

## FOIR 070\_022\_Older Persons

| Month    | Concern Detail  |
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| Aug 2021 | CP concerned about residents rights, communication and quality of care including personal care and medicines management.                                    |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP concerned about poor communication.  |
| Aug 2021 | CP concerned about poor infection prevention and control measures.  |
| Aug 2021 | CP concerned about premises, poor communication, governance and management, resident's rights, quality of care and social care.                             |
| Aug 2021 | CP concerned about complaints handling, communication and governance and management.  |
| Aug 2021 | CP concerned about the governance and management of service, information governance, and complaints handling.   |
| Aug 2021 | CP concerned about the governance and management of the service.  |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP concerned about the governance and management of service, and information governance.  |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP concerned about the safeguarding of residents, communication and quality of care including hydration.  |
| Aug 2021 | CP concerned about poor governance and management, staffing, employee relations and negative impact on residents and quality of care including social care. |
| Aug 2021 | CP concerned about complaints handling and governance and management.   |
| Aug 2021 | CP concerned about the safeguarding of residents and quality of care in relation to hydration and personal care.  |
| Aug 2021 | CP concerned about residents' rights and poor communication.  |
| Aug 2021 | CP concerned about complaints handling, infection prevention and control measures, quality of care including healthcare and personal care.                  |

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| Aug 2021 | CP concerned about unprofessional behaviour of staff and quality of care including personal care and falls management.  |
| Aug 2021 | CP concerned about the premises, health and safety measures, personal possessions, a lack of activities and poor communication.   |
| Aug 2021 | CP concerned about the quality of care including falls management, healthcare and end of life care, staffing and governance and management.   |
| Aug 2021 | CP concerned about infection prevention and control measures.   |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP concerned about poor communication, staffing and quality of care including healthcare.   |
| Aug 2021 | CP concerned about the safeguarding of residents in relation to an allegation of abuse.   |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP concerned about the quality of the care including personal care, resident's rights, staffing and governance and management.  |
| Aug 2021 | CP concerned about governance and management, staffing, training and staff development, poor communication and quality of care including positive behavioural support, personal care and social care. |
| Aug 2021 | CP concerned about the governance and management of the service, staffing levels, contracts and the quality of care including nutrition and hydration, personal and social care.                      |
| Aug 2021 | CP concerned about visiting and staffing.   |
| Aug 2021 | CP concerned about communication.   |
| Aug 2021 | CP concerned about admissions and contracts.  |
| Aug 2021 | CP concerned about admissions and contracts.  |
| Aug 2021 | [REDACTED]  |

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| Aug 2021 | [REDACTED]  |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP concerned about communication and visiting.  |
| Aug 2021 | CP concerned about staffing levels and quality of care including skin integrity and personal care.  |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP concerned about the quality of care including care planning, risk management and contracts.  |
| Aug 2021 | CP concerned about residents' rights  |
| Aug 2021 | CP concerned about poor communication and quality of care including falls management.   |
| Aug 2021 | CP concerned about complaints' handling, risk management and governance and management.   |
| Aug 2021 | CP has concerns around visiting and HPSC visiting guidance not being fully implemented.   |
| Aug 2021 | CP concerned about infection, prevention and control measures and quality of care including access to healthcare, personal care and hydration.                                |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP concerned about the quality of care including care planning, personal and social care, nutrition and hydration and positive behavioural supports.                          |
| Aug 2021 | CP concerned about residents rights, visiting and infection prevention and control measures in the centre.  |
| Aug 2021 | CP concerned about the premises, residents' rights, the quality of care including positive behaviour supports, safeguarding, contracts of care and governance and management. |
| Aug 2021 | CP concerned about residents rights, general welfare and development and visiting.  |
| Aug 2021 | CP concerned about the quality of care including personal care, skin integrity, access to medical attention and healthcare.   |
| Aug 2021 | CP concerned about infection prevention and control measures and staff working cross site.  |

