

Rutland House Care Home Limited

Rutland House Care Home

Inspection report

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Ratings

Overall rating for this service

Good



Is the service well-led?

Good



Overall summary

We carried out an unannounced comprehensive inspection of this service on 28 October 2014 and a breach of legal requirements was found. After the inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to submitting notifications about events and incidents in the home to the Care Quality Commission (CQC), in a timely manner.

We undertook this focused inspection to check the provider had followed their plan and to confirm they now met legal requirements. This report covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Rutland House on our website at www.cqc.org.uk

We undertook this unannounced focused inspection of Rutland House on 12 August 2015. Rutland House is a care home that provides accommodation and personal

care for up to 20 people. The service specialises in the care and support of older people who may be living with dementia. At the time of our inspection there were 16 people living at the home.

The service has a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have a legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run.

During this inspection we found the provider had taken appropriate action to ensure notifications they are legally required to submit to CQC were done so and in a timely manner.

The registered manager had ensured all staff at Rutland House were aware of the service's legal obligations about notifying CQC of events and incidents and how and when this should be done.

Summary of findings

Information about the process for submitting notifications was displayed in the home and easily accessible to staff.

The provider through quality assurance checks, ensured notifications were submitted to CQC in a timely manner when there had been an event or incident at the home.

Our own records showed the provider had fulfilled their legal obligations to submit notifications in a timely manner, following the last inspection.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

The service is well led. We found that action had been taken to ensure that notifications the provider is legally required to submit to CQC, were done so and in a timely manner.

We were able to improve the rating for 'Is the service well led' from requires improvement because we were able to see evidence, over time, of consistent good practice in relation to the submission of notifications.

Good



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Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This unannounced focused inspection was undertaken by a single inspector on 12 August 2015. It was done to check that improvements had been made by the provider after our comprehensive inspection on 28 October 2014. This is

because the service was not meeting a legal requirement at the time of that inspection. We inspected the service against one of the five questions we ask about services: Is the service well led?

Before the inspection we reviewed the information we held about the service. This included notifications the provider is required to submit to the CQC. We also read the written report we asked the provider to send us, setting out the action they would take to take to meet the regulation they breached at their last inspection.

During our inspection we spoke with the registered manager and had a telephone conversation with the provider. We also looked at records relating to the management of the service.

Is the service well-led?

Our findings

We inspected the service on 28 October 2014 and identified the provider was in breach of the regulation which required them to notify us (CQC), in a timely manner, of events and incidents that had occurred in the home. Specifically we found the provider had not notified us about abuse or allegations of abuse in relation to people using the service and the outcomes of applications made to deprive people using the service of their liberty. This meant CQC did not have up to date and accurate information about these events and incidents to give us assurance that the provider had taken all the appropriate action.

Following that comprehensive inspection the provider sent us an improvement plan in February 2015. They told us they had completed all the actions needed to meet the requirements of the regulation.

On 12 August 2015 we inspected the service to check whether or not the provider had taken all the action they said they would in their improvement plan. We found that improvements had been made in the way the provider notified us about events and incidents in the home, to meet the requirements of the relevant regulation.

The provider and registered manager had taken appropriate action to ensure all staff working at Rutland House were aware of the service's legal obligation to submit notifications without delay about specific events and incidents that had occurred there. Meetings had been held with all staff where discussions had taken place about the importance of submitting these notifications promptly. Staff had been reminded of the procedure that should be followed. The provider and registered manager were both clear about their responsibilities to ensure CQC registration requirements were being met, particularly with regard the submission of notifications.

The provider used their quality monitoring checks to ensure the service was meeting its legal obligations. As part of their quality checks, the provider reviewed records about events and incidents in the home to ensure that the appropriate notification had been submitted to CQC by staff.

Checks of our own records showed that, since our last inspection, the provider had been submitting notifications to us, in a timely manner. Records of events and incidents maintained by the service matched the information we held on our own records which indicated the provider was fulfilling their legal obligations as required.