

WCS Care Group Ltd

Woodside Care Village

Maple Grove, Warwick, CV34 5SS



Are services

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

Comments from the provider

In 2019 we reopened Woodside providing a glimpse into the future of care with small self-contained households, shops and a community design; shifting residents from being seen as needy to needed and defining their role as contributors to the community.

Woodside is an innovative service which embraces advances in technology such as circadian lighting (which is the subject of a PhD at Oxford University), night-time acoustic monitoring, camera technology and apps that help staff communicate better with colleagues, manage their earnings and improve work-life balance.

As the first inspection since 2016 and its redevelopment, we believe the rating falls short of highlighting the outstanding standards of care that our hard working and dedicated staff provide day in day out. It also doesn't recognise the external accreditations, ISO 9001, ISO 45001 and Investors in People Gold that we have been awarded. It does however, provide a fantastic platform for us to build on in future with 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/1-113543651.

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.