The Radley CQC Response Statement

The Radley Care Home welcomes the findings of the Care Quality Commission (CQC) following the inspection carried out in June 2023. We are pleased that the report recognises the many strengths of our service, particularly the compassionate, person-centred care provided by our staff and the positive experiences shared by people living at The Radley.

The CQC highlighted that **people are supported to live fulfilling and meaningful lives,** with staff focusing on individual strengths, promoting independence, and supporting people to pursue their interests and maintain relationships. We are especially encouraged by the feedback that people feel happy, safe, respected, and well cared for, and that our staff are described as kind, hardworking, and responsive to individual needs.

The report also acknowledged our commitment to supporting people in the least restrictive way possible, promoting choice, control, equality, and dignity, and ensuring people are **involved in decisions about their care.** We are proud that our inclusive culture, low staff turnover, and strong relationships between staff and residents were recognised as **enhancing people's quality of life.**

We acknowledge the areas identified for improvement, particularly in relation to medicines monitoring, health condition auditing, and ensuring all staff have a full understanding of safeguarding processes, including reporting concerns externally where required. We take these matters seriously and have already **taken action** to strengthen our systems and practices.

Actions taken and underway include:

- Reviewing and strengthening medicines management and auditing systems to ensure effective ongoing monitoring and the best possible health outcomes for people.
- Enhancing training and refresher sessions for all staff on safeguarding, with a specific focus on recognising all forms of abuse and understanding internal and external reporting procedures.
- Continuing to review health monitoring arrangements to ensure people's changing needs are promptly identified and responded to.

We remain fully committed to **continuous improvement** and to working closely with people who use our service, their families, advocates, and health and social care professionals to ensure The Radley Care Home continues to provide safe, effective, compassionate, and high-quality care.

For full details of the inspection findings, the complete report can be viewed on the CQC website.

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