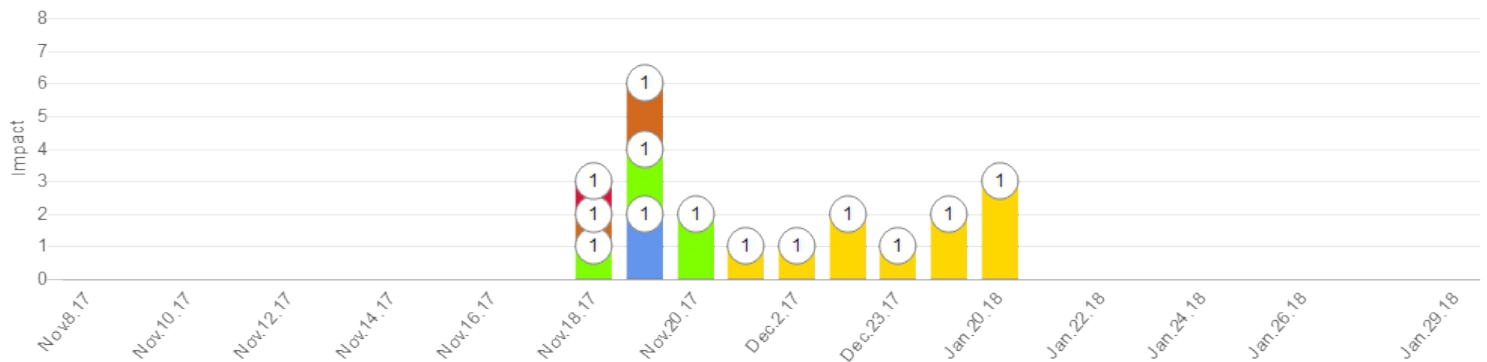


Care Home Case - An Other



Date/Time	□	Thread	Impact	Attachments
18/11/2017 10:00	104	My visits to see dad.	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.

Date/Time	□	Thread	Impact	Attachments
18/11/2017 11:00	106	Calls to dad.	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.

Date/Time	□	Thread	Impact	Attachments
18/11/2017 18:00	105	Conversations with staff at dad's care home	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 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.

Date/Time	<input type="checkbox"/>	Thread	Impact	Attachments
19/11/2017 10:00	107	 M's visits to see dad	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.

Date/Time	<input type="checkbox"/>	Thread	Impact	Attachments
19/11/2017 15:00	108	 Conversations with staff at dad's care home	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.

Date/Time	<input type="checkbox"/>	Thread	Impact	Attachments
19/11/2017 20:30	109	 Calls to dad.	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.


Date/Time	<input type="checkbox"/>	Thread	Impact	Attachments
20/11/2017 09:30	110	 Conversations with staff at dad's care home	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'.

Date/Time	<input type="checkbox"/>	Thread	Impact	Attachments
01/12/2017 09:30	335	 Making a complaint to the care home	1	

Having not received an acknowledgement of my complaint (and also not having received a letter or email from the home giving dad notice to leave) I telephoned and spoke with JB the office manager. She told me the service manager "is out" and said she couldn't help me but to ring back tomorrow when the manager would be in. I asked her about their complaints procedure but she said to ask the manager. I re-sent my complaint email with attachment requesting an acknowledgment and details of their complaints procedure.

Date/Time	<input type="checkbox"/>	Thread	Impact	Attachments
02/12/2017 11:00	336	 Making a complaint to the care home	1	cdv_photo_002.jpg Image

Rang the care home again as per JB's suggestion yesterday. Neither JB nor the service manager is in today. Asked CD if the manager's absence was planned or unexpected. The reply was "How should I know". Did some research online and have found a company called XY Ltd owns the home and one other. It's got 2 directors Mr and Mrs K. I've downloaded the latest company accounts. It's made a loss of just under £50,000 in this year and just over £40,000 the year before. I've got the registered address for the company which looks like an address for a private residence. It's an expensive house in a wealthy part of the city. I've typed a letter of complaint attaching the downloaded chronology from the app. I've added reference to my attempts to complain and the lack of any response. I've confirmed what we've told staff about dad leaving and moving to a new home on 9/12. I've asked for a refund of part of the fees as we've paid for the whole month, plus a refund of fees to take account of the poor care he's had. I've sent the letter by post recorded delivery today.


