



BARROWHILL HALL






NURSING | RESIDENTIAL | DEMENTIA


CQC STATEMENT 2 MAY 2019

We recently welcomed the Care Quality Commission (CQC) into our home to carry out an inspection of our service over 2 days. CQC confirmed they were pleased with the standards of our services as highlighted during an inspection of the home in April 2019.

The home was inspected under the Key Lines of Enquiry (KLOE's) framework and achieved a 'Requires improvement' rating overall.

There are 5 Key Lines of Enquiry

- Is it Safe? – Requires Improvement 
- Is it Effective? – Good 
- Is it Caring? - Good 
- Is it Responsive? – Good 
- Is it Well-Led? – Requires Improvement 

- **Overall - Requires Improvement** 

The report noted we needed to make improvements in Medicine Management and statutory notifications which is the reasoning behind our 'requires improvement' rating under 'Safe' and 'Well-Led'. We have already formulated an action plan on areas where we need to improve and we have a target of June 2019 for completion.

Since I joined the home in September 2018 we have all had one common goal. We want to make Barrowhill Hall the leading home when it comes to caring for those living with Dementia and Memory Loss. I've never doubted that a small group of thoughtful, committed people can change the lives of those who live with us. The team have worked exceptionally hard over the last 10 months and I feel the areas we achieved 'Good' really reflects the efforts.

Mr Dion Meechan Operation's Director, said: "When the CQC fed back to the Management Team at the end of their inspection they said the home possessed 'committed, compassionate, and passionate staff who are willing to go above and beyond to do their best for Residents'.

"We are delighted to see this confirmed by a Good rating for caring. It is particular tribute to our staff in the difficult and challenging environment they work in."

Since September last year the home has worked closely with the Quality and Assurance team of the Staffordshire County Council and the South Staffordshire CCG inspection team, both of whom have given glowing reports of our service.

Some say perfection is not attainable, but if we chase perfection we can catch excellence!

Matthew

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