

WCS Care Group Ltd

Fairfield

Butler Crescent, Exhall, Coventry, CV7 9DA

Overall rating

Inadequate

Requires improvement

Good

Outstanding

Are services

Safe?

Good

Effective?

Good

Caring?

Good

Responsive?

Good

Well led?

Good

Comments from the provider

I'm really pleased that Fairfield has again been rated Good by the Care Quality Commission. This was our first routine inspection in seven years, and it's reassuring to see inspectors take a full look across all five key areas – giving a balanced picture of the care we provide.

What they found is what we see every day: a home that feels like a family, where people are known, valued and supported to live life their way. The inspectors recognised the compassion of our staff and the strength of the leadership in the home – and that means a lot.

They also picked up on something we're proud of across WCS Care, our drive to keep learning. We never see "Good" as the finish line. Our team share ideas, challenge themselves and look for better ways to do things, because that's how we keep improving life for the people who live with us.

My thanks go to the whole team at Fairfield for their hard work, kindness and commitment.

Ed Russell, Chief Executive, WCS Care

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/1-113543622

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