

## Press Release

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### **Three registered care services (Isle of Wight) meet CQC standards**

Following routine unannounced inspections by the Care Quality Commission (CQC), three of Southern Housing Group's registered care services on the Isle of Wight have been shown to fully meet all of the standards assessed by the regulator for health and social care.

Naomi Somerville, who leads Southern Housing Group's Care and Supporting Independence service on the Isle of Wight says: "Providing the best standards of care to some of our most vulnerable residents is a responsibility that all our staff are committed to.

"It gives our residents, their families and our staff extra confidence to know that this has been independently verified by the regulator."

A common theme across all three inspection reports is that people's diversity, values and human rights were respected with clear plans in place that enabled customers to live independently.

Naomi adds "We recognise the trust that our residents, customers and their families put in us. We will continue to do everything that we can to meet their needs and exceed their expectations."

The CQC says: "Our job is to check whether care homes and care services are meeting essential standards.

"We carry out routine inspections to check that these essential standards of quality and safety, which are detailed on the front page of our inspection reports, are being met. People who use health and adult social care services have a right to expect these standards."

Over 200 care and support staff deliver services to approximately 1000 residents and customers across the Island.

Three services, detailed below, were inspected in January and February by the CQC. All the inspections were unannounced. Full copies of the reports for each service are available at [www.cqc.org.uk](http://www.cqc.org.uk)

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#### **Byrnhill Grove Registered Care Home, Ventnor** *Residential care home for older people*

Inspectors looked at the personal care and treatment records of people living at Byrnhill Grove. They found that residents' needs were assessed and care was planned and delivered in line with their individual care plan. Staff were trained and competent when it came to administering medicines, and were supported to deliver care and treatment to an appropriate standard.

One resident told the inspector: "They look after me very well here" while a visiting family member added: "They are excellent here".

Byrnhill Grove was found to meet all of the standards assessed by the CQC, which included care and welfare of people who use services and management of medicines.

CQC report on this service is available [here](#).

### **22 Argyll Street, Ryde**

*Care home for people with learning disabilities*

Inspectors saw that staff treated people with dignity and respect, while residents said that they felt safe and were well cared for at 22 Argyll Street. Staff were suitably trained and showed that they had a good knowledge of the people they cared for and how they liked to be supported.

"I love it here" said one residents and a visiting family member told the inspectors that "Staff are excellent, the relationship is good."

22 Argyll Street was found to meet all of the standards assessed by the CQC, which included respecting and involving people who use services and safeguarding people who use services from abuse.

CQC report in this service is available [here](#).

### **Domiciliary Care Agency**

*Provides social care to people living in their own homes*

Inspectors found that people's privacy, dignity and independence was respected. People's views and experiences were taken into account in the way that the service was provided and delivered in relation to their care. A review of care plans showed that people were able to make decisions about the way that their care was delivered and were encouraged to be as independent as possible.

One person told the inspectors that they were "fully involved" in setting their care plan, and that staff "gave us everything we needed."

The Domiciliary Care Agency was found to meet all of the standards assessed by the CQC, which included care and welfare of people who use services and requirements relating to workers.

CQC report on this service is available [here](#).

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For more information about care and support services on the Isle of Wight, visit [Southern Housing Group](#) or call 01983 552 479.

## **Notes to Editors**

- Over the last 110 years, Southern Housing Group has become one of the largest housing associations in the south of England, housing 66,000 residents, managing more than 25,500 homes, employing almost 800 people and working with more than 70 local authorities across the South East, including the Isle of Wight.

- Our mission of 'Unlocking the potential of people and places' unites the organisation behind a common set of qualities and objectives.
- Our activities focus on four key areas: the development of quality affordable housing; housing and neighbourhood management; a range of housing options for rent and home ownership; and social and economic regeneration.
- Our social and economic regeneration work is undertaken to improve the lives of residents in the communities and neighbourhoods where we build and manage homes. It provides tangible evidence of our commitment to building sustainable communities.

All providers of regulated health and social care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. There are 16 essential standards that providers are required to meet.

Photo caption:

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