

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

Wisteria House Residential Home - Rutland

9 Ayston Road, Uppingham, Oakham, LE15 9RL

Tel: 01572822313

Date of Inspection: 10 October 2013

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November 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

Meeting nutritional needs ✓ Met this standard

Safeguarding people who use services from abuse ✓ 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 10 October 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 three people who used the service. They told us they liked living at Wisteria House. One person said "I think this is the best care home. Its exceptional". People told us they had confidence in the registered manager and in the staff. Interactions between staff and people who used the service where positive and respectful. People were occupied and engaged in meaningful activities. The atmosphere was relaxed and homely. People had choice and autonomy to make decisions.

Care and support was delivered in a person centred way. This meant that people's preferences and individual needs were respected. The registered manager communicated with and consulted with people who used the service on a daily basis. Staff recruitment procedures ensured that staff were only employed following pre employment checks. This minimised risk for people who used the service.

People told us they enjoyed the meals provided. All the meals were home cooked. The cook ensured that the menu reflected the needs and preferences of people who used the service.

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.