

April 2024

As part of our promise to the people who live here and their loved ones, we continue to work in partnership with families, to support the people who live at Abbot Care Home to enjoy meaningful days and an excellent quality of care, comparable to that which our team would give to their own families.

We would like to provide you with an update following the Care Quality Commission's (CQC) latest inspection report, published in October 2023, following their inspection in August 2023. In the CQC, the care home was rated as 'Requires Improvement', which is not acceptable by the standards that the Excelcare group expects. The report did reflect the home as caring and responsive, and positive aspects of the service were also reflected throughout.

Since the CQC inspection was undertaken, we have provided several updates to the people who are living in the home and their families. We believe it is important that we continue to detail the progress that is being made and embedded within the care home. This letter, dated April 2024, serves as an additional update. Despite the 8-month gap since the inspection, the care home still maintains its CQC 'Requires Improvement' rating, whilst we eagerly await a revisit from the CQC for the possibility of this rating changing. We are very much looking forward to CQC revisiting the home, as we do feel the home is a Good home and that this will be reflected in their next report.

We hope that this letter gives you assurance that we really do put people at the heart of the care that we provide, by taking our responsibility as a trusted care provider very seriously. Ensuring that we deliver high quality care that empowers the people living in our home to lead a fulfilling life, one where they feel safe and involved in their care and how they choose to spend their day.

Abbot is led by a very experienced, caring and dedicated management team, Matthew Abbotson as the registered home manager and Rubby Tibudan and Sabitha Pamu as the Care Managers. Matthew and his team have the full support of our Regional Team, including myself as Regional Operations Director for Excelcare's Essex Region, and one of our Quality and Development Managers. The home is also being supported by key teams at our Central Support Office.

It is through this continued support, and through working in close partnership with the people who live here, their loved ones, and local professionals that many improvements have been made at Abbot. This has been reflected in the wonderful feedback we have received from the people who live here, as well as their loved ones and friends. We are confident that we will continue to see improvements to both services and quality of life for the people who live at Abbot.

During our surveys collected in December 2023, the people living at Abbot said that they feel safe and supported, that they are treated with dignity and respect, and as an individual, they are supported to spend their days how they choose to, and that they enjoy the activities that happen in the home. The people living at Abbot also shared that they find the team to be friendly and helpful.

Relative's surveys reflected this, with 100% of family members sharing that they feel the care home team are friendly and caring. People shared how they felt their loved one was safe and supported, treated with dignity and respect, was supported to make decisions about their care, and enjoyed a clean and comfortable environment. Family members also said that they felt their feedback was listened to, and that

there was a good variety of activities in the home, and that the food and drinks were enjoyable. Overall, people felt that their loved one had a life well lived at Abbot Care Home.

At the time of writing, Abbot currently holds a score of 9.6/10 with Carehome.co.uk. We would like to take this opportunity to share some recent reviews with you that reflect the improvements made within the care home.

“Passing on the responsibility of care to someone is one of the hardest things we have had to do but the staff there exceeded our expectations as to the levels of care and love they provided for Mum. By placing our trust in you all it enabled us to become her children again and her to see us through a mother's eyes once more.”

M H (Son of Resident), March 2024

“Mum was made totally welcome by all the staff and six months on and she's still receiving excellent care and attention from all of her carers, nursing staff and the catering team. Mum's many medical needs often leave her needing urgent medical attention and the staff have responded in a fast, efficient way to ensure she has received the care and GP treatments in a very satisfactory time frame. Her personal carers are friendly and very supportive of Mum and she has grown very fond of them. The nursing staff have proved invaluable and her care has been excellent.”

R H (Daughter of Resident), April 2024

The Abbot team continue to support people and their loved ones to enjoy a life well lived and make special memories together. We can see the positive impact this has by the wonderful moments of smiles and laughter, which is shared on the home's Facebook page: www.facebook.com/Abbotcarehome



Thank you for taking the time to read our letter. We feel confident that our next CQC inspection will have a positive outcome. If you would like to talk about anything in the CQC report, or would like to find out more about our home, please feel free to email us at info@excelcareholdings.com.

Yours sincerely

Marianne Fleming
Regional Operations Director