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Summerwood: To all concerned.

11th June 2020

Dear Friend, Resident, Colleague and Family Member

Re: Summerwood Rated Outstanding By CQC

We are absolutely thrilled to be able to announce that Summerwood has been awarded the highest rating possible by the regulatory inspectorate, CQC, following its recent unannounced inspection.

In 2017 Summerwood first achieved an Outstanding rating and this was in two of the five key areas of inspection. We can now proudly tell you that this has increased now to a rating of Outstanding in FOUR of the five key areas, these being: Safe, Responsive, Caring and Well Led. This is an absolutely amazing achievement for which we are incredibly proud of John, registered manager, Carly, deputy manager, and the entire team at Summerwood as well as Sarah-Jane in head office who does so much behind the scenes.

Summerwood is now in the top one percent of care homes in the country which is testament to the level of excellence our team are achieving and to your support.

We want to thank each of you who has engaged with CQC during the inspection process, for taking the time to respond and giving such kind feedback – thank you so much. In addition, we thank you - the people we support, their friends and families, professional colleagues, team members and our local community - for your invaluable contributions to shaping Summerwood into the place it is.

The inspector commented, “People we spoke with told us they were happy living at Summerwood and relatives consistently told us they were exceptionally happy with the excellent care their loved ones received. They told us the registered manager, provider and staff were ‘absolutely brilliant,’ ‘fantastic,’ and ‘completely outstanding.’ Health and care professionals told CQC, ‘I’m very impressed,’ and ‘They went above and beyond on a daily basis with their care.’

Cont.

Directors:
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The report states, ‘The service promoted an exceptionally strong person-centred culture and this was embedded within staff attitudes and practices. People were at the heart of their home and were consistently empowered to make decisions about their care and support which increased their confidence, self-esteem, independence and skills. The management team promoted an open ‘can-do’ culture and had a passion for inclusion and making a positive difference to people’s lives.’ It goes on to say, ‘The exceptional commitment, innovation and achievements of the provider [Apple House] and staff consistently resulted in excellent outcomes for people.’

Romaine Lawson, Director of Operations, said of the news, “I’m very proud of the full team, the people we support, family members and our health and social care colleagues. Everyone works together to make Summerwood an outstanding place to live and work.”

John Caslake, Registered Manager, told us: ‘We are all very proud of our achievements in getting Outstanding in four areas from CQC. It has been a huge achievement from the whole team at Summerwood and for all those who support us both in the company and the wider community. The team’s commitment and care given to everyone at Summerwood has developed over time with ever-increasing knowledge, understanding and compassion. We have become a real community home that will continue to grow into what we all believe is a model for others to follow. We believe that our residents are at the centre of what we do and we will support them to develop at a pace and to a level that is achievable and functional in their everyday lives. That is why we came into care and we will continue to work towards those goals with all the associated challenges.’

Yours sincerely,

Jane Montrose
Managing Director

Romaine Lawson
Director of Operations