

CQC Inspection Summary

DATE OF INSPECTION:
12 & 14th June 2019

SITE NAME:
Heron View

LOCATION:
**6-10 Outram Road,
Croydon, Surrey, CR0 6XE**



DESCRIPTION:

Heron View is a thirty five bedded specialist Care Home supporting men with Mental Health, Neurocognitive and Acquired Brain Injury presentations. Click [HERE](#) for more information.

<p>Overall Good</p> <p>Read overall summary</p>	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

Click [HERE](#) to see the official CQC report.

CQC REPORT SUMMARY

Peoples outcomes were consistently good and feedback confirmed this. Staff were engaged with relatives to gather and record information about people’s lives. Enabling personalisation of care records which provided staff with greater insights into people’s preferences and behaviours. Members of staff told us ‘getting to know people is brilliant’.

People had been identified as being on the end of life pathway and the service had established professional

relationships with the healthcare specialists who would become involved if people were assessed as requiring end of life.

Staff told us, ‘this is a good place to work, I get a lot of job satisfaction’. Relatives told us they felt listened to by the registered manager. One relative told us ‘we feel confident enough to get things changed, which is a big thing’.



Please email any referrals to our Business Development Team at:

referrals@bramleyhealth.co.uk
or via our secure NHS account at: referrals.bramley@nhs.net

Alternatively you can contact us on: **0800 542 5757** or visit our website: www.bramleyhealth.co.uk