

WCS Care Group Ltd

Drayton Court

Cedar Road, Camp Hill, Nuneaton, CV10 9DL



Are services

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

Comments from the provider

Our ambition of 'Every Day Well Lived' and the wellbeing, health and safety of residents is our top priority.

The CQC has again given Drayton Court an overall rating of 'requires improvement' following a post pandemic inspection process which only inspected two of the five domains above.

Whilst we know you'll be disappointed with the overall rating, so are we. You can be assured we're confident that due to our own continuous quality monitoring, and the hard work and dedication of our staff, Drayton Court will continue to provide a warm, safe, stimulating and caring experience for the people living here.

Residents are at the centre of all that we do and as an open and learning organisation, we will continue to work to get Drayton Court the recognition that it so deserves from the regulator.

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

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/1-113543597.

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 or go to www.cqc.org.uk/share-your-experience-finder.