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Quenby Rest Home

Inspection report

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Date of inspection visit:
13 October 2017

Date of publication:
15 November 2017

Ratings

Overall rating for this service	Inspected but not rated
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Is the service well-led?	Inspected but not rated
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Summary of findings

Overall summary

This focused inspection took place on the 13 October 2017 and was unannounced. We returned to this service, rated Good in all domains, because during the last inspection in April 2016, the provider had failed to ensure that the correct and most recent rating at the service was displayed on their website, nor in the home. This was a breach of regulation 20a of the Health and Social Care Act, 2008. Our return was to check that the provider was no longer in breach of this regulation.

Quenby rest home is a care home providing accommodation for up to 26 older people who may also have physical disabilities, dementia or sensory impairment.

At the time of inspection there was no registered manager at the service, however, a new manager was due to begin working at the home on the 16 October 2017.

A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

During this inspection we found that the provider was no longer in breach of Regulation 20a of the Health and Social Care Act.

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 provider had taken action to correctly display the current service rating.

Inspected but not rated

Quenby Rest Home

Detailed findings

Background to this inspection

We carried out this focused inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements of regulation 22 of the Health and Social Care Act 2008, to ensure that they had displayed the rating of the home in a public area.

The inspection was unannounced, and took place on the 13 October 2017 by one inspector.

Is the service well-led?

Our findings

Providers are required by Regulation 20a of the Health and Social Care Act 2008, to display their most current rating any website maintained by or on behalf of service. The most current rating must also be displayed at the service conspicuously in a place which is accessible to all people using the service. In April 2016 the service was inspected and found in breach of this regulation.

During this inspection we found that the provider had clearly displayed current rating of the service on their website. However, we found that the rating displayed in the home was not in a conspicuous place, accessible to all people using the service. Instead it was placed outside the manager's office away from the front entrance where some people would not pass.

We recommended this display be moved to the front of the home to ensure that all those entering the home would be able to see it. Staff immediately acted to ensure this was done. Consequently, the provider is no longer in breach of Regulation 20a of the Health and Social care Act 2008.