Inquiry into regulation of care for older people

Mrs K Townsend

Can we be confident that the regulatory system is picking up on care services where the quality of care is poor?

No, from my family’s experience, after my mother’s accident in 2009, the home, please see case details at the end of my reply, wasn’t reported to be of poor quality until almost two years later.

Are there any particular weaknesses in the current system?

Yes, many. My sister was fobbed off month after month, with letters saying her case was being dealt with but it would seem that the file was left in an officer’s in tray and was ‘overlooked’ due to illness, holidays and staff changes. There seems to be a closing of ranks between the commission and the care providers, stating that although the management were poor, the staff adequate and the overall score was adequate.

Does the system adequately take into account the views of service users?

No, I don’t believe they or their families are asked regularly

Does the registration and regulatory system provide an appropriate basis for the regulation, inspection and enforcement of integrated social and NHS care in the community?

No, there seems to be a total lack of communication between the services. An MHRA alert had been issued regarding safety belts on bathing equipment, and there was and, I believe, still is nothing in place to follow up whether any notice is taken of these alerts. I also feel that the home was reluctant to call out the local GP when accidents/ incidents occurred, are they charged for call outs? There are also lack of communication between the commission and the Police Service and the Procurator Fiscal.

Commission care complaint – 2009299254
Mrs Catherine Clark
Belgrave Lodge Edinburgh

If you require any further information, please don’t hesitate to contact me.

Mrs K Townsend
20 August 2011