The Chadwick CQC Response Statement

At The Chadwick Care Home, the safety, wellbeing and dignity of the people who live with us are our highest priorities. We recognise that at our previous inspection the service fell short of the standards expected. We fully acknowledge those findings and the concerns raised.

Since that inspection, we have taken **decisive action** to address all areas of improvement identified by the Care Quality Commission (CQC). We developed and implemented a comprehensive action plan, strengthened leadership with the appointment of a new Registered Manager, and introduced robust governance and monitoring systems to **ensure safe, effective and compassionate care.**

We are pleased that the most recent CQC inspection confirmed that the required improvements are being successfully implemented and that the systems put in place are effective. Inspectors found that people felt safe, were treated with dignity and respect, and **experienced kind, friendly and supportive care.** Relatives spoke positively about the staff team and noted the positive difference made by the new management.

The inspection also confirmed:

- Improved governance systems, with incidents reduced, recorded, investigated and reported appropriately
- Safe and effective medicines management supported by regular audits
- Robust recruitment processes and comprehensive staff training
- Effective infection prevention and control measures, including COVID-19 protocols
- Improved monitoring of staffing levels, call bell response times and care records.

We acknowledge feedback from some residents regarding staffing levels and activities on the first floor, and we are **actively addressing this** to further enhance people's experience.

While we are encouraged by this progress, we do not see it as the end of our journey. We remain **fully committed to continuous improvement** and to achieving a rating that truly reflects the quality of care we strive to provide every day.

We would like to thank our residents, families and staff for their patience, trust and support throughout this period of change. We are confident that The Chadwick is now a **safer, stronger and more responsive service**, and we will continue working hard to build on these improvements.

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