

We are the regulator: Our job is to check whether hospitals, care homes and care services are meeting essential standards.

Aberdeen House

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Date of Inspection: 05 August 2013

Date of Publication:
August 2013

We inspected the following standards as part of a routine inspection. This is what we found:

Respecting and involving people who use services	✘	Action needed
Care and welfare of people who use services	✘	Action needed
Management of medicines	✔	Met this standard
Staffing	✔	Met this standard
Assessing and monitoring the quality of service provision	✔	Met this standard

Summary of this inspection

Why we carried out this inspection

This was a routine inspection to check that essential standards of quality and safety referred to on the front page were being met. We sometimes describe this as a scheduled inspection.

This was an unannounced inspection.

How we carried out this inspection

We looked at the personal care or treatment records of people who use the service,

carried out a visit on 5 August 2013, observed how people were being cared for and talked with people who use the service. We talked with carers and / or family members and talked with staff.

Spoke with a visiting health professional.

What people told us and what we found

We spoke with five people who used the service and one of their relatives. People were generally positive about their experience of living at the home. People told us that they liked living at the home and that their care had been satisfactory. One person's comments were representative of what people told us. They said, "I'm well looked after but some carers are not as good as the others. When I ask for something they tell me to wait, but generally the carers are kind. I enjoy the activities we do. It passes the time." We observed two instances of care workers not being attentive to people's needs. On one of those occasions we heard a care worker tell a person who asked to be taken to another room that they had to wait.

People who used the service expressed that they were grateful for the support they had. They did not express that they had any higher expectations of the service. When we spoke with people about how they spent their time they told us that they found things to do that occupied them. We saw some people reading newspapers and magazines, doing puzzles, walking around and relaxing in the garden. People who were physically inactive had only very limited social or stimulating interaction with care workers. We found that was because the home's activities co-ordinator was on leave and there were not enough staff on duty to provide anything other than personal care or assistance with eating.

You can see our judgements on the front page of this report.

What we have told the provider to do

We have asked the provider to send us a report by 29 September 2013, setting out the action they will take to meet the standards. We will check to make sure that this action is taken.

Where providers are not meeting essential standards, we have a range of enforcement powers we can use to protect the health, safety and welfare of people who use this service (and others, where appropriate). When we propose to take enforcement action, our decision is open to challenge by the provider through a variety of internal and external appeal processes. We will publish a further report on any action we take.

More information about the provider

Please see our website www.cqc.org.uk for more information, including our most recent judgements against the essential standards. You can contact us using the telephone number on the back of the report if you have additional questions.

There is a glossary at the back of this report which has definitions for words and phrases we use in the report.