

WCS Care Group Ltd

Drovers House

Drover Close, Rugby, CV21 3HX

Overall
rating

Inadequate

Requires
improvement

Good

Outstanding

Are services

Safe?

Requires
improvement

Effective?

Good

Caring?

Good

Responsive?

Good

Well-led?

Requires
improvement

Comments from the provider

This was our first routine inspection at Drovers House since 2019, and we were pleased that the Care Quality Commission reviewed every aspect of the service under its assessment framework.

While we are disappointed with the overall rating, there is a great deal in this report that gives us confidence.

During the inspection, both the inspector and the Expert by Experience told us they would be happy for a member of their own family to live at Drovers House. And the report recognises what they felt during their inspection; a home where staff know people exceptionally well, build genuine relationships and provide kind, person-centred care within a positive culture.

As a provider, we want both our care and our governance to be equally strong. This inspection found areas where our documentation, record keeping and oversight fell short of the standards we expect of ourselves, and we fully accept those findings. We are already taking action to strengthen these systems so they properly reflect the high standard of care recognised throughout this report.

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

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/1-937346003

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 or go to www.cqc.org.uk/givefeedback