

Princess Christian Care Home rated Outstanding by the Care Quality Commission



Celebrating an Outstanding achievement

We are thrilled to announce that our team at Princess Christian Care Home were recently inspected and rated as 'Outstanding' by the Care Quality Commission (CQC).

Widely known for its excellence in nursing and dementia care, **Princess Christian** cares for 90 elderly residents and is extremely proud to have received an overall rating of '**Outstanding**' from their inspection – *something that only 4% of UK Care Homes have managed to achieve.*

A team of CQC Inspectors spent three days at the **Home** and spoke with eight residents and four relatives about their experiences of the care provided. They also spoke with four members of staff plus the Operations Manager, Registered Manager, Home Manager, Senior Care Workers, Care Workers, Recreation and Well-Being staff, the Chef and also a local GP - to get a comprehensive and balanced picture of life at the **Home** and its management.

The CQC Report details their findings and highlights the Home's:

**outstanding person-centred care
responsive and knowledgeable staff
exceptional end-of-life care
support for both residents and their families.**

The GP consulted during the CQC inspection commented;

"The end of life care is excellent with many patients being referred to Princess Christian from hospitals and local hospice. They have good links to community palliative teams and are well supported. Comfort and dignity at end of life is well provided."

The glowing report documents how well trained and experienced the staff team are. *"Everyone, without exception, told us staff were trained to a very high level. People, relatives and professionals expressed that staff had the right qualities and demonstrated this in their practice with excellent skills with people and knowledge of current practice guidance."*

Famed for amazing food, the CQC report notes;

"The service had launched a Masterchef Academy and there were nutrition champions identified that included the chef and a dining room assistant. The kitchen was overseen by a chef manager and there was a team in the kitchen, including a chef and kitchen assistants. The team were passionate about their role in the service led by the chef manager who instilled high standards in all their team."

Comments from residents and relatives include;

"Pampered, that's what I am – pampered. I can honestly say I've never been so well looked after in all my life!"

"Lovely staff, they're my family – every one of them"

"I enjoy living here because everyone is so kind"

"They are wonderfully caring staff. They cared for my relative right up until the end and I trust them to do the same for me. It's homely, friendly."

Huge congratulations to Mario Taherian (Registered Manager), Nisha Leo (Home Manager) and their wonderful team for this outstanding achievement and continued commitment to quality, person-centred care.

[View the full report](#)

Inspected and rated

Outstanding

