

## **Press release**

**For immediate release: Wednesday, 26 April 2017**

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

The Care Quality Commission has found the quality of care provided by Woodbury Court in Laindon, Essex, to be Outstanding overall following an inspection in January.

Woodbury Court is owned by Runwood Homes Ltd. The service provides care and accommodation for up to 94 people who may need assistance with personal care and may have care needs associated with living with dementia.

Inspectors found staff were caring and compassionate and people were being provided with safe, responsive, caring, effective and well-led care. A full report of the inspection has been published on CQC's website:

<http://www.cqc.org.uk/location/1-131482139>

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. Woodbury Court was rated Outstanding overall, Outstanding for being caring, responsive and well-led and Good for being effective and safe.

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

"Our inspection team were really impressed by the level of care and support offered at Woodbury Court.

"The registered manager was an inspirational leader and provided clear leadership and management for the staff team. People were looked after by staff who all shared the provider's commitment to running a well-led service. The staff shared the provider's vision and values to ensure people benefitted from the best possible care.

"We saw in the 'My Day' section of people's care records, that their life history and experiences were documented, which provided staff with essential information on past experiences of the people they cared for.

"Care staff had taken the time to listen to people and their relatives and form a detailed account of people's life experiences, preferences and desires to help ensure people received person centred care.

“It was evident the staff went the extra mile in caring for people and strived to make sure people were happy and continued to have a meaningful life.

“One relative advised us that they had come back to the home due to the good care another relative had received. They added, "Dad wanted to come here, because they'd looked after my mum until her death, and he was impressed with all he knew about the place. They've not disappointed us with dad, and we always feel very welcomed when we visit."

“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 Helen Gildersleeve on 0191 233 3379. 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.