

Melville House Care Home
The facts
By Eileen Chubb ©

The current rating for this home is inadequate and, on the surface, this appears to be CQC identifying poor care. The real story however is how **long** this poor care has persisted for. The below pictures are screen shots of this care homes history.

Compliance

Edgbaston Health Care Ltd Melville House	
Region:	West Midlands
Location address:	68-70 Portland Road, Edgbaston, Birmingham, West Midlands B16 9QU
Type of service:	Accommodation with personal care and nursing
Date the review was completed:	4 February 2011
Overview of the service:	The service provides accommodation with personal care and nursing to elderly persons.

What we found overall

We found that Melville House was not meeting one or more essential standards. Improvements are needed.

The summary below describes why we carried out the review, what we found and any action required.

Why we carried out this review

We carried out this review because concerns were identified in relation to:

- Care and welfare of people who use services

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 4 February 2011, observed how people were being cared for, talked to people who use services, talked to staff, checked the provider's records, and looked at records of people who use services.

What people told us

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Melville House was meeting all the essential standards of quality and safety inspected.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 2 May 2012, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

We visited the service on 3 May 2012. We spent five hours in the communal areas of the home observing how people were care for. Most people did not have the health or ability to talk with us. We used a number of different methods to help us understand the experiences of people using the service. Some of the people we spoke with were not able

We are the regulator: Our job is to check whether hospitals, care homes and care services are meeting essential standards.

Melville House

68-70 Portland Road, Edgbaston, Birmingham,
B16 9QU

Tel: 01214557003

Date of Inspection: 22 October 2012

Date of Publication: January
2013

We inspected the following standards in response to concerns that standards weren't being met. This is what we found:

Respecting and involving people who use services	✓ Met this standard
Care and welfare of people who use services	✓ Met this standard
Staffing	✗ Action needed

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Melville House

68-70 Portland Road, Edgbaston, Birmingham,
B16 9QU

Tel: 01214557003

Date of Inspections: 07 January 2014
02 January 2014

Date of Publication: April
2014

We inspected the following standards as part of a routine inspection. This is what we found:

Care and welfare of people who use services	✘ Action needed
Meeting nutritional needs	✘ Action needed
Safeguarding people who use services from abuse	✘ Enforcement action taken
Safety and suitability of premises	✘ Action needed
Staffing	✘ Action needed
Assessing and monitoring the quality of service provision	✘ Enforcement action taken

Services are meeting essential standards.

Melville House

68-70 Portland Road, Edgbaston, Birmingham,
B16 9QU

Tel: 01214557003

Date of Inspection: 01 May 2014

Date of Publication: June
2014

We inspected the following standards as part of a routine inspection. This is what we found:

Care and welfare of people who use services	✘ Action needed
Meeting nutritional needs	✘ Action needed
Safeguarding people who use services from abuse	✘ Action needed
Safety and suitability of premises	✘ Action needed
Staffing	✘ Action needed
Assessing and monitoring the quality of service provision	✘ Action needed

30-701 Grand Road
Edgbaston
Birmingham
B16 9QU
Tel: 0121 455 7003
Website:

Date of inspection visit: 19 and 26 November 2014
Date of publication: 21/04/2015

Ratings

Overall rating for this service	Requires Improvement ●
Is the service safe?	Requires Improvement ●
Is the service effective?	Requires Improvement ●
Is the service caring?	Requires Improvement ●
Is the service responsive?	Requires Improvement ●
Is the service well-led?	Requires Improvement ●

Overall summary

This inspection took place on 19 and 26 November 2014. The visit was unannounced.

We last visited this service on 01 May 2014 when we found the home had breached six of the Regulations of the Health and Social Care Act 2008. In May 2014 we raised concerns about the home's ability to provide people with

November 2014 we found that significant improvements had been made in all areas. There were however still some shortfalls which meant people were receiving a service that would not consistently meet their needs and which continued to require improvement.

