**

**This home has been re-registered; the problems that have gone unchecked for years have been ignored in order to do so. If I was placing a loved one in this home I would want to know all the above listed information.**

**Eileen Chubb**