



**Creative Care response to CQC Inspection Report in relation to our service  
The Old Vicarage, Ironville**

We are disappointed with the findings of the Care Quality Commission report, published on 30 June 2017, following their inspection of our residential care home service at The Old Vicarage carried out on the 11<sup>th</sup>, 18<sup>th</sup> and 19<sup>th</sup> April 2017.

In relation to the points raised within the report Creative Care is working closely with the Care Quality Commission to ensure that all issues identified are successfully rectified.

Since the inspection we have been working hard to improve the service via a concerted action programme which is updated on a regular basis and shared with the CQC. There have been company changes to the key personnel responsible for the management and operation of this home - we have appointed a new registered manager Dawn Langsdale to lead the care home with support from the executive team. The new manager commenced on the 21 June 2017.

We are confident that the measures we have taken are effectively addressing the findings contained in the report. Whilst further work is still required, we do not believe that the report is a fair reflection of the quality of care which is now being delivered in the service.

Creative Care's focus is to improve quality and compliance and deliver consistent exacting standards across the company. We have introduced a Quality Strategy, and associated action plan, which addresses the areas of improvement required. We will continue to update the Care Quality Commission on our progress and welcome an opportunity for them to re-inspect to see these improvements.

We remain committed to working with the commissioning authorities in Nottinghamshire and Derbyshire, the service users and their relatives to improve the service and to deliver the highest standards of care and support to those in our care.