



CQC ASC Inspections
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Your account number: 1-3580606655
Our reference: INS2-6119052521

Sharon L Smith
Derbyshire House Residential Care
Derbyshire House
Station Road, East Leake
Loughborough
Leicestershire
LE12 6LQ

13 February 2019

**Care Quality Commission
Health and Social Care Act 2008
Inspection report**

Location name: Derbyshire House Residential Care
Location ID: 1-3580606655

Dear Mrs Smith

Please find enclosed a copy of our final report following our recent inspection of Derbyshire House Residential Care. Please make this report readily available for people who use the service.

We have also enclosed a one page summary of the inspection. Please share individual copies with all the people using your service, their families, friends and carers, and also with your staff, so they can easily see the quality of your service.

Your inspection report has been produced using our new approach to regulating and inspecting adult social care services. For adult social care services, part of this approach is the awarding and publication of ratings for each service, at both key question and overall location level. Ratings are awarded on a four-point scale; 'Outstanding', 'Good', 'Requires Improvement', or 'Inadequate'.

Ratings are awarded by comparing the evidence we gather during inspections with the characteristics of ratings we have published in the provider handbook and appendices. Ratings are awarded for each of the key questions inspected. We then use rules and principles to aggregate these five ratings into one overall rating for your location. For focused inspections, we will only award a new rating to the key question(s) inspected; for key questions not inspected, the previous ratings continue to apply.

Please note, focused inspections may now change an overall rating at any time after the comprehensive inspection, using a combination of any new ratings from the focused inspection and ratings brought forward from the last comprehensive inspection for key questions not covered in the focused inspection.

The table below shows the ratings your location has been awarded:

	Safe	Effective	Caring	Responsive	Well-led
Key question rating	Good	Good	Good	Outstanding	Outstanding

Overall location rating	Outstanding
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Challenging the rating(s)

A rating review involves checking whether or not CQC followed its published methodology (the guidance in the provider handbook and appendices) in making judgements and awarding the rating(s). If you think that we have not followed the published process for arriving at and aggregating the ratings you can request a review.

To do so you must first tell us within 5 working days of the publication of your report that you intend to request a review using this online form:

<http://webdataforms.cqc.org.uk/Checkbox/IntentionRequestReviewRating.aspx>

You will then receive an email with instructions on how to submit your full request for review.

Please note that a rating review does not involve a reconsideration of the evidence and ratings awarded, unless we find the process has not been followed.

You can only request a review of ratings once after each inspection. Please note that requests for reviews of ratings can lead to ratings being changed 'downwards' as well as 'upwards', or they can remain the same.

We will publish the inspection report on our website shortly.

When we have published this report you can see the contents and download a PDF version by clicking on this link:

www.cqc.org.uk/directory/1-3580606655

Once published, you can see this at any time by following these steps:

- Go to the CQC website www.cqc.org.uk.
- Click the appropriate tab for your type of service.
- Type in the name of your provider or location – if it appears automatically, click on it to jump to your profile page or click the 'search' button.
- Click on your location, your report will be on your profile page.

You must also display your CQC rating 'conspicuously' and 'legibly' in each and every premises where a regulated activity is being delivered, in your main place of business and on your website(s) if you have any, where people will be sure to see it. This is a legal requirement from 1 April 2015. For further guidance on how to display your CQC rating, please click on this link:

<http://www.cqc.org.uk/content/display-ratings>

If you have any questions about this letter, you can contact our National Customer Service Centre using the details below. Please quote our reference number (INS2-6119052521) to avoid delays in processing your request.

Telephone: 03000 616161

Email: HSCA_Compliance@cqc.org.uk

Write to: CQC ASC Inspections
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Yours sincerely

Sally Freeman
Inspector, Adult Social Care

Enclosed:

- Final report
- Report summary