

: ?34, 9 &?=00? H47/492?: 9 \$, =6 G7, >2: B G52 4J%

'070; 3: 90: 0141 8890044

'D; 0 :149>; 0.?4: 9: (9,99:@9.0/

19>; 0.?4: 9 .: 8; 70?0/ : 9: 20 ! , =. 3 2018

Ser#ice pro#ided b%: K4--70 E/@.,?4: 9,9/C,=0 C09?=0 Care er#ice n"mber: C&2013317686

### Abo"!!he er#ice

 $\begin{array}{l} \text{K4--70'} > \text{A/@7?} \ \$7, \ .0809? \ \&0=\text{A4.0} > (\text{A}\$\&) \ 24\text{A0} > \text{D: @92} \ ; \ 0: \ ; \ 70 \ ?30: \ ; \ ; : =?@94?D \ ?: \ 74\text{A0.49} \ , \ >@; \ ; : =?4\text{A0} \ , \ 9/ \ >?=@.?@=0/1, \ 84\text{D0.09A}=: \ 9809?, \ 09, \ -7492 \ ?308 \ ?: \ =0.04\text{A0.08}: \ ?4: \ 9, \ 7, \ 9/ \ -03, \ A4: \ @=, \ 7>@; \ ; : =? \ B347>? \ /0A07: \ ; \ 492 \ ?30>: \ .4, \ 7>647>?: \ >@; \ ; : =? \ ?304=1@?@=0 \ , \ 9/ \ .: \ 88@94?D \ 74\text{A492}. \ I? \ ; =: \ A4/0> \ , \ .: \ 8; \ =0309>4\text{A0.9}@; \ ; : =? \ >0=\text{A4.0.23}, \ ?49.7@/0> \ 24-3: \ @=: \ 9... \ 77>@; \ ; : =?. \end{array}$ 

'304=,48 4>?: /0A07:; ?=@>?492 =07,?4:9>34; >,9/;:>4?4A0>:.4,7>647>?3,?09,-70 D:@92;0:;70?:,//=0>>?304=.3,7092492-03,A4:@=49,>?=@.?@=0/,9/>,10.:88@94?D.'30>0=A4.0,7>:;=:A4/0>,..0>>?: 1@=?30=0/@.,?4:9:=B:=6;7,.0809?>49?30.:88@94?D.49.7@/492,B30=0,;;=:;=4,?0,;7,.0809?>49K4--70\*:=6>.

'34>>0=A4.03,>-009=024>?0=0/B4?3?30C,=019>;0.?:=,?0>49.011#.?:-0=2013.

### Wha! people !old "

\*0 B0=0 , -70 ?: .: 9?, .? ?B: D:@92; 0:; 70 B4?3 =02, =/> ?: ?304=; 7, .0809?. B: ?3 49/4. , ?0/ 0C.07709? >?, 9/, =/> :1., =0 ?3, ? ?30D =0.04A0/. B: ?3 D:@92; 0:; 70 3, / -009 B4?3 ?304==0>; 0.?4A0 ., =0=> 1: = 90, =7D , /0., /0. A2, 49, ?30D 49/4. , ?0/ ?3, ? ?30D B0=0 ?=0, ?0/, > "; ,=? :1 ?30 1, 847D".

B: ?3 D: @92; 0:; 70 107? 7: A0/, 9/ ?30D 49/4., ?0/ ?3,? ?30., =0=> 3, / 24A09 ?308, 2=0,? =, 920: 1 >647> B34.3 B47 307; ?308 8: A0: 9. '30 D: @92; 0:; 70 ?: 7/ @> ?3,? ?30D 3, / 1, -@7: @> =07, ?4: 9>34; > B4?3 ?304= 60D B: =60= B3: 3, / =02@7, = .: 9?, .? B4?3 ?308. '34> .: 9?, .? 49.7@/0/ 49/4A4/@, 7 >0>>4: 9> B34.3 1: .@>0/: 9 ?30 >@; ; :=? ?3,? ?30D 4/09?4G0/ ?3,? ?30D B4>30/?: 3, A0 >@; ; :=? B4?3.

