

WCS Care Group Ltd

Newlands

Whites Row, Kenilworth, CV8 1HW



Are services

Safe?	Good
Effective?	Good
Caring?	Good
Responsive?	Good
Well led?	Good

Comments from the provider

We are confident that even though our home has not been inspected for some time, it is still meeting the high standards of care that were reflected in the last report.

Our own continuous quality monitoring, along with the hard work and dedication of our staff, ensures that the health, safety and wellbeing of residents remains our top priority.

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/1-113543681.

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.