



Response to Care Quality Commission Report published on 25th March 2022

Gracefield Health Care has operated as a residential care provider since 2008 and always had a good rating of care up to and including an inspection in 2019. Gracefield Health Care is committed to re-attaining the utmost standards of care for the people who use our service. We continue to have positive and open relationships with our residents and their families.

As is the case for many care home providers we have faced unique and challenging times under the shadow of the Coronavirus pandemic. During this time we acknowledge that the focus shifted to following pandemic guidance and providing a more basic level of care rather than on some of our previously strong commitments to governance.

As a company we have identified areas of improvement and have implemented an action plan to address these areas. We are working in collaboration with CQC and statutory authorities.

