

## **Press release**

**For immediate release: Tuesday, 6 February 2018**

### **Essex care home rated Outstanding by the Care Quality Commission**

The Care Quality Commission has found the quality of care provided by Crowstone House, Westcliff on Sea, Essex, to be Outstanding following an inspection in November.

Crowstone House provides accommodation and care for up to 54 older people, some of who may have dementia, a physical disability, or a sensory impairment. There were 48 people living in the service when we inspected.

Inspectors found staff were caring and compassionate and people were being provided with safe, responsive, caring, effective and well-led care. A full inspection report has been published on CQC's website:  
<http://www.cqc.org.uk/location/1-131481986>

Under CQC's programme of inspections, all adult social care services are being given a rating according to whether they are safe, effective, caring, responsive and well-led. Crowstone House is rated Outstanding overall as well as for being caring, responsive and well-led, and Good for being safe and effective.

#### **Jemima Burnage, CQC's Head of Inspection for Adult Social Care in the central region said:**

"Our inspection team was really impressed by the level of care and support offered to people at Crowstone House.

"People were consistently cared for by kind, caring, respectful and compassionate staff. They told us they felt they mattered and that staff always listened to them, helping them in any way they could. Staff were passionate about their role and had an exceptionally good knowledge about the people they cared for.

"Residents and their relatives said staff, 'went the extra mile' to ensure people had the most pleasant experience of care - care that was personalised and tailored to meet people's individual needs.

"Families were able to share meals with residents if they wished and people could use technology, such as mobile phones and email. Where people had never used technology before, the service supported them to learn and link with their families, which increased their wellbeing.

“There were plenty of staff to ensure people's needs were met, staff knew people well, were well trained and demonstrated the skills, knowledge and experience to care for people effectively. Where people found it difficult to communicate their needs, staff used a variety of methods of communicating with them to ensure their needs were met.

“It was clear throughout our inspection and from the many people, including relatives and care professionals, we spoke with that the service was run for the people it cared for. All the processes and systems in the service supported an inclusive person centred culture that allowed people to access their community, live full lives and engage with each other, their relatives and staff.

“All of this meant people received a high standard of care, which is why it has been rated Outstanding.”

**Andrea Sutcliffe, Chief Inspector of Adult Social Care, said:**

“The quality of care which our inspectors found here was exceptional and I am very pleased that we can celebrate the service’s achievements.

“An outstanding service is the result of a tremendous amount of hard work and commitment. I would like to thank and congratulate everyone involved.”

**Ends**

**For further information, please contact Louise Grifferty on 07717 422917. Journalists wishing to speak to the press office outside of office hours can find out how to contact the team here: <http://www.cqc.org.uk/media/our-media-office>. Please note: the press office is unable to advise members of the public on health or social care matters. For general enquiries, please call 03000 61 61 61.**

**NOTES TO EDITORS:**

Providers are required to display their ratings on their premises and on their websites so that the public can see their rating quickly and easily. For further information on the upcoming requirement for providers to prominently display their CQC ratings, please visit: <http://www.cqc.org.uk/content/display-ratings>

**About the Care Quality Commission**

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. We make sure health and social care services provide people with safe, effective, compassionate high-quality care and we encourage care services to improve. We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find to help people choose care.