



Royal Star & Garter

Care with courage

FOR IMMEDIATE RELEASE

Royal Star & Garter, Solihull, rated CQC 'Outstanding' in all five areas

- Home also retains overall 'Outstanding' rating
- One of only 11 care homes in the country - and the only one in West Midlands - to receive 'Outstanding' in all five categories
- Home 'continues to exceed expectations' and is 'an excellent role model for others,' CQC reports

Royal Star & Garter in Solihull has been rated 'Outstanding' in all five areas in a Care Quality Commission (CQC) report.

The care home earned the top rating across all five tested areas - Safety, Effectiveness, Care, Responsiveness and Leadership - following an inspection at the beginning of January.

The Home, which provides loving, compassionate care to veterans and their partners living with disability or dementia, retains the overall outstanding rating it received in a 2017 inspection.



Home Manager Cheryl (bottom left, kneeling) celebrates the Solihull Home's extraordinary CQC inspection with staff and residents

The clean sweep puts the Solihull Home among the best nursing homes in the country. Only 10 other nursing homes in England – and no other in the West Midlands – achieve this exceptional standard. This places it in the top 0.3% of CQC-inspected nursing homes.

The overall outstanding rating also places the Home in the 4% in the country for adult social care provision.

Amanda Lyndon, CQC Interim Head of Inspection for Adult Social Care, said: "When we inspected Royal Star & Garter – Solihull, we saw an exceptional service offering very high standards of care. People's individual needs were met by caring and compassionate staff, supporting positive outcomes. An



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'Outstanding' rating is the result of considerable hard work, so I congratulate everyone who made this possible."

The inspection report, which was published on Thursday, 5 March, found the Home "...continued to exceed people's expectations." It is "...an excellent role model for others and was led by a passionate management team." It also said, "People's needs were consistently met by a highly skilled and dedicated staff team," and "The attention to people's individual wishes and needs showed how exceptional staff were at going above and beyond what was expected of them."



A Sensory Group Session in action



Lead Carer Carly shares a joke with Alf as he plays the piano

Home Manager Cheryl Harbourne said: "I'm delighted the inspectors recognised the quality of care delivered by my amazing team, and we are thrilled to be rated 'Outstanding' in every area. It's a superb CQC report and a remarkable achievement, but we won't be resting on our laurels. It's taken a lot of hard work to reach this level and we'll always push to be the best we can

Chief Executive Andy Cole said: "To be rated as 'Outstanding' in all five CQC areas is testament to the love, skill and dedication of all of our staff and volunteers who are entirely focused on supporting our residents. The care offered to veterans and their partners at our Solihull Home is exemplary and I am delighted that the CQC has recognised this. I am immensely proud of what the whole Royal Star & Garter team has achieved."



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To read the full CQC report into Royal Star & Garter, Solihull, go to:

<https://www.cqc.org.uk/location/1-124415551>

For more information about the Solihull Home, go to: <https://starandgarter.org/our-homes-and-care/solihull/>



Residents are encouraged to keep up with hobbies and interests when they move into the Home

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About Royal Star & Garter

Our charity provides loving, compassionate care to veterans and their partners living with disability or dementia.

Twitter: @starandgarter

Facebook: facebook.com/starandgarter

Website: www.starandgarter.org



Royal Star & Garter
is a member of the
National Care Forum