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| Aug 2021 | CP concerned about residents' rights, visiting and quality of care including healthcare.  |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP concerned about residents quality of care including care planning, personal care and healthcare, communication and staffing.                       |
| Aug 2021 | CP concerned about infection prevention and control measures and staff working cross site during COVID-19 outbreak.                                   |
| Aug 2021 | CP concerned about the quality of care including nutrition and hydration, healthcare and end of life care and visiting.                               |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP concerned about residents rights, visiting, infection prevention and control measures, communication and governance and management.                |
| Aug 2021 | CP concerned about residents rights, visiting and infection prevention and control measures.  |
| Aug 2021 | CP concerned about infection prevention and control measures, general welfare and development, visiting and staffing levels during COVID-19 outbreak. |
| Aug 2021 | CP concerned about the quality of care including skin integrity.  |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP concerned about quality of care to resident including falls management.  |
| Aug 2021 | CP concerned about the safeguarding of residents and discharge processes.   |
| Aug 2021 | CP concerned about poor infection prevention and control measures.  |
| Aug 2021 | CP concerned about infection prevention and control measures, residents quality of care including personal care and staffing levels.                  |
| Aug 2021 | CP complimentary of the service including quality of care provided to patients and staff professionalism.   |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP concerned about the quality of care including nutrition, skin integrity and social care, poor communication and governance and management.         |
| Aug 2021 | CP concerned about communication, infection prevention and control measures and governance and management.  |

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| Aug 2021 | Media article about infection prevention and control measures.  |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP concerned about visiting and communication.  |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP is complimenting the staff regarding the quality of care provided to the resident during end of life care.   |
| Aug 2021 | CP concerned about the quality of care including personal care and staffing.  |
| Aug 2021 | Anonymous concerns about the safeguarding of residents, staffing levels and governance and management.  |
| Aug 2021 | CP concerned about residents rights, visiting, infection prevention and control measures, the quality of care including personal care, communication and governance and management. |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP concerned about residents rights, staffing and premises.   |
| Aug 2021 | CP concerned about infection prevention and control measures and governance and management  |
| Aug 2021 | CP concerned about infection prevention and control measures and governance and management.   |
| Aug 2021 | CP concerned about infection prevention and control measures during a COVID-19 outbreak, visiting, communication and staffing levels.   |
| Aug 2021 | CP concerned about infection prevention and control measures during a COVID-19 outbreak, staffing and governance and management.  |
| Aug 2021 | CP concerned about residents rights, visiting, infection prevention and control measures, communication and governance and management.  |
| Aug 2021 | CP concerned about the safeguarding of residents, their rights, the quality of care including care planning, the admissions process and governance and management.                  |
| Aug 2021 | CP concerned about communication, visiting and residents rights.  |

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| Aug 2021 | CP concerned about safeguarding, the quality of care including nutrition and hydration and care planning, the discharge process and governance and management.                  |
| Aug 2021 | CP concerned about residents rights, communication and governance and management.   |
| Aug 2021 | CP concerned about safeguarding, the quality of care including nutrition and hydration and care planning, the discharge process and governance and management.                  |
| Aug 2021 | CP concerned about the quality of care including falls management and healthcare and staff training and development.  |
| Aug 2021 | Anonymous concern about residents rights, visiting, the premises, the quality of care including nutrition and hydration, staffing, communication and complaints handling.       |
| Aug 2021 | CP complimentary of the quality of care but concerned about the contract, communication and governance and management.  |
| Aug 2021 | CP concerned about the quality of care including falls management and care planning.  |
| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP concerned about quality of care including medicine and falls management.   |
| Aug 2021 | CP concerned about visiting and residents rights.   |
| Aug 2021 | CP concerned about the quality of care including care planning and medication management, the discharge process, poor communication, and governance and management.             |
| Aug 2021 | Anonymous concerns in relation to resident's rights, the quality of care including personal care, skin integrity and nutrition and hydration, staffing and complaints handling. |
| Aug 2021 | CP concerned about residents rights, the quality of care including personal care, visiting and staffing.  |
| Aug 2021 | Anonymous concern about poor governance and management, unprofessional behaviour of staff and information governance.   |
| Aug 2021 | [REDACTED] including personal care, nutrition and hydration, health and safety, staff training and development, and governance and management.                                  |
| Aug 2021 | CP concerned about the quality of care including wound management and accessing healthcare.   |
| Aug 2021 | Anonymous concern in relation to the safeguarding of residents, their rights, the quality of care including healthcare and care planning and governance and management.         |
| Aug 2021 | CP concerned about the safeguarding of residents, staffing levels and governance and management.  |

