



## Madeira Lodge challenges CQC report

In October 2022, the CQC (Care Quality Commission) inspected our care home in New Romney Madeira Lodge. When concerns are found at an inspection the CQC normally re-inspect about 6 months later. This gives the provider time to implement and embed changes that need to be made.

This did not happen at Madeira Lodge. We were inspected just 5 weeks later. We were reinspected at the beginning of December. The report was not issued until February 2023 and published on 14th March 2023. The contents of this report are substantially out of date because much of the report was based on the concerns raised in October 2022. We'd not had the time to embed the many changes that we had made.

We would like to assure those taking the time to read this statement that we have categorically challenged this report by CQC - we did this due to many of the issues being resolved and/or being unfounded, unfair, and unsubstantiated. We are currently awaiting CQC's responses to our challenges and complaints which we have raised, and will further update this statement thereafter. We are hopeful of a reinspection as soon as possible.

Due to this scenario arising back in October, as a provider we have taken the opportunity to review the day to day operations within Madeira Lodge. We found that we could indeed implement some positive changes which would ensure Madeira Lodge could improve in some areas and move forward.

We can confirm that from December 2022, what we deemed to be strategic improvements have been made within the care home. A new management team has been in place since February 2023 because of this review.

We have also implemented a **dedicated anonymous and confidential telephone line** 0121 289 2542 whereby those with a wishing to, can share information which may be of concern regarding Madeira Lodge or indeed any of our locations. There is also a designated email address in place **[whistleblow@belmonthhealthcare.co.uk](mailto:whistleblow@belmonthhealthcare.co.uk)** which can be used to report any concerns.

We would like to thank those families for their steadfast support and for trusting us with the care of their loved ones. For those families wishing to place their loved ones with us we look forward to meeting you very soon, and welcome you to come and meet us.

If you would like to discuss any elements contained above, or indeed anything else regarding Madeira Lodge, please do not hesitate to contact us here:

**Managing Director - Adam Hutchison :** **[adam@belmonthhealthcare.co.uk](mailto:adam@belmonthhealthcare.co.uk)**

**Head of Communications - Andrea Vinten :** **[andrea@belmonthhealthcare.co.uk](mailto:andrea@belmonthhealthcare.co.uk)**

**General enquiries:** **[enquiries@belmonthhealthcare.co.uk](mailto:enquiries@belmonthhealthcare.co.uk)**

**Head Office Main Enquiries:** **0333 444 0121**

**Dedicated Confidential telephone line:** **0121 289 2542**

*March 2023*