

We're taking steps to improve, and striving for *excellence.*



All of us at Highbury House have been working hard to improve things since our last CQC inspection in June 2019.

We would like to reassure you that our residents' care and wellbeing is of paramount importance to us. We have a robust action plan in place and look forward to welcoming CQC back soon. We are sure that all our hard work over the last year alone will be reflected in an improved rating. CQC inspections are on hold during the pandemic, but we have received a CQC COVID Safety Report of which we're very proud! We'd like to share some of the positive comments from our recent CQC safety report as well as feedback from others who work with us in the care industry.

We're working hard, as a family.

We recognise the important role each member of staff has in making the home a success. From manager to maintenance team, we're all passionate about providing high-quality care, and creating a safe, happy environment where residents can feel independent and dignified.

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Staff were knowledgeable and experienced to deliver care. Staff support people to maintain their privacy, dignity and independence.”

- CQC Safety Report
MAY 2020

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Visitors continued to be welcomed and interactions between staff and visitors were **warm and friendly.”**

- CQC Safety Report
MAY 2020

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Over the past few years and in my experience, the service is safe and **effective with a caring ethos.”**

- Visiting GP
OCT 2020

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A structured activities programme is available for residents to take part in.”

- CQC Safety Report
MAY 2020

