

April 2024

As part of our promise to the people who live here and their loved ones, we continue to work in partnership with families, to support the people who live at St Fillans Care Home to enjoy meaningful days and an excellent quality of care, comparable to that which our team would give to their own families.

We would like to provide you with an update following the Care Quality Commission's (CQC) latest inspection report, published in November 2022, following their inspection in September 2022. In the CQC, the care home was rated as 'Requires Improvement', which is not acceptable by the standards that the Excelcare group expects. The report did not reflect the home as unsafe, and positive aspects of the service were also reflected throughout.

Since the CQC inspection was undertaken, we have provided several updates to the people who are living in the home and their families. We believe it is important that we continue to detail the progress that is being made and embedded within the care home. This letter, dated April 2024, serves as an additional update. Despite the 17-month gap since the inspection, the care home still maintains its CQC 'Requires Improvement' rating, whilst we eagerly await a revisit from the CQC for the possibility of this rating changing. We are very much looking forward to CQC revisiting the home, as we do feel the home is a Good home and that this will be reflected the their next report.

We hope that this letter gives you assurance that we really do put people at the heart of the care that we provide, by taking our responsibility as a trusted care provider very seriously. Ensuring that we deliver high quality care that empowers the people living in our home to lead a fulfilling live, one where they feel safe and involved in their care and how they choose to spend their day.

St Fillans is led by a very experienced, caring and dedicated management team, Anumol Thomas as the registered home manager and Sonia Varghese as the Care Manager. Both have the full support of our Regional Team, including myself as Regional Operations Director for Excelcare's Essex Region, and one of our Quality and Development Managers. The home is also being supported by key teams at our Central Support Office.

It is through this continued support, and through working in close partnership with the people who live here, their loved ones, and local professionals that many improvements have been made at St Fillans. This has been reflected in the wonderful feedback we have received from the people who live here, as well as their loved ones and friends. We are confident that we will continue to see improvements to both services and quality of life for the people who live at St Fillans.

During our surveys collected in December 2023, the people living at St Fillans said that they feel safe and supported, enjoy the food and activities, and feel they have a life well-live at the care home, with people sharing that the care home team, and person-centred care were among their favourite things about the home.

Relative's surveys reflected this, with 100% of family members sharing that they feel their loved one is treated with respect and dignity, that they are supported to make decisions about their care and support, care is coordinated well, and that they find the team to be friendly and caring. 100% of relatives also said that they would recommend St Fillans to others who were looking for a care home. Family members also comments on how friendly and welcoming the team is, while always maintaining a professional attitude.

At the time of writing, St Fillans currently holds a score of 9.6/10 with Carehome.co.uk. We would like to take this opportunity to share some recent reviews with you that reflect the improvements made within the care home.

“I found St Fillans Care Home very caring and friendly. The environment is clean, and staff are amazing. Management team is prompt and approachable. Good activity team which goes above and beyond. I am happy and so is my dad.”

K B (Daughter of Resident), March 2024

“Amazing, friendly home. Residents are well looked after. There are plenty of food choices every day. Carers go above and beyond, and the entertainment staff are always happy to help too. Highly recommend!”

M W (Daughter of Resident), March 2024

“Our mum has lived at St Fillans for almost 6 years and throughout this time the care and kindness of the whole team have been exceptional. The care home management team have supported our Mum wholeheartedly and are always available for a friendly chat and to share their experience and wisdom.

“The nursing and healthcare staff are just fantastic, so kind and caring. Without their compassion, skill and understanding of complex needs, Mum would not have thrived and overcome so many of the challenges that failing health can bring.

“A special thanks to all the nurses and healthcare staff within the Charter Hall Suite who support our Mum on a daily basis. Their kindness, empathy and dedication is appreciated beyond words. A final note of thanks to the wider Team at St Fillans who make Mum’s experience so great. With engaging activities, tasty food, and a flawless laundry and housekeeping service we could ask no more. Our thanks to everyone.”

J L (Daughter of Resident), March 2024

The St Fillans team continue to support people and their loved ones to enjoy a life well lived and make special memories together. We can see the positive impact this has by the wonderful moments of smiles and laughter, which is shared on the home’s Facebook page: www.facebook.com/StFillansExcelcare/



Thank you for taking the time to read our letter. We feel confident that our next CQC inspection will have a positive outcome. If you would like to talk about anything in the CQC report, or would like to find out more about our home, please feel free to email us at info@excelcareholdings.com.

Yours sincerely

Marianne Fleming
Regional Operations Director