Date/Time	<input type="checkbox"/>	Thread	Impact	Attachments
09/12/2017 10:30	337	 Making a complaint to the care home	2	

We went to collect dad to take him to his new home. He hadn't been offered any breakfast (just a cup of tea at 7am made by one of the night staff) or any help to get ready. Some of his clothes which had gone to be washed hadn't been returned. My sister went off to find them and came back with a pile of dirty washing. We got his suitcases packed and put his other things in boxes and started to load up the car. We were coming and going for about an hour because dad kept asking for things which were his and we had to go and look for eg his radio, some books and even his shaver. The radio was in the staff sleep over room. No-one other than the cleaner spoke to us or dad the entire time we were there. As we finally left I knocked on the office door to tell them we were going and to say I


thought we had everything but to let us know if they found anything of dad's. Dad was standing beside me and said goodbye but no one replied. I asked if the manager was in but was told she wasn't. I asked if the owners Mr and Mrs K had got my letter and would be investigating our complaints and was told they didn't know.

Date/Time	□	Thread	Impact	Attachments
23/12/2017 10:30	334	 Making a complaint to the care home	1	cdv_photo_001.jpg <div style="text-align: right;">Image</div>

We are urgently looking for a care home for dad but have decided to complain to the home about the quality of care he's been receiving and the way in which our verbal complaints were dealt with by staff when they were raised. No letter or email has been received from the care home giving dad notice so I'm not sure who to write to. I'd asked for information about who owns the home but was told to find it online. In the first instance I have sent an email (copy attached) to the manager complaining and attaching a copy of the chronology of events produced by this app. I've detailed the matters of concern and asked that it be looked into. I'm asking for an acknowledgment of the poor care he's received and reimbursement of some of the fees paid as the care has been inadequate at times. I've found out who the other resident is who's been having problems and have contacted her son to find out what he's doing about it.

Date/Time	□	Thread	Impact	Attachments
02/01/2018 10:00	338	 Making a complaint to the care home	2	

Telephoned the home as there hadn't been any reply to my letter or emails. Asked to speak to JB but was told she had gone as had the deputy manager. A new manager would be starting next week. Asked if the owners ever came to the home and was told Mr K came occasionally. Rang and spoke to the son of the other resident who had been experiencing poor care. He is going through the same process and "getting nowhere". He's going to see a solicitor about it. His mother has moved to a new home and when he'd gone to collect her a member of staff had let slip that she was the sixth resident to leave in the past 3 months.

Date/Time	□	Thread	Impact	Attachments
20/01/2018 15:30	339	 Making a complaint to the care home	3	

Having still heard nothing from the home went with my sister to the registered address of the company. It was a private residence. There was a car outside and children playing in the back garden. Went to the door which was answered by Mrs K. I said who I was and asked her if she'd got my letter of complaint. She called out to her husband and said "It's the woman who's written that complaint". Mr K appeared shouting "How dare you come here. It's our family home. Get off my property or I'll call the police. It's harassment". I said I just wanted to know they'd get the complaint investigated and reply. I said they had to do that. Mr K said "We don't have to do anything" and came out of the house shouting at us to leave. He was very aggressive and pushed my sister who fell to the

ground. She got up and we walked away, both feeling intimidated. She's got a bruise on her knee and some grazes which she is going to photograph. There's no way our complaint is going to be taken seriously by the company after this incident. We will have to take it further through the ombudsman and in addition to the original complaint about dad's care, add a further complaint about the appalling way we've been treated and the complaint ignored by the home. My sister is also thinking about reporting the assault to the police.