

Press release

For immediate release: Monday, 31 July 2017

Leicestershire care home rated Outstanding by the Care Quality Commission

The Care Quality Commission has found the quality of care provided by Diamond House in Beaumont Leys, Leicester, to be Outstanding overall following an inspection in May.

Diamond House provides care and support for up to 44 older people a majority of whom are living with dementia. There were 40 people living at the home at the time of our inspection visit.

Inspectors found staff were caring and compassionate and people were being provided with safe, responsive, caring, effective and well-led care. A full report of the inspection has been published on CQC's website:

<http://www.cqc.org.uk/location/1-292722375>

Under CQC's programme of inspections, all adult social care services are being given a rating according to whether they are safe, effective, caring, responsive and well-led. Diamond House was rated Outstanding overall, Outstanding for being caring and responsive and Good for being safe, effective and well-led.

Rob Assall-Marsden, CQC's Head of Inspection for Adult Social Care in the central region said:

"Our inspection team was really impressed by the level of support given to those using Diamond House by a caring and passionate team, who put people at the heart of the service.

"People felt safe, staff were trained in how to protect people from abuse and knew what to do if they were concerned about the welfare of anyone using the service.

"During our inspection we saw staff who had the time they needed to support people safely. People were provided with assistance promptly and staff were always present in communal areas to help those in their care.

"People were encouraged to make decisions about their lives and care plans provided information for staff telling them what support people required, to ensure their independence.

"Those using the service and their relatives were very complimentary about their food and mealtimes were a social affair, enjoyed in a calm and relaxed

environment. The home was decorated and adapted to meet the needs of people living with dementia. The environment was interactive and enabled and encouraged people to take part in activities and perform tasks which provided them with reassurance and a sense of purpose. The garden was accessible and provided stimulation and interest and was used by people to relax and take part in activities.

“People were supported by very kind, caring and compassionate staff who went the extra mile to provide people with high quality care. The whole team was extremely passionate about providing people with support based on their individual needs and there was a strong culture at the service of treating people with dignity and respect.

“The provider had an effective quality assurance system in place, which included consultation with people using the service and their relatives to ensure the service delivered high quality care.

“All of this meant people received a high standard of care, which is why it has been rated Outstanding.”

Andrea Sutcliffe, Chief Inspector of Adult Social Care, said:

“The quality of care which our inspectors found here was exceptional and I am very pleased that we can celebrate the service’s achievements.

“An outstanding service is the result of a tremendous amount of hard work and commitment. I would like to thank and congratulate everyone involved.”

Ends

For further information, please contact Louise Grifferty on 07717 422917. Journalists wishing to speak to the press office outside of office hours can find out how to contact the team here: <http://www.cqc.org.uk/media/our-media-office>. Please note: the press office is unable to advise members of the public on health or social care matters. For general enquiries, please call 03000 61 61 61.

NOTES TO EDITORS:

Providers are required to display their ratings on their premises and on their websites so that the public can see their rating quickly and easily. For further information on the upcoming requirement for providers to prominently display their CQC ratings, please visit: <http://www.cqc.org.uk/content/display-ratings>

About the Care Quality Commission

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. We make sure health and social care services provide people with safe, effective, compassionate high-quality care and we encourage care services to improve. We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find to help people choose care.