

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

Crown House Care

Crown Walk, High Street, Oakham, LE15 6BZ

Tel: 01572770301

Date of Inspection: 27 November 2013

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December 2013

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

Respecting and involving people who use services	✓	Met this standard
Care and welfare of people who use services	✓	Met this standard
Safeguarding people who use services from abuse	✓	Met this standard
Supporting workers	✓	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 27 November 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.

What people told us and what we found

We spoke with four people who used the service and two visiting relatives.

A person who used the service told us "everyone here is caring and helpful, and always respectful and careful. They give me as much privacy as possible. Everything is clean and kept nicely".

People told us they felt safe and that staff helped them to be as independent as possible. People chose how they spent their time and whether they took part in any of the activities available

A visiting relative told us that the service was "fantastic".

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

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.