Melville House is a nursing home and can provide nursing

Birmingham
West Midlands
B16 9QU

Date of publication:
14 June 2016

Tel: 01214557003

Ratings

Overall rating for this service	Requires Improvement ●
Is the service safe?	Requires Improvement ●
Is the service effective?	Requires Improvement ●
Is the service caring?	Requires Improvement ●
Is the service responsive?	Requires Improvement ●
Is the service well-led?	Requires Improvement ●

68-70 Portland Road
Edgbaston
Birmingham
West Midlands
B16 9QU

Tel: 01214557003

Date of inspection visit:
11 October 2016

Date of publication:
14 December 2016

Ratings

Overall rating for this service	Requires Improvement 
Is the service safe?	Requires Improvement 
Is the service effective?	Requires Improvement 
Is the service well-led?	Inadequate 

68-70 Portland Road
Edgbaston
Birmingham
West Midlands
B16 9QU

Tel: 01214557003

Date of inspection visit:
27 April 2017

Date of publication:
19 June 2017

Ratings

Overall rating for this service	Requires Improvement 
Is the service safe?	Requires Improvement 
Is the service effective?	Requires Improvement 
Is the service caring?	Good 
Is the service responsive?	Requires Improvement 
Is the service well-led?	Requires Improvement 

68-70 Portland Road
Edgbaston
Birmingham
West Midlands
B16 9QU

Tel: 01214557003

Date of inspection visit:
22 March 2018
28 March 2018

Date of publication:
01 August 2018

Ratings

Overall rating for this service	Requires Improvement ●
Is the service safe?	Requires Improvement ●
Is the service effective?	Requires Improvement ●
Is the service caring?	Requires Improvement ●
Is the service responsive?	Requires Improvement ●
Is the service well-led?	Requires Improvement ●

68-70 Portland Road
Edgbaston
Birmingham
West Midlands
B16 9QU

Tel: 01214557003

Date of inspection visit:
09 October 2018
10 October 2018

Date of publication:
04 January 2019

Ratings

Overall rating for this service	Requires Improvement ●
Is the service safe?	Requires Improvement ●
Is the service effective?	Requires Improvement ●
Is the service caring?	Requires Improvement ●
Is the service responsive?	Requires Improvement ●
Is the service well-led?	Inadequate ●

68-70 Portland Road
Edgbaston
Birmingham
West Midlands
B16 9QU
Tel: 01214557003

Date of inspection visit:
22 February 2019
25 February 2019
Date of publication:
01 May 2019

Ratings

Overall rating for this service	Requires Improvement 
Is the service safe?	Requires Improvement 
Is the service effective?	Requires Improvement 
Is the service caring?	Requires Improvement 
Is the service responsive?	Requires Improvement 
Is the service well-led?	Inadequate 

Melville House Inadequate

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Overall
Inadequate

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Safe	Inadequate 
Effective	Inadequate 
Caring	Inadequate 
Responsive	Inadequate 
Well-led	Inadequate 

Type of service

Nursing homes

Specialisms/services

Accommodation for persons who require nursing or personal care, Dementia, Treatment of disease, disorder or injury, Caring for adults under 65 yrs, Caring for adults over 65 yrs

[+](#) Our inspector's description of this service

This home has been failing since 2011 with only one inspection rated compliant. The failures noted by CQC for a period of 9 years are so serious

people's lives will have been at risk throughout this time period. I find it staggering that such poor care can have continued for almost a decade. This home is a snapshot of CQC as a regulator, the culture that acknowledges poor care is happening but lets it continue unchecked year after year.

There is much outrage at the BBC Panorama on Whorlton Hall and rightly so but this is something I deal with every day and Melville home like so many others tell us the scale of the humanitarian disaster that is the UK care system has caused. This is **not** a story about how much funding is poured into the coffers of the private care industry, this is about what care is provided in return for that money and what happens when that care is **not** provided.

We are the only voice that has raised this issue and like much of our work we challenge the myth that social care needs more money.

I ask the Edgbaston Local Authority how much public funding has been spent on care at Melville in the last 9 years: and how much has been refunded for the care that has **not** been provided?

What should not be forgotten is the people who have suffered that poor care.

Eileen Chubb