

St George's Court Care
Home
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July 2024

Dear Families and Friends of St George's Court Care Home,

We are delighted to announce that St George's Court has achieved a GOOD rating following a PAMMS visit from the local authority on 2nd July 2024. We are extremely proud of this outcome, as it recognises our home as a provider of quality care; it is a testament to the many months of hard work our dedicated team has invested in making key improvements at St George's Court.

Despite the 13-month gap since the inspection by the Care Quality Commission (CQC) on 28th June 2023, the care home still holds an 'Inadequate' rating with the regulator. We eagerly await a revisit from the CQC, hoping for a change in this rating. We believe the home is a good home and fully expect this to be reflected in their next report.

We hope this letter assures you that we put people at the heart of our care, taking our responsibility as a trusted care provider very seriously. We strive to deliver high-quality care that empowers our residents to lead fulfilling lives, feeling safe and involved in their care and daily activities.

St George's Court is led by an experienced, caring, and dedicated management team: Jayne Wardell as the registered Home Manager and Lynn Harden as the Care Manager. They have the full support of our Regional Team, including myself as Regional Operations Director for Excelcare's Essex Region, and our Quality and Development Managers. The home is also supported by key teams at our Central Support Office.

During our surveys collected in December 2023, the people living at St George's Court said that they feel safe and supported. Relative's surveys reflected this, with 100% of family members sharing that they felt:

- Their loved one is safe, supported, and treated with respect and dignity.
- They know how to get information and advice about their loved one's health, care, and support.
- Their loved one receives personalised care and support, enabling them to live as they want and make decisions about their care.
- The care and support are coordinated, with everyone working well together.
- They are happy with the cleanliness, quality, and comfort of the home.
- They find the care home team to be friendly, caring, and responsive to feedback, making it easy to share feedback, ideas, or complaints.
- They are happy with the types and quality of activities and entertainment provided.
- They feel well-involved, listened to, and kept informed.
- They would recommend Excelcare to a friend, family member, or colleague.
- Overall, they feel their loved one has a life well-lived

We would like to take this opportunity to share some recent reviews with you that reflect the improvements made within the care home.

“My wife is receiving the best possible care at St Georges. She is treated with compassion and understanding and is comfortable in her surroundings. Her room is always clean and tidy. She is always well-dressed. I take great comfort that she is well looked after by her one-to-one carer who is excellent.”

V M (Husband of Resident), April 2024

“Myself and my son would like to highly recommend St George’s Court Care Home. The care home looked after my dad when he was alive, and is now looking after my mum. The care home is like one big happy family. The staff are always happy and helpful and willing to help visitors and residents alike. The care home has many activities during the week and entertainment. It’s always kept lovely and clean. The food is excellent. When I visit Mum and then leave, I know Mum is getting the best care.”

V H (Daughter of Resident), January 2024

We have also published an interesting case study on a family’s experience with our home, please [click here](#) to read this.

The St George’s Court team continue to support people and their loved ones to enjoy a life well lived and make special memories together. We can see the positive impact this has by the wonderful moments of smiles and laughter, which is shared on the home’s Facebook page:

www.facebook.com/StGeorgesCourtCareHome



As part of our promise to the people who live here and their loved ones, we continue to work in partnership with families, to support the people who live at St George’s Court Care Home to enjoy meaningful days and an excellent quality of care, comparable to that which our team would give to their own families. We extend our heartfelt thanks to the people who live here, their families, and our dedicated team for their unwavering support throughout this improvement journey.

Thank you for taking the time to read our response. We are confident that our next CQC inspection will have a positive outcome. If you would like to discuss this report, please feel free to email our Care Quality & Governance team on cqt@excelcareholdings.com.

Yours sincerely

Jayne Masterson
Cambridge Regional Operations Director