



Purbeck Care

A residential home for people with learning disabilities.



Serious Case Audit

A report about abuse that happened there, and what needs to happen next.



Executive summary: Easy Read version.

The information in this document is in Easy Read format. There are still some difficult words and ideas. Many people will still need lots of help and support to understand it.

Purbeck Care



Purbeck Care was a residential home for people with learning disabilities. It was near Wareham in Dorset.

It was large enough for 52 people. 17 residents were from Dorset. The rest were from other counties.



Purbeck Care ran out of money and closed in October 2014.

What happened?



- **January 2011.** Concerns about Purbeck Care start to be reported.
- **July 2012.** A member of staff seriously hurt a resident. He was sent to prison because of what he had done.



- **November 2012.** A new member of staff (a whistleblower) reported more abuse and neglect. A number of other staff were involved in this abuse and neglect.

- **After November 2012.** An investigation about the whole home was started.



- **November 2013.** It was then decided that a 'Serious Case Audit' was needed. This is a summary of that audit.

Who wrote the Review?



- **Richard Corkhill**
Independent facilitator. With help from:
- Commissioners
(People who buy services for Dorset County Council, Borough of Poole, Bournemouth Borough Council and the NHS)
- Practitioners
- Dorset HealthCare University Foundation Trust
- Managers
- Care Quality Commission
- Police
- Fire services
- Ambulance
- Dorset Advocacy
- People First Dorset

Abuse that was reported.



- Physical abuse
- Verbal abuse
- Violence between residents
- Self-harm
- Financial abuse (stealing money)
- Neglect
- Kitchen not clean
- Care plans not followed
- Not enough access to health care

Learning points:

1. Reporting abuse

Staff and managers did not always report abuse when they should have done.



- If incidents are always reported, it is easier to spot when things are going wrong.

2. Safeguarding alerts

There is a "Multi-Agency Safeguarding Adults Policy". This is so that everyone who looks after disabled people know what to do about abuse.



- This policy needs to be looked at and made easier to follow.
- Make sure that Safeguarding training for staff and managers includes explanations of easily confused words and ideas.

3. Safeguarding Database

When somebody reports abuse, they phone Dorset County Council. A member of staff records the details on a computer.



- The way of recording the details needs to be better. At the moment, it can only search for the safeguarding history of a victim, not an address, like a care home.

4. Risk

- Train and support staff better, so that they can spot patterns of abuse in a home.





5. Whistleblowing

Whistleblowing is when a member of staff reports abuse in the place where they work. Staff at Purbeck did report abuse. This is a good thing.



- Services need to have clear rules about whistleblowing.
- Staff need to know about whistleblowing and feel confident about reporting abuse.



6. Sharing concerns

There is a Care Quality Monitoring Group for Dorset County Council. This is a good thing.

- If all of the concerns about Purbeck Care had been shared with this group, investigations may have happened sooner.



7. Communication



- The CQC and local commissioners need to share information.
- CQC needs to listen to local organisations as part of doing inspections.



8. Local services

Large numbers of people with complex needs living in big group homes is not a good thing. Residents at Purbeck Care were isolated.



- People need to be able to use facilities in their local community.



9. Creative services

It can be better and cheaper to arrange care in a 'Person Centred' way.

- There needs to be smaller, specialist homes for people with 'complex needs' to live in.
- Advocacy and independent Quality Checks are a good thing.



10. Emergency placements

- Dorset needs small, local services that can help people who are having a 'crisis' and cannot stay where they are living.
- People need good assessment and care planning in these places, so that they can feel better, and move on.
- This would prevent people going to large unsuitable places and staying too long.

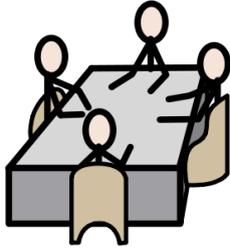


11. Advocacy

Advocacy charities have raised serious concerns about Purbeck Care for a number of years.



- We need to listen to these organisations more in future, and take action.
- Every resident needs access to advocacy.



12. Management

The directors of Purbeck Care handed over the management of the home to another company. This means that it was not always clear who was responsible.

- Commissioners need to be aware of how homes are managed.
- They need to know about problems that can happen if homes are not well managed.



You can find a link to the full version of the Serious Case Audit here:

<https://www.dorsetforyou.com/406421>