



We have taken robust steps to improve at Maiden Castle House...

We acknowledged the improvements required following the CQC inspection in November 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:

“Relatives and staff spoke highly of the registered manager and the management team.”

“There was a positive culture at the service and staff felt listened to and supported.”

“Compliments that had been received reflected the very caring nature of the staff.”

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 assessing and mitigating risks and DoLs process will be reflected in an improved rating when the CQC re-inspects the care home. Internal Quality Audits in 2020 have rated the home as 'Good' overall.

