Lakeside CQC Response Statement

Lakeside Care Home is committed to providing safe, compassionate, and person-centred care. We believe it is important to provide clear context for regulatory inspection findings so that families and stakeholders can understand both the feedback received and the actions taken in response.

At the time of the inspection, areas for improvement were identified in relation to staff training and appraisal records, the mealtime experience for people living in the home, and the need for more effective systems to ensure full compliance with the Fundamental Standards. Recommendations were also made regarding the storage of prescribed thickeners and ensuring the right team members are available at the right times.

These matters were **taken seriously** by the management team and **addressed promptly**. Since the inspection, Lakeside Care Home has strengthened its governance and quality assurance arrangements, including:

- A comprehensive review and update of staff training and appraisal processes.
- Improvements to the mealtime experience to ensure meals are enjoyable, dignified, and tailored to individual needs.
- Enhanced systems and audits to ensure ongoing compliance with the Fundamental Standards.
- Clearer guidance and procedures for the safe storage of prescribed thickeners.
- Review of staffing arrangements to ensure appropriate support is available at all times.

We are pleased that the inspection also recognised **many positive aspects** of the service. Care plans were found to reflect people's individual needs and preferences, with people feeling involved in decisions about their care. The report confirmed that people were supported to have **maximum choice and control** over their lives and that care was delivered in the least restrictive way possible.

People and their relatives told inspectors that staff were **caring and supportive.** The service was recognised for promoting independence, protecting confidentiality, supporting people's communication needs, and helping people maintain relationships to avoid social isolation. Relatives also reported **feeling welcomed** within the home, which remains a core value of Lakeside Care Home.

Lakeside Care Home continues to focus on **continuous improvement**, learning, and openness. We welcome feedback from people who live with us, their families, and professionals, and we encourage anyone interested in our service to visit the home and speak with our team.

For further details, the full inspection report is available on the Care Quality Commission website at www.cqc.org.uk.

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