



IN A GOOD PLACE: Happy residents and staff at Hale Place care home in East Peckham; the CQC rated the home outstanding

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BY NUMBERS

The CQC inspects hundreds of homes in Kent annually. Its current findings for 2015 are:

1
care provider rated 'Outstanding'

631
care homes in Kent

105
Kent care home reports have been published in 2015

4
Facilities in the country rated 'Outstanding' so far in 2015

Delight for homes that officially offer very best of care

Watchdog: 'Provider sets good example'

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A CARE provider with facilities in East Peckham and Tonbridge is the only one in Kent awarded the top rating by inspectors in 2015.

Hale Place became the first carer rated 'Outstanding' in the whole of the county this year in a Care Quality Commission (CQC) report released last week.

Staff at the homes said they were "immensely proud" after being singled out for their exceptional care following a surprise inspection last December.

Questions

But the news that no other homes in the rest of Kent are achieving the top scores this year has raised questions about the standard of care in the county, which has a growing elderly population.

"There are lots of lovely homes around the place - but perhaps Hale Place shines a bit more - so maybe other homes can strive to be as good as we are," said Dani-

elle Cave, assistant manager.

"We hope that we can be something else that other homes can learn from.

"We are immensely proud - so, so proud of this achievement. We are thrilled with the rating.

"There are so many care homes around the UK, let alone in Kent, so for us to be singled out as outstanding means absolutely everything to everybody here.

"I think what the inspectors picked up on is the fact that we look at all our residents as individuals and cater to our patients personally.

"We think of them as extensions of our own families.

"We were praised for the services being well-led and the quality of care. We haven't celebrated yet - we probably will get all the residents, families and all the staff to have nice big meal because they are a part of it too."

A spokesman for the inspection body said that it was not possible to get a clear picture of care standards in the county until the annual inspection process of all

facilities was finished.

He added that more "Outstanding" homes may be found before the end of the year.

Adrian Hughes, the CQC deputy chief inspector for adult social care in the south, said: "People should always be cared for by services that are safe, effective, caring, responsive to their needs, and well-led.

Encourage

"I would encourage other providers to read this report, and the others we have published on services we have rated 'Outstanding', to see what they can learn.

"What really impressed me in reading the inspection report and speaking with those involved in the inspection about this service was the level of personalised support that people received, from staff who had the right skills and who treated people with kindness, compassion and dignity.

"People told us they liked the staff who supported them, and staff themselves declared it a great place to work."



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