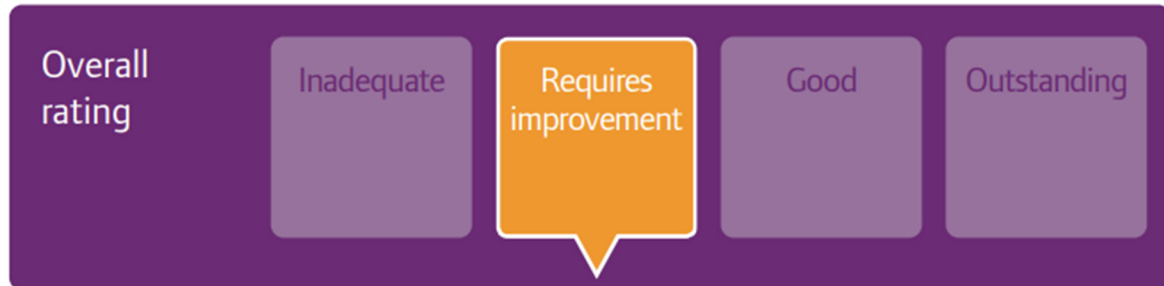
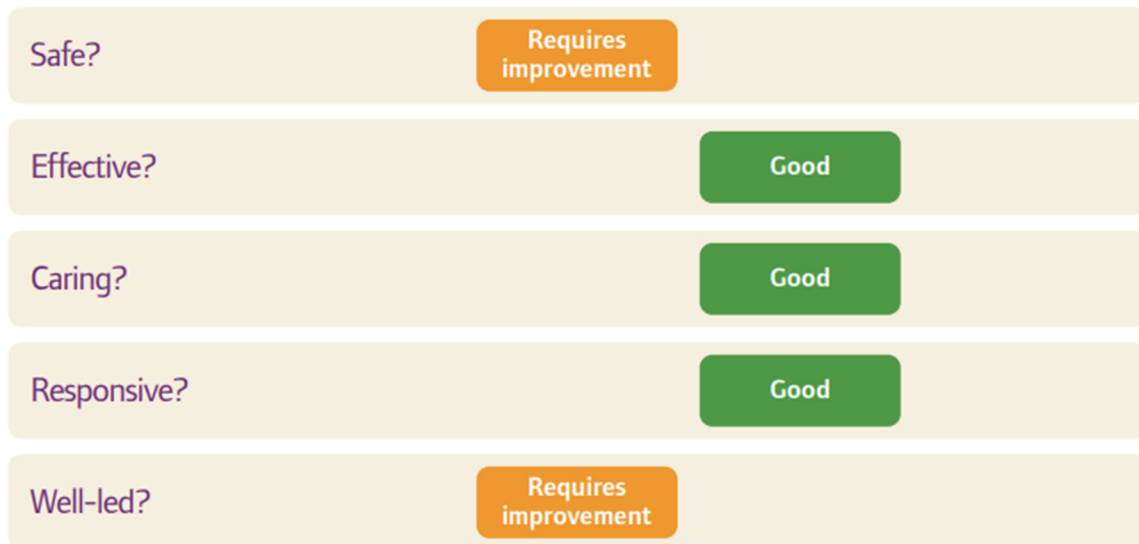


WCS Care Group Ltd
Westlands
Oliver Street, Rugby, CV21 2EX



Are services



Comments from the provider

Here at WCS Care - Westlands 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 given Westlands a 'Requires Improvement' rating in two of the five domains under the Safe and Well-Led categories therefore downgrading the previous overall rating from 'Good' to 'Requires Improvement'.

The CQC had identified that there were a limited number of people who were not entirely happy with the quality of the service provision. We have listened to that feedback and our dedicated team at Westlands has been very proactive in addressing the issues.

We challenged the accuracy of the draft report through the 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 wishes to 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

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/1-113543636.

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.