



Friday, October 23, 2009

Inspections

KorCare Limited / Nightingale House welcomes inspection and has been inspected regularly during its 20 year history of caring for Korsakoff clients. We are happy to comply fully with all requirements seen to be necessary by our regulator.

We incorporated at the end of April 2005. This year we were asked to re-register as KorCare Limited to include our two premises Nightingale House and Porch House under the one registration, and we were assigned a new inspector.

We had always enjoyed a 'Good' Rating of inspection as shown by the spreadsheet shown below until the most recent two inspections carried out by the new inspector.

Korsakoff's Syndrome is an extremely difficult condition to fully understand and we felt strongly that too little time and information had been acquired to justify such a fall in our rating.

We felt strongly that the main issues had not been investigated in the necessary depth and we tendered further information to our regulator CSCI. We invited further inspection but were unable to influence the report or its findings. The magazine 'Caring Business', has often reported many homes complaining of similar experiences.

We have taken immediate and positive action to comply with the findings. Our outstanding record has proved that we provide an excellent service to our clients, and once this information is evidenced, and a full and accurate picture is conveyed, then our 'Good' rating will quickly be restored.

CSCI* regulations dictate that no establishment can be allowed to progress more than one star per year, no matter what level of action is taken. Regaining of ratings is therefore always a lengthy procedure.

We have always strived to provide best outcomes for the clients in our care and will continue to do so to the best of our ability. If this is your first viewing of our site, and you require further information on any issue contained in the report, such as testimonial evidence from families or placement agencies, please contact us.

* CSCI has now been replaced by The Care Quality Commission

