

**CQC Inspection**  
**February 2019**

We have recently been inspected by CQC.

Whilst we understand and respect the work which CQC does, we are very disappointed with the outcome.

We have been rated as requiring improvement in two areas and good in the remaining three.

We feel this does not acknowledge the excellent care given by our dedicated staff.

You may remember that in January 2018 we were rated as good in all 5 areas.

Ormerod always considers our service users to be at the heart of everything we do.

We are committed to continual improvement and have already made a number of changes in recent months, including staff changes, in furtherance of that.

We will as always work positively with CQC as we remain very proud of the services we provide.



Doug Everard.

