

## Middleton Hall Retirement Village – CQC Inspection

In August 2019 we were inspected by our regulator the Care Quality Commission (CQC). Since our last inspection in January 2017, when we are rated as “Outstanding”, our care services have all worked on improving the service that residents and families actually receive. However, the inspection process has changed significantly and was focussed on compliance and documentation. On this occasion, we did not meet the highest standards that we would expect in this area.

CQC has consequently rated our service as ‘Requires Improvement’. Two of the five key lines of enquiry, Caring and Responsive, were rated ‘Good’. This rating is very much about evidencing standards through comprehensively detailed documentation.

Since the inspection we worked with CQC to develop an action plan to address the areas of documentation and systems that need improvement. That plan is now being implemented and is likely to involve the introduction of a digital care planning system during 2020.

As many of our residents and families have pointed out, our employees provide unquestionable commitment and a genuine caring nature that all our customers appreciate. Our care teams work tirelessly to provide a unique community for residents to thrive in. This makes Middleton Hall the special place that it is. At our last Customer Satisfaction Survey in 2018, 98% of respondents rated Middleton Hall as Excellent or Good (with 60% rating the service as “Excellent”).

Several residents and families have raised concerns that further documentation could detract from the excellent service they receive, so we will endeavour to get the right balance between paperwork and people as we move forward. We believe that digital systems will help that balance.

Our residents are always our number one priority and providing the highest standards of care and support is at the heart of Middleton Hall.

If you have any questions or would like to discuss the CQC rating, please contact one of our Care Managers or Debby Lamont, Head of Care and Quality.