

WCS Care Group Ltd

# Attleborough Grange

Attleborough Road, Nuneaton, CV11 4JN



## Are services

Safe?	Requires improvement
Effective?	Good
Caring?	Good
Responsive?	Good
Well-led?	Requires improvement

### Comments from the provider

Here at WCS Care – Attleborough, we are always busy looking to improve our services using all the feedback we get from relatives, residents, staff, regulators and care commissioners.

The CQC has upgraded Attleborough Grange from 'Requires Improvement' to 'Good' in three of the five domains they inspected, though disappointingly, this still resulted in an overall rating of 'Requires Improvement' under their inspection rating rules.

We challenged the accuracy of the draft report through the CQC's factual accuracy process which resulted in some narrative changes. Further details were provided to us through this process by the CQC which they had not previously disclosed to us.

We know that our customers will be just as disappointed with the rating as we are. You can be assured that WCS Care welcomes constructive feedback from the CQC and will continue working collaboratively with them to ensure the highest standards of care for the people we support.

Ed Russell, Chief Executive

### Tell us how we're doing

We hope we give you lots of opportunities to tell us how you want things done and what you want to change. As a reminder, you can:

- talk to a member of staff
- fill out a comments card
- ask to speak to the Duty Manager
- contact Keren Salt our Director of Quality on 01926 864 242 or alternatively, email [info@wcs-care.co.uk](mailto:info@wcs-care.co.uk)

We can't promise we'll always get things right first time, but we're committed to ensuring we listen and act on what you tell us.

The **Care Quality Commission** is the independent regulator of health and social care in England. You can read our inspection report at [www.cqc.org.uk/location/1-113543337](http://www.cqc.org.uk/location/1-113543337).

We would like to hear about your experience of the care you have received, whether good or bad. Call **03000 61 61 61**, email [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or go to [www.cqc.org.uk/share-your-experience-finder](http://www.cqc.org.uk/share-your-experience-finder).