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| Aug 2021 | [REDACTED]  |
| Aug 2021 | CP concerned about residents rights, visiting and communication.  |
| Aug 2021 | CP concerned about safeguarding and infection prevention and control measures.  |
| Aug 2021 | CP concerned about communication, complaints handling and contracts.  |
| Aug 2021 | CP concerned about staffing, governance and management and quality of care including personal care and nutrition.   |
| Aug 2021 | CP concerned about staffing, communication, premises, personal possessions and the quality of care including personal care and falls management.  |
| Aug 2021 | CP concerned about residents rights, visiting, staffing, communication, complaints handling and governance and management.  |
| Aug 2021 | CP concerned about infection prevention and control measures, the quality of care including falls management, skin integrity and healthcare and communication.                                      |
| Aug 2021 | CP concerned about residents rights, the quality of care including personal care, and care planning, poor communication, information governance, complaints handling and governance and management. |
| Aug 2021 | CP concerned about safeguarding and governance and management.  |
| Sep 2021 | CP concerned about residents' rights, poor communication and quality of care including care planning, poor personal care, medicines management and end of life care.                                |
| Sep 2021 | [REDACTED]  |
| Sep 2021 | CP concerned about resident's rights and safeguarding of residents and governance and management.   |
| Sep 2021 | [REDACTED]  |
| Sep 2021 | [REDACTED]  |
| Sep 2021 | CP concerned about general welfare and development of residents, residents rights, the quality of care including personal care and staffing.  |
| Sep 2021 | CP concerned about the quality of care including personal care and skin integrity and staffing.   |
| Sep 2021 | CP complimentary of the service including the quality of care provided to residents and governance and management.  |
| Sep 2021 | [REDACTED]  |

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| Sep 2021 | [REDACTED]   |
| Sep 2021 | CP concerned about safeguarding of residents, staffing and residents rights.   |
| Sep 2021 | CP concerned about staffing, health and safety and the quality of care including falls management.   |
| Sep 2021 | CP concerned about the quality of care including medicines and falls management and communication.   |
| Sep 2021 | [REDACTED]   |
| Sep 2021 | CP concerned about infection prevention and control measures, the quality of care including skin integrity, nutrition and hydration and staffing.  |
| Sep 2021 | CP concerned about the safeguarding of residents, management of personal possessions, the quality of care including nutrition and hydration, personal care and healthcare needs and communication. |
| Sep 2021 | [REDACTED]   |
| Sep 2021 | CP concerned about the safeguarding of residents.  |
| Sep 2021 | [REDACTED]   |
| Sep 2021 | CP concerned about the safeguarding of residents, unprofessional behaviour of staff and governance and management.   |
| Sep 2021 | CP concerned about the safeguarding of residents and communication.  |
| Sep 2021 | CP concerned about communication, residents rights and quality of care including medication management and personal care.  |
| Sep 2021 | CP concerned about poor communication and quality of care including personal care and skin integrity.  |
| Sep 2021 | CP concerned about infection, prevention and control measures, staffing and governance and management.   |
| Sep 2021 | [REDACTED]   |
| Sep 2021 | [REDACTED]   |
| Sep 2021 | CP concerned about quality of care including personal care, healthcare and resident's rights.  |
| Sep 2021 | CP concerned about infection prevention and control measures, poor communication and governance and management.  |