\*0 49?0=A40B0/?3=00 , /@?? ; 7, .0809? ., =0=>. A7/ B0=0 1: @9/?: -0 .: 884??0/?: 09>@=492 ?30 D: @92 ; 0: ; 70 49 ?304= ., =0 3, / ; :>4?4A0 : @? .: 80>. A7/ ., =0=> 49/4. , ?0/?3 ,? ?30D 3, / 1, 9?, >?4. >@; ; :=? 1=: 8 ?30 :=2 , 94> ,?4: 9, >?, ?492 ?3 ,? ?30 >@; ; :=? ,9/?=, 49492 ?3 ,? ?30D 3 , / , ..0>> ?: B, > "0C.07/09?". A7/ ., =0=> B0=0 1: @9/?: -0 9@=?@=492 ,9/ ., =492 ,9/; =: A4/0/ ,>?, -70 ,9/ .: 9>4>?09? 7: A492 3: 80 1: =?30 D: @92 ; 0: ; 70 ?: /0A07: ; .

### Self a e men!

\*0 /4/ 9:? =0<@0>? , >071 , >>0>>809?. H: B0A0=, B0 B0=0 , -70 ?: >00 ?30 .: 9?49@0/ , .340A0809?> B4?349 ?30 >0=A4.0 , > ?30D 3, / , .: 8; =0309>4A0 /0A07: ; 809? ; 7, 9 B34.3 49 .: =; :=, ?0/ , 77 >?, 603: 7/0= 4/0, > : 9 ,=0, > 1: = 48; =: A0809?. '30D ,7>: 3, / , @94<@0 >071 0A, 7@, ?4: 9 >D>?08> B34.3 09>@=0> 0A0=D: 90 B, > 49A: 7A0/ 49 /0?0=849492 ?30 /4=0.?4: 9 :1 ?30 >0=A4.0.

### From !hi in pec!ion \$e graded !hi er#ice a :

Q"ali!% of care and "ppor! 6 - EC.07/09?

Q"ali!% of !af&ng 6 - EC.07/09?

Q"ali!% of managemen! and leader hip 9:?, >>0>>0/

### Wha! !he er#ice doe \$ell

\*0 1: @9/ ?3 ,? ?34> >0=A4.0 .: 9?49@0/ ?: :110= D: @92 ; 0: ; 70 0C.0; ?4: 9 ,7 : @? .: 80>. A77 D: @92 ; 0: ; 70 3 , / .: 9>4>?09? . , =0=> 1: = : A0= ?09 D0 , => , 9/ ,77 B0=0 1: @9/ ?: -0 ?3=4A492 B4?3 0C.07709? : ; ; :=?@94?40>. A77 B0=0 49

 $1@77-?480\ 08;7:D809?:=B0=0\ 49\ 1@=?30=0/@.\ ,?4:9.\ A77\ D:@92\ ;0:;70\ .:8809?0/:9\ 3:B\ 8@.3\ ?30D\ B0=0"A,7@0/"-D?304=.,=0=>,>?,?492\ ?3,?"?30D\ B0=0", ,=?:1?304=1,847D".$ 

A77 D: @92; 0:; 70 3, /=02@7, = 49; @? 49 .=0, ?492, 9/=0A40B492.: 8; =0309>4A0., =0; 7, 9>. A77., =0=>, D: @92; 0:; 70, ,9/>?, 11 B0=0, B, =0, 9/49A: 7A0/49 /0?0=849492?304=?, =20?> 4/09?4G0/49?30; 7, 9>. \*01: @9/>: 80 0C.0; ?4: 9, 7 0C, 8; 70>: 1=0.:=/492 B34. 3=0H0.? D: @92; 0:; 70'> 1007492>, 9/B0=01: @9/?: -0 &! A%' (>; 0.4G., 80, >@=, -70, ,.340A, -70, ,9/?480--: @9/). \*0107??3,??30>00C, 8; 70>>3: @7/-0>3, =0/B4?3?30 B3: 70?0, 8?: 09>@=0?34>3423>?, 9/, =/B, >1: @9/49, 77 D: @92; 0:; 70'>; 7, 9>.

