

15<sup>th</sup> September 2023

## Response to CQC Report for Halmer Court care home

---

Upon reviewing the recent CQC inspection results for Halmer Court, we feel a mix of gratitude for the highlighted strengths and determination to address the areas of concern. The report commended several positive aspects, including our safe staffing levels, reassuring feedback from residents and their families, our staff's commendable dedication to providing compassionate care, and our diverse range of facilities.

However, we acknowledge the concerns raised by the inspector. It's worth noting that Glenholme had already identified and initiated improvements on most of these points before the CQC's visit. In fact, both the registered manager and regional manager were replaced shortly prior to the inspection. During the assessment, which took place over two months ago, Glenholme's Head of Care and Quality Delivery was on-site, collaborating with our new, highly experienced manager on a comprehensive improvement plan, which we are pleased to report has seen significant completion since.

To bolster our leadership and expertise, we've also enhanced our management team by recruiting an exceptionally experienced deputy. The CQC report acknowledged the positive shifts already evident under the new management, quoting, "People, staff, and relatives were consistently positive about the impact of the new manager" and the proactive measures we've undertaken in response to their findings.

We remain confident in the strides we've made post-inspection. Were the CQC to review Halmer Court today, we believe our rating would reflect a 'Good' standard. We eagerly await the opportunity to demonstrate our progress and improvements in a future visit.

---

Glenholme Healthcare Group Ltd.  
79 High Street, Eton, SL4 6AF  
Tel: 01753 869 777

[www.glenholme.org.uk](http://www.glenholme.org.uk)