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| Sep 2021 | CP concerned about residents' rights, premises and quality of care including healthcare.   |
| Sep 2021 | CP concerned about the quality of care including personal care, skin integrity, nutrition and hydration, safeguarding and health & safety.   |
| Sep 2021 | CP concerned about staffing, governance and management and quality of care including personal care and care planning.  |
| Sep 2021 | CP concerned about communication, governance and management, residents rights and quality of care including falls management.  |
| Sep 2021 | CP concerned about the admissions process.   |
| Sep 2021 | [REDACTED]   |
| Sep 2021 | CP concerned about safeguarding, governance and management, staffing and quality of care including falls management.   |
| Sep 2021 | CP concerned about poor communication and quality of care including skin integrity, falls management and care planning.  |
| Sep 2021 | CP concerned about visiting, communication and residents rights.   |
| Sep 2021 | [REDACTED]   |
| Sep 2021 | CP concerned about the quality of care including nutrition and hydration, care planning and medicines management, governance and management, staffing, training and staff development and communication. |
| Sep 2021 | CP concerned about residents rights and the quality of care including end of life care and medicines management.   |
| Sep 2021 | CP concerned about quality of care including personal care, healthcare and staffing.   |
| Sep 2021 | CP concerned about staffing, governance and management and quality of care.  |
| Sep 2021 | CP concerned about communication.  |
| Sep 2021 | CP concerned about safeguarding, quality of care including medication management and nutrition, and complaints handling.   |
| Sep 2021 | CP concerned about communication and quality of care.  |
| Sep 2021 | [REDACTED]   |

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| Sep 2021 | CP concerned about quality of care including falls management and social care, visiting, communication and complaints handling.                                       |
| Sep 2021 | CP concerned about safeguarding, residents rights, quality of care including personal care and complaints handling.   |
| Sep 2021 | [REDACTED]  |
| Sep 2021 | CP concerned about contracts and safeguarding.  |
| Sep 2021 | [REDACTED].   |
| Sep 2021 | [REDACTED]  |
| Sep 2021 | [REDACTED]  |
| Sep 2021 | CP concerned about quality of care and communication.   |
| Sep 2021 | [REDACTED]  |
| Sep 2021 | [REDACTED]  |
| Sep 2021 | CP concerned about the safeguarding of residents and their rights, infection prevention and control measures and communication.                                       |
| Sep 2021 | CP concerned about the quality of care including personal care and healthcare, infection prevention and control measures, communication, and complaints' handling.    |
| Sep 2021 | CP concerned about quality of care including healthcare and governance and management.  |
| Sep 2021 | [REDACTED]  |
| Sep 2021 | CP concerned about visiting, the quality of care including personal care and communication.   |
| Sep 2021 | CP concerned about the safeguarding of residents and the quality of care including healthcare, end of life care, and nutrition and hydration.                         |
| Sep 2021 | CP concerned about quality of care including health care, personal care and nutrition and hydration.  |
| Sep 2021 | CP concerned about the quality of care including nutrition and hydration and general welfare and development, visiting and staffing.                                  |
| Sep 2021 | CP concerned about staffing, resident's rights, infection prevention and control measures, premises and quality of care including personal care and falls management. |

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| Sep 2021 | CP concerned about residents rights, the quality of care including medicines management and nutrition and hydration, the absence of positive behaviour supports, the admissions process and contracts.    |
| Sep 2021 | CP concerned about quality of care including personal care and nutrition and hydration, staffing and communication.   |
| Sep 2021 | CP concerned about the quality of care including healthcare, communication, and governance and management.  |
| Sep 2021 | CP concerned about infection prevention and control measures and governance and management.   |
| Sep 2021 | CP concerned about safeguarding, residents rights, quality of care including personal care and care planning, health and safety, infection prevention and control measures and governance and management. |
| Sep 2021 | CP concerned about safeguarding, residents rights and quality of care including personal care, skin integrity, social care and nutrition and hydration.   |
| Sep 2021 | CP concerned about residents rights, the quality of care including personal care, hydration and social care, Infection prevention and control measures, premises and governance and management.           |
| Sep 2021 | CP concerned about quality of care including care planning, healthcare and residents' rights.   |
| Sep 2021 | [REDACTED]  |
| Sep 2021 | CP concerned about the safeguarding of residents, health and safety, governance and management, and staffing.   |
| Sep 2021 | [REDACTED]  |
| Sep 2021 | CP concerned about the safeguarding of residents, the discharge process, poor communication, complaints' handling, governance and management and information governance.                                  |
| Sep 2021 | CP concerned about governance and management.   |
| Sep 2021 | CP concerned about governance and management.   |
| Sep 2021 | Anonymous concern about residents' rights, the quality of care including personal care and nutrition and hydration, staffing and governance and management.   |
| Sep 2021 | CP concerned about the safeguarding of residents, the quality of care including healthcare and nutrition and hydration, and poor communication.   |
| Sep 2021 | CP concerned about the quality of care including care planning and medicines management.  |
| Sep 2021 | CP concerned about the quality of care including personal care and healthcare, communication and complaints' handling.  |

