

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

Rutland House Community Trust

Willowbrook, Willow Crescent, Oakham, LE15
6EH

Tel: 01572771001

Date of Inspection: 12 February 2014

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

Consent to care and treatment	✓ Met this standard
Care and welfare of people who use services	✓ Met this standard
Meeting nutritional needs	✓ 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 12 February 2014, 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 two people who used the service. They told us they received the care and support they required and liked the staff. One person said "I love it here". We saw that people who used the service were relaxed and at ease when interacting with staff. Staff were extremely knowledgeable about people's individual needs. Staff were enthusiastic and motivated. They felt supported and told us they had received all the training they required.

People received a well balanced and nutritious diet. Staff knew about healthy eating and encouraged people to make healthy choices. Appropriate referrals were made to healthcare professional where risk was identified.

There were robust systems in place to assess and monitor the quality of service provision. This included seeking the views of people who used the service. Risk was assessed and managed appropriately.

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.