

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

Oak House Residential Home

Pond Lane, Greetham, Oakham, LE15 7NW

Tel: 01572812647

Date of Inspection: 26 April 2013

Date of Publication: May 2013

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

Care and welfare of people who use services	✓	Met this standard
Cleanliness and infection control	✓	Met this standard
Management of medicines	✓	Met this standard
Requirements relating to 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 26 April 2013, observed how people were being cared for and talked with people who use the service. We talked with staff.

What people told us and what we found

We spoke with four people who used the service. They told us they liked living at Oak House. One person said " I like it here they are all friendly". Another person told us " I can talk to any of the staff, they are very good". There was a range of social and recreational activities on offer. One person told us they did at times get bored.

We observed staff interacting with people who used the service in a friendly and appropriate way. People appeared relaxed and were able to make choices about the way they received care and support.

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.