St Leonards CQC Response Statement

St Leonards Care Home remains fully committed to providing high-quality, person-centred care to all those who make their home with us. We welcome the recent Care Quality Commission (CQC) inspection and appreciate the opportunity it provides to reflect on our practice and strengthen our service.

The inspection recognised several positive aspects of the care we deliver. Residents and their families **expressed confidence in the support they receive**, describing our staff as kind, attentive, and dedicated. The report also highlighted the strong relationships within our home, the consistency of our staff team, and the meaningful activities and community links that contribute to residents' wellbeing. We are particularly pleased that the **inspectors acknowledged the commitment and passion of our registered manager**, who plays a central role in ensuring a supportive and caring environment.

We acknowledge the areas identified for improvement and take these findings extremely seriously. **Immediate actions** have already been implemented to address the concerns raised, including strengthening our recruitment processes, enhancing staff training and competency assessments, improving record-keeping, and ensuring that audit outcomes lead to timely and sustained improvements. The inspection also highlighted that Mental Capacity Assessments required further attention, and we took this feedback seriously.

Since then, MCAs have been **thoroughly developed** and have been reviewed by an independent external auditor, who rated our assessments as '**very good**'. This reflects our commitment to continuous improvement and to ensuring that every resident's rights, choices, and wellbeing remain at the heart of the care we provide. These measures are being closely monitored to ensure they remain embedded in our daily practice.

Our priority is, and will always be, the **safety, dignity, and wellbeing** of the people who live at St Leonards. We view the inspection as an important opportunity to continue developing our service, and we are fully committed to achieving the highest standards of care. We are grateful to our residents, their families, and our staff for their continued trust and support as we move forward.

The full CQC report is available on the CQC website for those who wish to read it in detail.

stleonards@bmcare.co.uk

www.bmcare.co.uk