

St George's Court Care
Home
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January 2024

Dear Families and Friends of St George's Court Care Home,

As of January 2024, we are providing an update, marking six months since the inspection of our home by the Care Quality Commission (CQC), in which the care home was rated as Requires Improvement in the areas of Effective, Caring and Responsive, and Inadequate in the areas of Safe and Well-led, with an overall rating of Inadequate.

First and foremost, it's essential to highlight that this is the only Excelcare home that has received an inadequate rating. Following the inspection, we have gained valuable insights and deeply regret any deviation from our usual high standards. We extend our sincere apologies for this oversight. We want to provide our assurance that our home now once again provides high standards of care and support to the people who live here. We extend our heartfelt thanks to our residents, their families, and our dedicated team for their unwavering support throughout this improvement journey.

While significant improvements have been made, we are aware that implementing lasting change takes time. We are committed to continuing our collaborative efforts with all parties involved to ensure the ongoing progress of the home, maintaining a high standard of care and quality of life for everyone who lives at St George's Court.

Our home will receive additional support for at least the next 6 months from our central Care Quality & Governance team. Furthermore, we are pleased to announce that we have new leadership in place, with leadership and guidance from two highly experienced Excelcare leaders; Jayne Masterson as our Regional Operations Director and Jayne Wardell as the Home Manager.

While we await CQC's return for a reinspection, it's important to note that the home has been and will continue to be inspected by Cambridge County Council (CCC) and the Integrated Care Board (ICB) as well. In their last inspection in December 2023, the CCC and ICB teams acknowledged the improvements made and agreed that the weekly improvement meetings could transition as per our mutual agreement, demonstrating their confidence in the changes.

After a careful decision to halt new move-ins to focus on improving our standards, we are now prepared to gradually resume admissions, ensuring a safe and effective process. Please don't hesitate to contact Jayne Wardell at jayne.wardell@excelcareholdings.com if you would like to arrange a viewing.

To provide further reassurance that our home is in a much better position than when CQC last visited in July 2023, we encourage you to visit our Facebook page. There, you can see the daily smiles of our residents, who are now leading fulfilled and happy lives in our home. We hope this glimpse into daily life at St George's Court gives you confidence in our home and our commitment to excellence.

We continue to work closely with CQC and Cambridgeshire County Council (CCC) to take forward improvements at St George's Court, and we want to assure you that your loved one's safety and wellbeing remains our top priority.

Thank you for taking the time to read our response. We are confident that our next CQC inspection will have a positive outcome. If you would like to discuss this report, please feel free to email our Care Quality & Governance team on cqt@excelcareholdings.com.

Yours sincerely

Sam Manning
Chief Operating Officer