

Values at the heart of good care



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The Care Quality Commission recently published its latest inspection report into our Westlands home. The verdict? It's good, with outstanding leadership, so that's an overall good rating – and let me say how proud and impressed I am with this report.

It is so overwhelmingly positive and affirming of the values, passion and commitment that drive the teams in all our homes, in fact it is one of the most uplifting of our CQC reports that I have read in the last few years.

I've frequently said that good is good enough and that [WCS Care](#) didn't set out to achieve 50% of our care homes rated outstanding. Of course, we are proud and delighted that's what the CQC has rated those homes, but it's our own confidence and belief and drive to deliver high quality care for residents that really matters.

We believe that all our homes offer outstanding care. And equally we recognise that we are only as good as the last act of care we delivered: we know we don't always get things right first time for residents or their families and we'll use the same passion, determination and creativity in every home to ensure we come up with an outcome that works well for each individual. For us it's part of a process of getting to know each person and understand how to meet their needs.

Our ambition as a provider is to make every day well lived for each of our residents. [Read five of the six reports](#) on our outstanding homes (they are not modern, purpose built care homes) If you want to find out how that works in a typical older built care home. These are homes where the environment hasn't been designed specifically to deliver the model of care we've developed, and where it's actually about the people who are delivering the care.

And if you want to understand the heart of the creative, loving and playful care that WCS Care delivers, [read this latest report](#). It tells the stories of how people can work together to make a day well lived, and how leadership (at all levels) transforms and motivates the care that's being provided, moment by moment. And that's what makes me so proud.

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