

**31st May 2016**

## **Oxfordshire care home wins rare “Outstanding” rating from independent inspectors**

An Oxfordshire care home specialising in care for people with dementia has become the first in the county to be rated “outstanding” by the CQC – a feat achieved by only one per cent of homes in the South East.

Vale House, a 40 bed specialist dementia home in Sandford, has recently been inspected by CQC and as a result was given the most positive grading available to the inspectorate.

The home is privately run and the organisation is “not for profit”. The original Vale House was located in Botley, and began operating in 1990. It relocated to Sandford in 2012, after the organisation bought the land from Oxfordshire County Council.

Vale House had won a competitive tender process to build their new home, fulfilling the ambition of Oxfordshire County Council to use the land for a specialist Dementia Care Home for the people of Oxfordshire.

Oxfordshire County Council buys 25 of the 40 beds in the Home and has ambitions for similar projects elsewhere in the county.

### **What did the report say?**

Inspectors from the CQC visited Vale House between March 1 and March 3 this year. In reaching their final conclusion that the home is “Outstanding” it said that: “The service was exemplary in responding to people’s needs and preferences. People were supported by a service that was devoted to getting to know the people and families”

“Every relative we spoke to, without exception was extremely complimentary about the caring nature of the management and staff”

The report added: “Throughout our visit we saw people were treated in a caring and kind way by staff who were committed to delivering high standards”

“There was a strong caring culture at all levels. From directors to care staff, everyone we spoke with put the needs of the people they supported at the centre of everything they did”.

### **Distinctive and exceptional care**

Tricia O’Leary, Registered Manager at Vale House, said: “Everyone at Vale House is delighted with the “Outstanding” rating awarded to us by CQC, making us the first care home in Oxfordshire to achieve this standard.

“Since its’ inception in 1990, Vale House has strived to provide distinctive and exceptional care. Ensuring that people with Dementia, are cared for as individuals whose lives have meaning and value, is at the heart of our philosophy of care. Together with Oxfordshire County Council, we will continue to strive to deliver the best possible quality of care to people living with Dementia locally.”

### **High quality facility**

Councillor Judith Heathcoat, Oxfordshire County Council’s Cabinet Member for Social & Community Services, said: “ We have an excellent and longstanding partnership with Vale House who thoroughly deserve this recognition. This home has the ability to accept and care for people with dementia in its most difficult forms and they do a tremendous job.

“Everybody at the council is pleased to see Vale House’s high standards recognised by independent inspectors. It is rare for any home in England to be graded as “Outstanding” by the CQC so this really is a measure of just how much of a high quality facility this is.”