

Statement regarding CQC report, January 2018

"The health, safety and wellbeing of residents is our number one priority. We are pleased with the positive feedback we received from the CQC regarding the quality of care at the home, with our staff team upholding good safeguarding principles, dignity and compassion in care, and safe handling of medication, but we were disappointed with the areas highlighted as requiring improvement.

We take all feedback from the regulator very seriously. A robust action plan is in place at the home and we are working closely with the CQC to address the concerns raised.

Since the inspection our senior management team, including our new Home Manager, have taken a number of steps to address the points raised by the CQC. These steps include the implementation of a comprehensive staffing review and the appointment of a dedicated Training Coordinator.

Many of the changes already implemented are working towards addressing the concerns identified by CQC. We are pleased with the progress we are making, and we look forward to welcoming the CQC back to the home in the near future."