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| Sep 2021 | CP concerned about residents rights and their general welfare and development, the quality of care including social care, staffing and governance and management.  |
| Sep 2021 | CP concerned about residents rights, the quality of care including personal care and skin integrity and governance and management.   |
| Sep 2021 | CP concerned about residents' rights, the quality of care including care planning and healthcare, infection prevention and control measures, health and safety, and complaints' handling.  |
| Sep 2021 | CP concerned about the quality of care including personal care, social care and nutrition and hydration, the premises and communication.   |
| Sep 2021 | CP concerned about quality of care including personal care, discharge of resident, visiting and staffing.  |
| Sep 2021 | CP concerned about the quality of care including healthcare, falls management, nutrition and hydration, personal care and governance and management.   |
| Sep 2021 | CP concerned about the quality of care including personal care, medicines management and skin integrity, the discharge process, contracts and governance and management.   |
| Sep 2021 | [REDACTED]   |
| Sep 2021 | CP concerned about the safeguarding of residents, the quality of care including positive behavioural support, the discharge process, communication, contracts and governance and management.   |
| Sep 2021 | CP concerned about the safeguarding and protection of residents and governance and management.   |
| Sep 2021 | CP concerned about the quality of care including positive behavioural support, personal care, nutrition and medicines management, health and safety, infection prevention and control measures, communication and governance and management. |
| Oct 2021 | [REDACTED]   |
| Oct 2021 | CP concerned about the quality of care including personal care and falls management, management of personal possessions, general welfare and development, risk management, communication, information governance and complaints handling.    |
| Oct 2021 | CP concerned about safeguarding, staff training and development, and staffing.   |
| Oct 2021 | CP concerned about residents rights, safeguarding, personal possessions and quality of care including care planning, healthcare and medicines management.  |

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| Oct 2021 | CP concerned about visiting.  |
| Oct 2021 | CP concerned about the safeguarding of residents, the management of allegations of abuse, the quality of care including personal care, communication and governance and management.   |
| Oct 2021 | CP concerned about the management of personal possessions, the quality of care including personal care and communication.   |
| Oct 2021 | CP concerned about the safeguarding of residents, the quality of care including personal care, nutrition and hydration and healthcare, personal possessions, infection prevention and control measures, communication, complaints handling and governance and management. |
| Oct 2021 | [REDACTED]  |
| Oct 2021 | CP concerned about safeguarding, staffing and governance and management.  |
| Oct 2021 | CP concerned about safeguarding, the quality of care including hydration, medicines management and healthcare, staffing and governance and management.  |
| Oct 2021 | CP concerned about safeguarding of residents.   |
| Oct 2021 | Anonymous CP concerned about unprofessional behaviour of staff and governance and management.   |
| Oct 2021 | [REDACTED]  |
| Oct 2021 | [REDACTED]  |
| Oct 2021 | CP concerned about residents' rights, safeguarding and visiting.  |
| Oct 2021 | CP concerned about poor communication.  |
| Oct 2021 | CP concerned about the safeguarding of residents, the quality of care including falls management and personal care, communication and governance and management.  |
| Oct 2021 | CP concerned about residents rights, visiting and governance and management.  |
| Oct 2021 | CP concerned about safeguarding, the quality of care including personal care, resident's rights, staffing and governance and management.  |

