



We have taken robust steps to improve Elizabeth House care home...

We acknowledged the improvements required by the CQC following the inspection in July 2019 and have worked through a robust action plan to ensure the improvements have been made.

Whilst we were disappointed with the overall CQC rating, it was pleasing to see that the report recognised:

“People were relaxed and comfortable at Elizabeth House and told us, “This is a jolly place here. [It has a] nice atmosphere”

“There was a relaxed atmosphere in the service and staff provided friendly and compassionate support.”

“People were comfortable at Elizabeth House and told us they liked living there.”

The team at Elizabeth House have been working tirelessly since the inspection in July 2019 to address all of the issues raised by the CQC and Elizabeth House is now a very different care home. There were two internal quality visits in 2020 and both rated the home as 'Good'.

