

April 2026

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 Abbot 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 would like to provide you with an update following the Care Quality Commission's (CQC) latest inspection report, published in May 2024, following their inspection in February 2024. In the CQC report, the care home was rated as 'Requires Improvement', which is below the standards that the Excelcare group expects. The report did reflect the home as caring and responsive, and positive aspects of the service were also reflected throughout.

Since the CQC inspection was undertaken, we have provided several updates to the people who are living in the home and their families. We believe it is important that we continue to detail the progress that is being made and embedded within the care home. This letter, dated April 2026, serves as an additional update. Despite the 2-year gap since the inspection, the care home still maintains its CQC 'Requires Improvement' rating, whilst we eagerly await a revisit from the CQC for the possibility of this rating changing. We are very much looking forward to CQC revisiting the home, as we do feel the home is a Good home and that this will be reflected in their next report.

We hope that this letter gives you assurance that we really do put people at the heart of the care that we provide, by taking our responsibility as a trusted care provider very seriously. We deliver high quality care that empowers the people living in our home to lead a fulfilling life, one where they feel safe and involved in their care and how they choose to spend their day.

Abbot is led by a very experienced, caring and dedicated management team, Susan Deol as the Home Manager, Sabitha Pamu and Sibongile Mangezi as the Care Managers, and Lesley Pitt as Hospitality Manager. Susan and her team have the full support of our Regional Team, including myself as Regional Operations Director for Excelcare's Essex Region, and one of our Quality and Development Managers. The home is also being supported by key teams at our Central Support Office.

It is through this continued support, and through working in close partnership with the people who live here, their loved ones, and local professionals that many improvements have been made at Abbot. This has been reflected in the wonderful feedback we have received from the people who live here, as well as their loved ones and friends. We are confident that we will continue to see improvements to both services and quality of life for the people who live at Abbot.

During our surveys collected in September 2025, people living at Abbot shared that they feel safe, supported and treated with dignity and respect. Residents spoke positively about the friendly and helpful team, and said they are encouraged to make choices about how they spend their day and the care and support they receive. People also shared that they enjoy the activities within the home and value opportunities to connect with the local community. Feedback highlighted that residents feel listened to, know how to share their views and concerns, and feel supported to live well physically, mentally and emotionally. Overall, people told us they feel valued as individuals and are enjoying a life well lived at Abbot Care Home.

Relative surveys reflected this positive experience, with family members sharing that they feel their loved one is safe, supported and treated with dignity and respect. People spoke warmly about the personalised care provided, and how their loved one is encouraged to make decisions and live as independently and meaningfully as possible. Families also described the team as friendly, caring and approachable, and said they felt listened to and well informed. Feedback highlighted the clean and comfortable environment, coordinated care and support, enjoyable food and drink, and a varied programme of activities and entertainment. Overall, relatives shared that they feel their loved one is happy, valued and living well at Abbot Care Home.

At the time of writing, Abbot currently holds a score of 9.9/10 with Carehome.co.uk. We would like to take this opportunity to share some recent reviews with you that reflect the improvements made within the care home.

“An absolute brilliant experience for my sister the staff have been so good to her and to us.we are so happy that we got her in here before Christmas and sad to see that she cannot be funded there. we'd like to thank the cleaners carers Nurses Doctors and management on her behalf and ours and wish you all well for the future and hope to see you soon.”

TH (Brother of Resident), January 2026

“I cannot express enough how much I value the care and support this home provides to the residents. Just seeing the smiles on the residents' faces makes me so happy that John is living there. The staff are wonderful, the facilities are immaculate, and the activities are very engaging. Highly recommended!”

- AM (Friend of Resident), January 2026

The Abbot 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/Abbotcarehome



Thank you for taking the time to read our letter. We feel confident that our next CQC inspection will have a positive outcome. If you would like to talk about anything in the CQC report or would like to find out more about our home, please feel free to email us at info@excelcareholdings.com.

Yours sincerely

Celia Hardill
Regional Operations Director