

WCS Care Group Ltd

The Limes

Alcester Road, Stratford-upon-Avon, CV37 6PH



Are services

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

Comments from the provider

This was our first routine inspection in over six years, and we're pleased that CQC have again rated The Limes as Good. We're especially encouraged that all five key questions were reviewed, giving a rounded view of the care we provide.

The report reflects what we see every day – a team committed to safe, person-centred care with a genuine focus on dignity, involvement, and continuous learning. We were particularly pleased to see recognition of our strong learning culture, good risk management, and the supportive, visible leadership at the home. CQC highlighted how people are involved in decisions about their care and how staff work together with external agencies for the best outcomes.

As the provider, we remain firmly focused on delivering consistently high-quality care and supporting the team to continue learning and improving.

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/1-113543725.

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/givefeedback