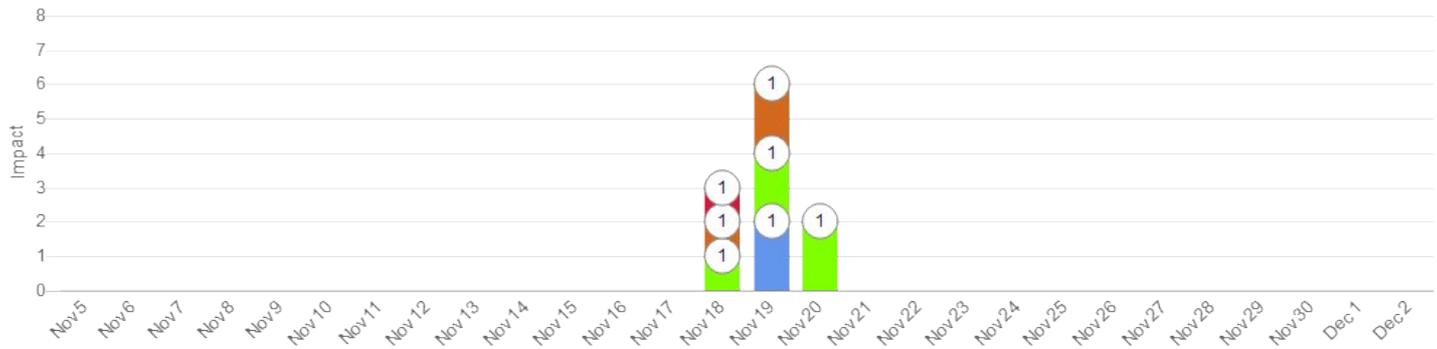


Care Home Case - An Other

Threads: 4 Records: 7



My visits to see dad.

#	Date	Completed by	Impact	Record
104	18/11/2017 10:00	An Other	1	Went to see dad. Took his newspaper, a crossword puzzle book he likes and a CD of his favourite music. He was still unwashed and in his pyjamas. He looked in a sorry state and was upset. No one had been to see him since breakfast. The tray hadn't been collected. Went to find a member of staff. Was told 2 people had rung in sick this morning and so they were short staffed. The manager isn't in today. Helped dad to dress and shave and he brightened up. There was a pile of washing in the linen basket. Very few clean clothes in his chest of drawers. Left at about 12.30 by which time I'd collected a cup of tea for him and a packet of biscuits. Lunch was going to be late. Afterwards rang my sister to tell her. She will be going tomorrow and will let me know how she finds things. - Impact 1

Calls to dad.

#	Date	Completed by	Impact	Record
106	18/11/2017 10:00	An Other	1	Rang dad to check if he was ok. He wasn't. He'd been helped to get into his pyjamas (there were no clean ones) but there had been no time to wash. He'd had his crossword book taken from him by one of the night staff who'd wanted something to do to fill his time. His washing hadn't been collected and lunch and dinner were both really late and very basic. Beans on toast for lunch and soup for dinner. Said that M knew things were not going well and she'd see him tomorrow and we'd talk about it. He was listening to his new music and enjoying it. - Impact 1

Conversations with staff at dad's care home

#	Date	Completed by	Impact	Record
105	18/11/2017 18:00	An Other	1	Rang the home to see if dad's washing was going to get done as there was little clean for him to wear and he was a stickler for

#	Date	Completed by	Impact	Record
				looking clean and tidy. Was told by B that he wasn't sure but would check it out and ring back. He said dad was fine and perfectly happy. No return call. - Impact 1

■ M's visits to see dad

#	Date	Completed by	Impact	Record
107	19/11/2017 10:00	An Other	2	Visited dad with my daughter S. His washing hadn't been done and he needed a few bits and bobs. S went off to do the washing at her home and to buy what dad needed. Dad was up but not dressed again. He said he wanted to do a crossword today but the book had been taken. His breakfast had just been toast and he hadn't been offered a drink since 7am. He was saying how unhappy he was as he couldn't get into a proper routine that he was used to. Everything had to work round staff and there weren't enough to do all that the residents needed. One of the other resident's visitors had spoken to him yesterday evening and he was very unhappy with the way things were run. His mother had been left in soiled sheets last week and she was getting bed sores. I saw red and went off to find a member of staff. I spoke to W who told me they were short of staff although they weren't supposed to say and the manager was on sick leave. I tried to find out who was in charge. He didn't seem to know. - Impact 2

■ Conversations with staff at dad's care home

#	Date	Completed by	Impact	Record
108	19/11/2017 15:00	An Other	2	Having heard from M about her visit to see dad today rang the home. I spoke with B who couldn't tell me who was in charge today. No one with that role was working today and 'it's the weekend'. No one was on call apparently. I asked what they'd do if there was an emergency and she said 'we'd just have to manage' Tomorrow someone called T would be working. She's the deputy manager. I should ring her tomorrow. - Impact 2

■ Calls to dad.

#	Date	Completed by	Impact	Record
109	19/11/2017 20:30	An Other	2	Spoke to dad and said I'd heard from M about her visit today. I asked what had been done for him today by staff. He said he'd had his meals and some drinks but the staff had too much to do and were in a state of panic. A couple of them had complained to him about M and had told him they were cross with her for being so challenging. Fortunately he didn't seem upset but pleased that M had been complaining. He said that things are 'just not right' and the staff could not cope with a serious problem. He was happy I'm going to speak to the deputy manager tomorrow. I am cross staff complained to dad about M who was just looking after his interests. That's unforgivable. - Impact 2

■ Conversations with staff at dad's care home

#	Date	Completed by	Impact	Record

#	Date	Completed by	Impact	Record
110	20/11/2017 09:30	An Other	2	Rang and spoke with the deputy manager and told her what had happened over the weekend. She said she already knew and that staff had reported it all to her when she came on shift. They were very unhappy with my sister who'd upset all the staff. She had already spoken to the owner. I asked who that was and she said she wouldn't tell me! She said I'd be able to find it if I went online. Very unhelpful. She told me that they'd decided the home didn't really suit dad and we'd be getting a letter asking us to find him somewhere else to live. She didn't want to talk to me about the weekend events but I could send them something in writing 'if you really want to'. - Impact 2