

WCS Care Group Ltd

# Dewar Close

5 Beech Drive, Bilton, Ruabry, CV22 7LT

**Overall  
rating**

Inadequate

Requires  
improvement**Good**

Outstanding

## Are services

Safe?

**Good**

Effective?

**Good**

Caring?

**Good**

Responsive?

**Good**

Well led?

**Good**

### Comments from the provider

This was our first routine inspection at Dewar Close in six years, so we're pleased the CQC rated the home as Good in all areas, and that all five key questions were reviewed, giving a complete picture of life at the home.

We're particularly proud that the inspection highlighted the commitment of the team to WCS Care's values and our vision of Every Day Well Lived. The report reflects what we know to be true: that leadership is visible, staff are caring and skilled, and people are at the centre of everything we do.

Strong relationships, a supportive culture, and a focus on wellbeing, for both residents and staff, are what enable good care to happen consistently. Dewar Close is a great example of that in action.

**Ed Russell, Chief Executive**

### Tell us how we're doing

We hope we give you lots of opportunities to tell us how you want things done and what you want to change. As a reminder, you can:

- talk to a member of staff
- fill out a comments card
- ask to speak to the Duty Manager
- contact Keren Salt our Director of Quality on 01926 864 242 or alternatively, email [info@wcs-care.co.uk](mailto:info@wcs-care.co.uk)

We can't promise we'll always get things right first time, but we're committed to ensuring we listen and act on what you tell us.

The **Care Quality Commission** is the independent regulator of health and social care in England. You can read our inspection report at [www.cqc.org.uk/location/1-113543583](http://www.cqc.org.uk/location/1-113543583).

We would like to hear about your experience of the care you have received, whether good or bad. Call **03000 61 61 61**, email [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or go to [www.cqc.org.uk/givefeedback](http://www.cqc.org.uk/givefeedback)