

December 2019

Following the inspection carried out by the Care Quality Commission on 24th September 2019 and 26th September 2019 whereby the home was disappointedly rated overall as requires improvement; we as a team have taken on board the feedback and implemented lessons learnt to address the areas where CQC felt that we could make improvements.

We hope the actions detailed below give you assurance that we are a Responsive, Effective and Caring provider which CQC did confirm by rating these three areas as Good and stating within the report that:

- Responsive – this means that services met people's needs
'People's needs were met through good organisation and delivery'.
- Caring – this means that the service involved people and treated them with compassion, kindness, dignity and respect
'People were supported and treated with dignity and respect; and involved as partners in their care'.
- Effective - this means that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.
'people's outcomes were consistently good, and people's feedback confirmed this.'

At Peartree Care Home, we learn lessons when things go wrong, we want the people we care for to have the best quality of life whilst with us and we recognise that we may not get everything right all the time, but the team work hard and work collectively to ensure that our residents are put at the heart of what we do. It was heart-warming and motivating to read the many fantastic compliments from staff, residents and relatives about our care home within the report.

At the time of the inspection and as seen throughout the inspection report, although the inspection team acknowledged and congratulated the care home's team for the many good observations they made, some gaps were seen in the method used by staff for monitoring the temperatures of the fridges in the dining areas. We were complimented on our comprehensive and person-centred care plans and risk assessments; however, the CQC inspection team also stated that we required improvement in the process used to monitor the health of one of our residents. This gap had already previously been picked up by the home's management and ongoing training was in place and the inspection team were confident even at the time of rating our home that when they re-inspect, this will have been improved. Due to these gaps which were noted under the 'safe' domain, and because these gaps were not put correct completely by the provider prior to the inspection, it was not possible to rate the service good in the 'Well led' domain. The areas noted by CQC as requiring improvement have already been resolved and we continue to check if the improvement is being sustained in the care home.

We hope the above gives reassurance that we are taking the rating of requires improvement very seriously. If you have any questions in relation to what we are doing to address the areas of concern please do not hesitate to contact me on 0802 488 9000 or email aditee.naik@excelcareholdings.com
Your views count.

Aditee Naik, Home Manager