

April 2026

Tel: 01621 851 010  
www.excelcareholdings.com

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 Fillans 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 November 2022, following their inspection in September 2022. In the CQC inspection the care home was rated as 'Requires Improvement', which is below the expected standards that the Excelcare group expects. The report did not reflect the home as unsafe, 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 February 2025, serves as an additional update. Despite the 3 year, 8 month 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. Ensuring that 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.

St Fillans is led by a very experienced, caring and dedicated management team. Anumol Thomas is the registered Home Manager and Sonia Varghese as the Care Manager. Both have the full support of our Regional Team, including myself as Regional Operations Director for Excelcare's Essex Region, and Karen Spicer 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 St Fillans. 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 St Fillans.

During our surveys collected in September 2025, the people living at St Fillans said that they feel safe and supported, enjoy the food and activities, and feel they have a life well-lived at the care home, with people sharing that the care home team, and person-centred care were among their favourite things about the home.

Our 2025 relative surveys reflected an exceptionally positive experience, with family members sharing that they feel their loved one is safe, supported and always treated with dignity and respect. Relatives spoke highly of the personalised care provided, and said their loved one is encouraged to make decisions about their care and support, while receiving coordinated support that helps them live well physically, mentally and emotionally. Families also described the team as friendly, caring, professional and welcoming, and shared that communication is open, supportive and responsive. Feedback highlighted satisfaction with the

cleanliness and comfort of the home, the quality of food and drinks, and the range of activities and entertainment available. Overall, relatives said they feel listened to, well informed and confident that their loved one is happy living at St Fillans, with many sharing that they would happily recommend the home to others.

At the time of writing, St Fillans 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.

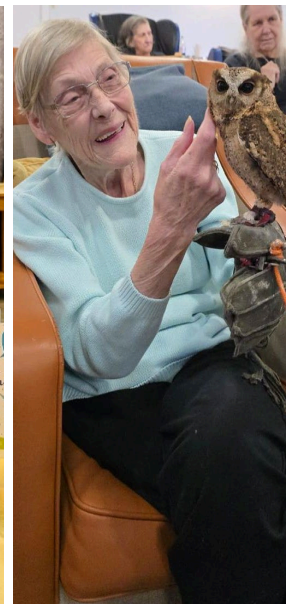
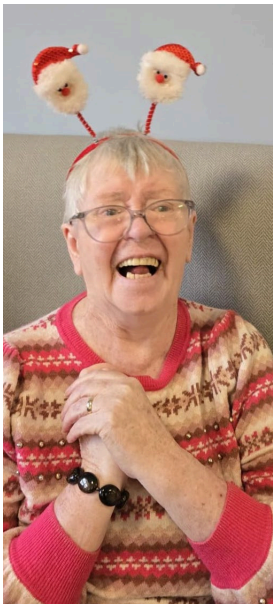
**“I have always found the home very clean, tidy and welcoming. Staff are very accommodating and goes that extra mile. There was variety in food and activities were amazing like involving animals and it was not just limited to bingo and board games. Staff were always around and willing to help. Team was very resourceful and happy to help. Thank you, team St Fillans.”**

*- M I (Brother-in-law of Resident), April 2026*

**“My friends dad was a resident at this facility and at one time I visited with him. We had a warm welcoming by staffs. The way they treated us and his dad was exceptional and very professional.”**

*- FF (Friend of Resident), April 2026*

The St Fillans 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/StFillansExcelcare/](http://www.facebook.com/StFillansExcelcare/)



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](mailto:info@excelcareholdings.com).

Yours sincerely

**Celia Hardill**  
Regional Operations Director