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| Oct 2021 | CP concerned about governance and management, visiting and personal possessions.   |
| Oct 2021 | [REDACTED]   |
| Oct 2021 | CP concerned about residents rights, general welfare and development and visiting.   |
| Oct 2021 | CP concerned about communication, personal possessions and governance and management.  |
| Oct 2021 | CP concerned about the safeguarding of residents, infection prevention and control measures during a COVID-19 outbreak, residents rights, general welfare and development and governance and management. |
| Oct 2021 | CP concerned about governance and management and poor communication.   |
| Oct 2021 | CP concerned about the safeguarding of residents and governance and management.  |
| Oct 2021 | CP concerned about safeguarding and residents' rights.   |
| Oct 2021 | [REDACTED]   |
| Oct 2021 | CP concerned about the safeguarding of residents, the quality of care including falls management and communication.  |
| Oct 2021 | CP concerned about poor communication  |
| Oct 2021 | CP concerned about safeguarding, resident's rights, infection prevention and control measures, quality of care including personal care and governance and management.                                    |
| Oct 2021 | Anonymous concerns about safeguarding, staffing, infection prevention and control measures, communication, and governance and management.  |
| Oct 2021 | CP concerned about communication, governance and management and infection prevention and control measures.   |
| Oct 2021 | CP concerned about residents rights, the quality of care including personal care and nutrition and governance and management.  |
| Oct 2021 | Anonymous concern about safeguarding and training and staff development.   |
| Oct 2021 | [REDACTED]   |
| Oct 2021 | CP concerned about the safeguarding of residents, quality of care, staffing and governance and management.   |
| Oct 2021 | [REDACTED]   |
| Oct 2021 | CP concerned about the safeguarding of the residents, the premises, risk management and communication.   |

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| Oct 2021 | [REDACTED]   |
| Oct 2021 | [REDACTED]   |
| Oct 2021 | CP concerned about the quality of care including healthcare, medicines management, personal care, management of personal belongings, communication, complaints handling and governance and management. |
| Oct 2021 | [REDACTED]   |
| Oct 2021 | Anonymous concerns in relation to the quality of care including personal care and nutrition, infection prevention and control measures, staffing and governance and management.                        |
| Oct 2021 | CP concerned about the quality of care including social care, staffing and governance and management.  |
| Oct 2021 | [REDACTED]   |
| Oct 2021 | CP concerned about quality of care including nutrition and hydration, governance and management, communication and staffing.   |
| Oct 2021 | CP concerned about the discharge process and governance and management.  |
| Oct 2021 | CP concerned about the safeguarding of residents, complaints handling, staffing and governance and management.   |
| Oct 2021 | [REDACTED]   |
| Oct 2021 | CP concerned about safeguarding, governance and management and communication   |
| Oct 2021 | CP concerned about the quality of care including hydration, governance and management and complaints handling.   |
| Oct 2021 | [REDACTED]   |
| Oct 2021 | CP concerned about the safeguarding of residents.  |
| Oct 2021 | CP concerned about staffing and governance and management.   |
| Oct 2021 | CP concerned about the safeguarding of residents, the quality of care including personal care, staffing, complaints handling and governance and management.  |
| Oct 2021 | CP concerned about the quality of care including personal care, healthcare and care planning.  |

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| Oct 2021 | CP concerned about the safeguarding of residents, the quality of care including personal care, infection prevention and control measures, visiting, staffing, and governance and management.  |
| Oct 2021 | CP concerned about infection prevention and control measures.   |
| Oct 2021 | [REDACTED]  |
| Oct 2021 | Anonymous concern about the governance and management of the centre and employee relations.   |
| Oct 2021 | CP concerned about the safeguarding of residents, the quality of care including personal care and healthcare and governance and management.   |
| Oct 2021 | Anonymous concern about the quality of care including end-of-life care.   |
| Oct 2021 | CP concerned about the safeguarding and general welfare and development of residents, the quality of care including personal care, staffing, training and staff development and governance and management.  |
| Oct 2021 | CP concerned about the quality of care including skin integrity and nutrition and hydration, personal possessions and staffing.   |
| Nov 2021 | CP concerned about the quality of care including healthcare.  |
| Nov 2021 | CP concerned about the safeguarding of residents, the quality of care including healthcare and falls management, staffing and governance and management.  |
| Nov 2021 | CP concerned about quality of care including skin integrity and training and staff development.   |
| Nov 2021 | [REDACTED]  |
| Nov 2021 | [REDACTED]  |
| Nov 2021 | [REDACTED]  |
| Nov 2021 | CP concerned about residents rights, the quality of care including personal care and nutrition and governance and management.   |
| Nov 2021 | CP concerned about the safeguarding and rights of residents, visiting, infection prevention and control measures, the quality of care including personal care, communication, staffing, training and staff development and governance and management. |
| Nov 2021 | [REDACTED]  |
| Nov 2021 | CP concerned about the safeguarding of residents and their rights, the quality of care including healthcare, medication management and nutrition and hydration, contracts of care, communication and governance and management.                       |



