Bury Lodge CQC Response Statement

Bury Lodge Care Home is committed to providing safe, compassionate, and high-quality care for all people who live with us. We believe it is important to give context to information taken from historic regulatory reports so that families and stakeholders have an **accurate understanding** of the service we provide today.

The CQC inspection report relates to a CQC inspection carried out in April 2020, approximately six years ago. Since that time, Bury Lodge Care Home has undergone **significant and sustained improvements** across all areas of care delivery, governance, staff training, and quality assurance. The service has continued to evolve and strengthen, and we firmly believe that this historic report no longer reflects the standards of care currently provided.

At the time of inspection, concerns were identified in relation to medicines management, staff training updates, care planning, and referrals to healthcare professionals. We immediately acknowledged these issues and addressed them promptly through formal action plans. Since then, **robust systems have been implemented**, including:

- Improved medicines management procedures aligned with best practice guidance.
- Regular audits and monitoring of medication administration records.
- Comprehensive and ongoing staff training and competency assessments.
- Fully individualised, regularly reviewed care plans and risk assessments.
- Strengthened processes for timely referrals to healthcare professionals.

We are pleased that the report also recognised many **positive aspects** of the service, including that people felt safe living at Bury Lodge, the caring and compassionate nature of staff, and the **friendly, respectful atmosphere** within the home. Feedback such as "*the care is amazing*" and observations of kind, reassuring interactions between staff and residents continue to reflect the values at the heart of our service.

Bury Lodge Care Home remains **committed to continuous improvement** and transparency. Given the length of time since the last inspection and the extensive progress made, we believe the service should have been reinspected to provide an up-to-date and accurate reflection of the care provided today.

We welcome enquiries from families, professionals, and commissioners and would be happy to discuss the improvements made or arrange a visit to see our service firsthand.

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