

**Tales of the Un-Inspected  
Home Number 98  
By Eileen Chubb**

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**This home is owned by the same company as homes 29, 35, 40, 42, 45, 46, 51, 55, 61,**

**I found the following information in the 2008 inspection report for this home.**

**Inspectors receive an anonymous complaint that residents are not given food or drink at night and that there are not enough continence supplies.**

**A resident and member of the public raised concerns about the attitude of staff in the home.**

**There are concerns there are not enough staff overall.**

**Staff needs to be aware of the whistle-blowing procedure and be confident they can use it.**

**The inspectors do not uphold the concerns but this judgment is mainly based on what the home manager tells them.**

**Ten months later another emergency inspection is carried when the regulator is told by Social services that there are serious concerns about medication, these concerns are extensive and the medication is a total mess, in short medication is missing, or been given in the wrong dose, or not given to the right person.**

**The next inspection takes place three months later,**

**Residents do not have enough food as stocks not available. (This is a multi-million pound company) This concern was raised over a year ago and not upheld by inspectors yet it has been borne out to be true, so for**

**over a year people have endured a situation that could have been put right if inspectors had listened to the concerns and not the home manager's denials.**

**Medication is still open to abuse except on one unit where all is well.**

**Whilst inspectors were in the home a resident was locked outside, staff were unaware they had gone outside.**

**It is found there is not enough staff. (This was also raised a year ago but not upheld)**

**The home has to be inspected again 12 weeks later as more concerns about the care are raised. Medication is a complete shambles and still unaccounted for and open to misuse.**

**The last inspection report is four months later, the CQC up the stars from zero to one star, but the local authority are a bit fussier and will not place anyone in the home.**

**I can find no evidence to support the inspector's assertions that medication has improved if anything all the evidence points to the opposite. There is one unit within the home that has not been involved in the problems.**

**I received information that staffing levels were too low, that some staff had a poor attitude and that staff morale was really low.**

**I visited the home, I noted that two staff on the ground floor was standing chatting and that very loud pop music was being played, I also noted a strong smell of urine on the ground floor.**

**I was only shown the 1<sup>st</sup> floor but indications on the ground floor showed cause for concern. There was one unit out of the two upstairs where people seemed well cared for, the residents seen on the other unit upstairs looked dirty and had creased soiled clothing. I noticed one male resident who was struggling to eat and said he had lost his dentures to passing staff who did not respond. He was wheeled out of the dining room a short while later with most of the food still on his plate and a large quantity of food in his lap.**

**In a back lounge area on the left side of the building there was a small lounge where two female residents were sitting in wheelchairs, the lights were off and curtains drawn shut, they were both unhappy to be sitting in the dark and asked me to open the curtains for them, which I did.**

**In another larger lounge there were around a dozen residents, one lady was removing her clothing, the nurse showing me around attended to her and said she came from downstairs and she did not know her.**

**All the carers upstairs were dashing around very busy, they were all very young. I was told that staff does not stay in the home long. I saw some very good staff doing their best but some very poor care given by others.**

**Eileen Chubb**