



# Royal Star & Garter

Care with courage

## FOR IMMEDIATE RELEASE

### **Royal Star & Garter - High Wycombe rated outstanding after first CQC inspection**

Royal Star & Garter in High Wycombe has been rated outstanding by the Care Quality Commission (CQC) at its first inspection.

The care home for military veterans, which opened in 2019, was judged to be outstanding in four of the five areas tested by the healthcare watchdog.

This now places the Home in the top 4% of providers in England, according to CQC figures. They also show that of Buckinghamshire's 119 care homes, only seven others are rated this highly, and Royal Star & Garter is the only one with at least four outstanding ratings.



*Residents and staff from Royal Star & Garter in High Wycombe celebrate the outstanding CQC inspection*

Royal Star & Garter provides loving, compassionate care to veterans and their partners living with disability or dementia, and also has Homes in Surbiton and Solihull.

Two of the charity's three Homes are now rated outstanding by the CQC. In 2020, the Solihull Home was placed among the best in the country after being awarded outstanding in all five tested areas.

The Surbiton Home was judged to be delivering outstanding care in its last published CQC inspection.

Hazel Roberts, CQC Head of Inspection for Adult Social Care, said: "The care provided to people by Royal Star & Garter in High Wycombe was outstanding... We found this to be a well-run and supportive service that focused on people's needs. Other services can look to it as an example of the high standards of care people should expect."

Among the findings listed following the two-day inspection at the end of 2022 were:

- People received excellent care from consistent, knowledgeable staff that exceeded their expectations.



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- Staff created a nurturing environment where people's feelings mattered most.
- Staff excelled in caring for people living with dementia.
- There was a strong commitment to providing personalised care that appreciated people for who they were and recognised the value of their life experiences.
- People were supported to have maximum choice and control of their lives, and staff supported them in their best interests.
- Relatives were considered partners in care and their involvement was key to providing person-centred care.
- Home Manager, Reggie Ballos, provided exceptional leadership and had developed a dedicated staff team who were committed to the vision and values of the service.

Reggie said: "I am so proud and happy that CQC inspectors were able to recognise and see what I see every day – that is a team of talented and dedicated staff, working as a family to provide outstanding person-centred care with kindness and compassion. It's taken us a lot of hard work to get to this level, but we won't be resting on our laurels. We will always be looking to improve on the already excellent care that we provide to the veterans."

Royal Star & Garter Director of Care Pauline Shaw OBE said: "This is a wonderful outcome and is well deserved recognition for Reggie and her team. I am delighted for them all."

Hugh is a resident at Royal Star & Garter in High Wycombe. The RAF veteran said: "I think the Home and staff here really deserve this outstanding rating given by the CQC. The staff are friendly, caring and work hard to provide top quality care. I feel very privileged to live in such a lovely, well-managed Home."



*Royal Star & Garter High Wycombe Home  
Manager Reggie Ballos with resident Richard*

Sue's father Michael is a resident at the Home. She said the outstanding CQC inspection was well-deserved, and added: "We are incredibly grateful for the wonderful care given to our father by everyone at Royal Star & Garter. The carers and nurses are without exception kind, considerate and patient. It's a huge comfort to us to know our Dad is safe and so well cared for in such a positive and happy environment."



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To read the full CQC report go to: <https://www.cqc.org.uk/location/1-6715458561>

Royal Star & Garter in High Wycombe is welcoming new residents – either people who have served in the Armed Forces themselves or the partner of someone who has served. For further information on this, or to work at the Home, please go to:

[www.starandgarter.org/highwycombe](http://www.starandgarter.org/highwycombe)

**[Ends]**

**For further information please contact:**

Goolistan Cooper

Communications Officer

[goolistan.cooper@starandgarter.org](mailto:goolistan.cooper@starandgarter.org)

0208 481 7669 / 07391 868796

Cally Madden

Marketing & Communications Manager

[cally.madden@starandgarter.org](mailto:cally.madden@starandgarter.org)

020 8481 7692 / 07881 017299

**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](http://www.starandgarter.org)



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