

Independent

30/1/2017

Lay Visit

Cedar House in Leicestershire - ' An outstanding Service '

Quality of Care - *outstanding in planning, delivery and overview - excellent team leadership approach observed*

Food, Menu & Choice - *locally sourced, imaginative and consistently high in standard reflecting residents tastes*

Activities & Options - *Varied in nature and choice delivered within a personalised ethos offering individual and small group options with occasional outings*

Communication - *a listening and responsive approach delivered through attractive monthly Newsletters, interactive meetings & e - communications / webb links*

Training & Staff Development - *encouraged and supported through appropriate courses beneficial for residents and personalised skill sharing*

Estate and Decor - *of a high standard throughout reflecting a homely but quality presentation with strong individual emphasis on bedrooms personalisation*