Care home in Ely celebrates ‘Good’ CQC rating

Monday 19 July, 2021

The Orchards, a residential care home in Ely, Cambridgeshire, managed by Greensleeves Care, has been rated ‘Good’ by the Care Quality Commission (CQC) in its most recent inspection.

The Orchards, which specialises in residential and dementia care, was inspected by the CQC at the end of January, during the COVID-19 lockdown period. Due to the restrictions placed on care homes, vigilant health and safety measures meant that the results of the inspection could not be celebrated in the usual manner.

As restrictions begin to ease, life at the home is slowly but surely getting back to ‘normal’ and as such, celebrations are in order for this fantastic achievement.

The report rated The Orchards ‘Good’ in all five areas of assessment: safe, effective, caring, responsive, and well-led.

The CQC inspectors spoke to several family members, who were extremely appreciative of the staff at the home. One family member said: *“I have every admiration for the staff. I could not listen to my [family member] in the way that they do. They listen to me too. The staff are so kind and caring."*

Another family member said *“I am blissfully happy with the care. [Family member] is always saying 'Love it here' and they would make it plain if they didn't want to be at The Orchards.”*

The inspectors also spoke to residents at the home in regards to how well they feel they are cared for. One person said *"Staff treat me with respect. They are wonderful and I couldn't be better looked after."*

Donna Mills, Interim Manager at The Orchards, said: *“When we first received this CQC ‘Good’ rating a few months ago, we were thrilled, but sadly we couldn’t celebrate properly at the time due to COVID-19 lockdown restrictions. Now that things are getting back to normal, we are excited to have a party with our colleagues and residents to celebrate this huge achievement! The fact that the staff, and in particular the care staff, were so highly praised by both residents and their families is a testament to their hard work and dedication throughout these challenging times.”*

About The Orchards

The Orchards Care Home is one of the most highly regarded Residential and Dementia Homes in Cambridgeshire. It is a new, purpose-built home which caters for up to 66 residents. The home is run by Greensleeves Care, a non-profit care home provider, and it embodies the charity’s ethos surrounding a person-centred, dignified and respectful approach to care.

For more information, visit: https://bit.ly/2TzhHfs

To read the CQC report in full, follow the link: https://bit.ly/3iL9TSf

Media:



Related Sectors:

Charities & non-profits :: Health ::

Related Keywords:

CQC :: Care Quality Commission :: Care Home :: Care Homes :: Inspection :: Care Sector ::

Scan Me:

Company Contact:

Greensleeves Care

T. 02077933150
E. rosa.vaquero@greensleeves.org.uk
W. https://www.greensleeves.org.uk/

Additional Contact(s):
ella.cunningham@greensleeves.org.uk

View Online

Additional Assets:

Newsroom: Visit our Newsroom for all the latest stories:
https://www.greensleeves.pressat.co.uk