

Our response to the CQC report published August 2015

We would like to expand upon some of the comments made by the Care Quality Commission:

- 1) Although the highest rating a home can be awarded by the CQC is “Outstanding”, the CQC guidelines state that if a home does not have a registered manager, the highest rating that home can be awarded is “REQUIRES IMPROVEMENT”.
- 2) Our Manager – Julie Bees, has been with us for 3 years in the role of business manager. In February 2015 she applied to the CQC to be registered manager, (our previous registered manager having left). We have diligently followed the set processes for application.

So whilst CQC are correct in stating that we did not have a **registered** manager at the time of their inspection, we did have a very experienced manager who is totally familiar with the running of the home.

- 3) CQC state that the early inspection was due to receiving complaints from **one** complainant only. We were disappointed that CQC visited us before we had had time to fully respond to this.
- 4) We would point out that our care home is purpose built over 2 floors and at the time of the inspection we had only opened the ground floor.

We will however be opening our 2nd floor as a specialist residential unit in the near future.

- 5) With regards to staffing, when CQC carried out their inspection they visited on 4 different days and viewed our staffing levels both at the time, and historically and they found no issues with our staffing levels

If you would like to discuss this in any further detail, please feel free to contact us: julie@stgeorgesnursing.com