

CQC Inspection Response

Deer Park View

“The team and I at Deer View Park, were deeply disappointed at the outcome of our inspection and the rating achieved. However, we are fully committed to providing the best quality care to our residents. Immediately following the CQC visit we commenced working on our action plan, to ensure we complied with all areas highlighted for improvement. This plan has been shared with our CQC Inspector and we are confident that we have adequately addressed all action points and that the quality of the care we provide is of the highest possible standard and tailored to the individual needs of our residents.

Since the inspection we have developed our initial action plan into a Continuous Improvement Plan, which details the actions taken to improve following the inspection visit and to continue to develop and evolve our service to meet the needs and wishes of the residents and their relatives.

We continue to work in partnership with the Local Authority and Integrated Care Board to demonstrate our commitment to the highest level of care and support. We met with Richmond Council to discuss the action plan and have planned regular reviews with them. We have also undertaken a substantial environmental upgrade.

We look forward to when we are next inspected and are confident that the improvements made and sustained will enable our quality rating to be uplifted accordingly.”

Michael, Home Manager at Deer Park View