

## Care Quality Commission success for Harrow care home

November 2023

Staff at High Worple, a residential care home for people with learning disabilities in Harrow, are celebrating after being rated 'Good' by the Care Quality Commission (CQC), following a recent inspection.



The residential care home, which is run by Sanctuary Supported Living, was assessed by two inspectors in five key areas: whether it is safe, effective, caring, responsive and well-led, and was rated 'Good' in all areas, leading to a rating of 'Good' overall.

The staff at High Worple all share the same cultural heritage as the residents, and they all speak the same language, Gujarati. The team also provide culturally-appropriate food and activities, as well as supporting the residents' religious needs, including celebrating holy days such as Diwali, which ensures that the residents feel involved, included and fully-supported in their home.

The CQC inspectors noted in the report that residents' privacy and dignity is respected, and they are supported to gain new life skills and live as independently as possible. Every resident has a tailored care and support plan, where they are supported to work towards achieving their personal aims and goals. The CQC's report stated that the staff at High Worple have undertaken specialist training around supporting people with learning disabilities and autism, which helped them better understand the needs and perspectives of the people they care for.

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# NEWS story

Inspectors spoke to residents and their relatives as part of the inspection, and the report also mentioned that it was clear that residents are “well treated and supported”, that they have “good relationships with staff”, and that there is “mutual respect” between the residents and staff.

Chelesa Sajnani, Local Service Manager at High Worples, said: “I’m very proud of my team for achieving a Good rating from the CQC. They all work very hard to support the individual needs of the people who live with us, so it’s wonderful to have their efforts recognised in this way.”

High Worples has maintained its ‘Good’ rating following its last inspection in November 2017.

