

Begin forwarded message:

From: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx@xxxxx.nhs.uk>

Date: 13 February 2015 10:51:45 am GMT

To: "roy.lilley@nhsmanagers.net" <roy.lilley@nhsmanagers.net>

Subject: Care homes

This is an extract form the CQC report for the care home that my Mum-in-law is in:

“Staff told us they believed there was not enough staff on duty and that they were "very busy" and unable to spend any "quality time" with people.”

The regional manager told us staffing rotas were planned in advance and sufficient numbers of staff were planned for each shift to make sure people's care and support needs could be met. She said the difficulty was when staff phoned in sick just before their shift began. She said other staff and agency staff were then contacted to cover but sometimes it was not possible to get staff to work at such short notice.

The provider may find it useful to note that contingency arrangements to respond to staff shortages were not always effective which meant essential standards of quality and safety may not be (is it or isn't it??) maintained.”

They were assessed as meeting the standard on “Care and treatment was planned and delivered in a way that was intended to ensure people's safety and welfare.”

I am speechless....nearly!

Xxxxxxxxxx xxxxxxxxxxxxxxx

“NHS Change Day – It is not just a day it is a state of mind!”