

HOW TO SPOT IF YOUR LOVED ONE IS BEING NEGLECTED IN A CARE HOME

It can be harder to identify neglect that your loved one is suffering from. Neglect in a care home setting is normally as a result of under staffing, staff lacking specialist knowledge and sometimes because of poor management.

The effects on your loved one can be devastating for both their mental and physical health.

When you go to visit your loved one, in a care home, sometimes you can feel that something is wrong but you don't really know what it is.

I always advise my clients to look out for the following things:

1. Does the home look dirty?
2. Does the care home smell. If you smell strong urine, or the smell of faeces, when you visit it is very likely that the residents are not having their basic care needs met. It is very important if residents are incontinent, that their incontinence wear is changed regularly to avoid the risk of them developing bed sores. It can also dramatically affect how your loved one feels about themselves.
3. Weight loss. Do you think that your loved one has lost a lot of weight? When you visit at meal times are they given assistance when they need to eat or is the food left for them or out of reach. If your loved one is losing weight you need to ask the care home whether a General Practitioner has been called in to investigate the cause of this weight loss.
4. Is your loved one thirsty? Have they been provided with a drink and are they encouraged to drink? Is water or juice being provided for your loved one, are they being reminded to have a drink by the carers to make sure they are drinking enough? Look and see if water has been placed within their reach.
5. Are call bells answered quickly by the staff? Look to see whether residents can actually reach their call bell to call for help when they need it. Has it been explained to a resident that if they press that call bell they will be helped. For a person with dementia this may need to be explained every time they are left with the call bell as they may not be able to retain that information.
6. Medication errors. Due to errors at the care home, a loved one may suffer from an overdose of their medication or because they have not been given their medication their condition may have deteriorated. A care home also has a duty to ensure that their medication is reviewed regularly by their General Practitioner. If medication is not being reviewed a loved one may not be having the correct medication or support that they need.

7. Premises. When you visit your loved one are the doors security coded so that residents are supported when they come in and out of wards and floors dependant on their needs. Are fire exits in good condition so that residents cannot accidently walk through them, and fall sustaining an injury and are there looks on the windows in the care home to prevent residents falling out of the window.

The above are all factors that you need to consider when your loved one is in a care home to try and prevent them from coming to harm.

TALK TO TOLLERS

If you think that your loved one has been neglected in their care home, call our Specialist Veronica Male 01604 258137 who will be happy to listen to your concerns, offer advice, and discuss a potential claim with you. If we believe your claim has reasonable prospects of success we will be able to act for you on a 'No Win No Fee' basis.