

I would like to thank National Care Association (NCA) for your support, help and guidance following a recent CQC inspection at the Star Nursing Home. Trust Care Management is very proud of their first facility, The Star Nursing Home, always providing outstanding personal care, whilst receiving high local authority ratings and good reputation from referral sources.

On receiving the draft report our team were upset to learn the report would rate 'safe' as requires improvement, highlighting one concern which was factually incorrect and a second which equated to a documentation error that had been immediately resolved and had had no direct impact on any resident.

Deeming this rating to be wholly unjustified and not representative of the home we decided to challenge this draft report immediately and approached the NCA for assistance, being all too aware of the challenges facing small providers when appealing against much bigger governmental authorities.

The NCA advised us in a professional, friendly and timely manner linking us directly with a senior advisor contact at the CQC who in turn supported us, listening and advising us on the process and approach of forwarding on the factual inaccuracy report. Receiving direct input and advice from a senior CQC representative the team found reassuring and informative. Within a week or so of the subsequent correspondence the CQC informed us that they had reviewed the draft report and accepted our challenges and evidence and had turned around the "required improvement" for the Safe KLOE to "good" - justice and common sense prevailed!

All the staff at the NCA from reception to administration to senior management were so helpful, supportive and always cheerful! The background work by The NCA leading to the direct contact with CQC was undoubtedly a key factor in the process.

Trust Care Management wanted to share this recent sequence of events as it highlights the effectiveness, importance of the backup and support that the NCA can provide to small and medium providers. This joint working and fighting of common causes is a testament to the NCA itself and the passion and commitment shared by members in promoting the best principles in health and social care. Where funding is increasingly scarce yet regulatory requirements are ever more demanding it is imperative that providers challenge what they perceive as unfair requirements and judgements. For providers to do so using the expertise and influence of the NCA sends a positive, consistent and coordinated message and fights for consistency in regulatory approaches and justice for the small fish in the big pond!

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