

STATION HOUSE

Six-Monthly Quality of Care Review Report

October 2025

Introduction

This Quality Assurance Report provides an overview of care, safety, and service delivery within Station House for April 2025 to October 2025. It evaluates care quality, compliance, and identifies improvements. The report reflects our commitment to person-centred, safe, and effective care.

Person-Centred Care

Residents are supported to make choices, participate in meetings, and contribute to daily life including meals, activities, and household decisions.

Family Feedback

Feedback was overwhelmingly positive. Families reported high levels of satisfaction with care, safety, communication, and environment.

Resident Feedback

Residents scored services highly (mostly 4–5). They feel safe, enjoy activities, and have strong relationships with staff.

Staff Feedback

Staff describe the home as supportive, homely, and focused on residents' wellbeing, with regular training and strong teamwork.

Professional Feedback

External professionals report excellent standards in care, safety, management, and community engagement.

Areas for Development

Continue strengthening health monitoring and collaboration with healthcare professionals.

Safeguarding

Robust safeguarding measures are in place with ongoing training and monitoring.

Accommodation & Environment

Recent improvements include new facilities, decoration, and accessibility upgrades. The home remains safe and well-maintained.

Conclusion

Station House continues to deliver high-quality, person-centred care with strong leadership, positive relationships, and a commitment to improvement.