



We have taken robust steps to improve at Fairlawn care home...

We acknowledged the improvements required, as set out following an 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 inspectors recognised:

“ Staff and relatives told us improvements had been made since the last inspection. People told us they were happy and felt safe.”

“ People, professionals and their families described the staff as caring, kind and friendly, and the atmosphere of the home as relaxed and engaging.”

“ Leadership was more visible and promoted good teamwork. People, professionals and staff spoke highly about the management.”

Regular multi-disciplinary improvement meetings have taken place to ensure the improvements have been made. Care South is confident the steps already taken in relation to the staffing, deployment, allocation and person-centred routines will be reflected in an improved rating when the CQC re-inspects Fairlawn. Internal Quality Audits in 2020 have rated the home as 'Good'.