Templemore CQC Response Statement

The Care Quality Commission (CQC) visited Templemore Care Home on **3 and 4 March 2025.** We would like to share the outcome of the inspection and explain the actions we are taking to improve.

The CQC found **many positive aspects** of our service. Residents told inspectors they feel safe, supported, and treated with kindness. Staff were praised for their **compassion**, especially during emergencies, and for respecting people's choices and preferences. Inspectors also highlighted the **cleanliness and comfort** of our home, the welcoming environment, and the efforts we make to help people stay connected with family and friends. Staff training was found to be up to date, and recruitment processes were safe.

However, the inspection also identified areas where we must do better. The CQC found that some aspects of care—such as monitoring fluid intake, repositioning, and catheter care—were not always recorded or overseen as thoroughly as they should be. They also found that our governance systems and audits were not consistently effective in identifying and addressing issues. As a result, the overall rating for Templemore Care Home has changed from Good to Requires Improvement.

We take these findings extremely seriously. We have already taken **immediate action** to strengthen our clinical oversight, improve record-keeping, and enhance our internal monitoring systems. We are also reviewing staffing levels and deployment to ensure we have the **right support in place at all times**, including weekends.

We recognise that some relatives have felt their concerns were not always responded to quickly enough. We are introducing **new communication processes** to ensure families receive timely updates and clear outcomes when they raise an issue.

Our priority is, and always will be, the **safety, wellbeing, and dignity** of the people who live here. We are working closely with the provider, our staff team, and external professionals to deliver a robust improvement plan. We are committed to being open about our progress and to restoring confidence in the quality of care we provide.

We would like to thank our residents, families, and staff for their continued support as we work to make the improvements needed. If you have any questions or would like to discuss the report, please contact the management team directly.

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