 $\begin{array}{l} \text{'30 > 0 = A4.0 B, > 1: @9/?: @>0.499: A,?4A0,;; =: , .30>?: 2,49492 D:@92; 0:; 70'>:; 494: 9>, >@.3, > &@=A0D } \\ \text{! : 960D>. B@? 8: >?: 1, 77, 4? B, > ?30 G=>?-=, ?0 =07, ?4: 9>34; > B4?3 ?304= 60D B: =60=>?3,? 09>@=0/?3,? D:@92; 0:; 70 B0=0 -0>? >@;; :=?0/. K0D B:=60=> 690B ?30 D:@92, /@7?> 0C?=0807D B077, 9/B:=60/3,=/,? 2,49492 ?304=?=@>?,9/=0>; 0.?: A0= 9@80=: @> D0, =>. A77 60D B:=60=> B0=0?=$ 

## Inspection report

# Req"iremen!

N"mber of req"iremen! : 0

### Recommenda!ion

N"mber of recommenda!ion: 0

## Complain!

 $"30=0\ 3,\ A0\ -009\ 9:\ .:\ 8;\ 7,\ 49?>@;\ 307/\ >49.0\ ?30\ 7,\ >?\ 49>;\ 0.\ ?4:\ 9.\ D0?,\ 4/>:\ 1\ ,\ 9D:\ 7/0=@;\ 307/\ .:\ 8;\ 7,\ 49?>\ ,\ =0:\ 9.\ 20?/\ .$ 

## In pec!ion and grading hi !or%

Da!e	Т%ре	Grading	
30!,=2017	(9,99:@9.0/	C,=0,9/>@;;:=? E9A4:9809? &?,1G92 !,9,20809?,9/70,/0=>34;	6 - EC.07/09? ":?,>>0>>0/ 5 - )0=D 2::/ ":?,>>0>>0/
2 D0. 2015	(9,99:@9.0/	C, =0 , 9/ >@; ; : =? E9A4: 9809? &?, 1G92 ! , 9, 20809? , 9/ 70, /0=>34;	5 - )0=D 2::/ ":?,>>0>>0/ 5 - )0=D 2::/ 5 - )0=D 2::/
16 J@9 2014	(9,99:@9.0/	C,=0,9/>@;;:=? E9A4:9809? &?,1G92 !,9,20809?,9/70,/0=>34;	6 - EC.07/09? ":?,>>0>>0/ 5 - )0=D 2::/ 6 - EC.07/09?

### To &nd o"! more

```
'34>49>; 0.?4: 9 =0; :=?4>; @-74>30/ -D ?30 C, =0 19>; 0.?:=, ?0. +: @ ., 9 /: B97: , / ?34> =0; :=? , 9 / : ?30=> 1=: 8 : @= B0->4?0.
```

\$70, >0 20? 49 ?: @. 3 B4?3 @> 41 D: @ B: @7/ 7460 8: =0 491: =8, ?4: 9 := 3, A0, 9D .: 9.0=9>, -: @?, ., =0 >0=A4.0.

+:@.,9,7>:=0,/8:=0,-:@?:@=B:=6:97490,?BBB.,=049>;0.?:=,?0..:8

#### Con!ac! "

C, =0 19>; 0.?:=,?0 C: 8; ,>> H:@>0 11 %40=>4/0 D=40 D@9/00 DD1 4"+

09<@4=40>@.,=049>;0.?:=,?0..:8

#### 0345 600 9527

F49/@>:9F,.0-::6

'B4??0=: @.,=049>; 0.?

#### O!her lang"age and forma!

'34> =0; :=? 4> , A, 47, -70 49 : ?30= 7, 92@, 20> , 9/ 1: =8 , ?> : 9 =0<@0>?.

'3, ,8 1: 47>0, .3, /3 >0: =4 13, 423499 ,99 ,9 .=@?3, 99, 9 4> .F9, 49 0470 8, 94?30, = 4, =?, >.