

CQC Inspection Response

Dormy House

“The team and I at Dormy House were deeply disappointed with the outcome of our latest Care Quality Commission (CQC) inspection. However, since the inspection visit concluded, we have worked diligently to address the areas of concern. We have written to the Commission several times, requesting they return to the home to see for themselves the improvements made and to reflect this through an updated rating.

Additionally, the Local Authority Commissioning team conducted an independent review of the home and reported significant improvements in the quality of services provided and the care delivered. Our internal reviews have also documented these improvements, which have been sustained across several visits. These visits follow the same criteria as the CQC inspections and provide Aria Care with a benchmark around quality and improvement.’

Carmela, Home Manager at Dormy House