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| Nov 2021 | CP concerned about residents' rights, the premises and staffing.   |
| Nov 2021 | [REDACTED]   |
| Nov 2021 | CP concerned about the safeguarding and general welfare and development of residents, the quality of care including personal care, social care, falls management, nutrition and hydration and healthcare, staffing, communication and governance and management. |
| Nov 2021 | CP concerned about the safeguarding of residents', the quality of care including care planning and positive behavioural support, and governance and management.  |
| Nov 2021 | CP concerned about communication, residents rights and governance and management.  |
| Nov 2021 | CP concerned about the safeguarding of residents and the quality of care including hydration and medicines management.   |
| Nov 2021 | CP concerned about the safeguarding and rights of residents', the quality of care including care planning and positive behavioural support and governance and management.  |
| Nov 2021 | CP concerned about the safeguarding of residents, personal possessions, the quality of care including care planning, healthcare, social care, positive behavioural support, falls management, communication and governance and management.                       |
| Nov 2021 | CP concerned about safeguarding of residents.  |
| Nov 2021 | CP concerned about the quality of care including personal care, hydration, healthcare and medicines management, safeguarding, residents' rights, general welfare and development, communication and governance and management.                                   |
| Nov 2021 | [REDACTED]   |
| Nov 2021 | CP concerned about safeguarding of residents, quality of care including care planning, healthcare, nutrition and communication.  |
| Nov 2021 | CP concerned about the safeguarding and rights of residents, complaints handling and governance and management.  |
| Nov 2021 | Anonymous concerned about quality of care including personal care and nutrition, residents' rights and staffing.   |
| Nov 2021 | CP concerned about residents rights and quality of care including personal care.   |
| Nov 2021 | Anonymous concerns in relation to safeguarding, residents rights and governance and management.  |
| Nov 2021 | CP concerned about the safeguarding of residents, the quality of care including personal care, nutrition and hydration, skin integrity and healthcare and governance and management.   |
| Nov 2021 | [REDACTED]   |

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| Nov 2021 | CP concerned about residents' rights, the premises, infection prevention and control measures, communication, complaints handling and governance and management.                  |
| Nov 2021 | CP concerned about the safeguarding of residents, infection prevention and control measures and governance and management during a COVID-19 outbreak last year.                   |
| Nov 2021 | CP concerned about safeguarding of residents, quality of care including healthcare and governance and management.   |
| Nov 2021 | CP concerned about safeguarding, the quality of care including care planning, health and safety, staffing, training and staff developments and governance and management.         |
| Nov 2021 | CP concerned about the safeguarding and rights of residents, infection prevention and control measures, contracts, communication, staffing and governance and management.         |
| Nov 2021 | CP concerned about residents rights and the quality of care including nutrition and care planning.  |
| Nov 2021 | CP concerned about the safeguarding of residents, infection prevention and control measures and governance and management.  |
| Nov 2021 | CP concerned about residents rights, the quality of care including personal care, the premises, infection prevention and control measures and governance and management.          |
| Nov 2021 | CP concerned about safeguarding of residents, governance and management and staffing.   |
| Nov 2021 | CP concerned about the safeguarding of residents, visits, the quality of care including hydration and communication.  |
| Nov 2021 | CP concerned about the safeguarding of residents, the quality of care including personal care, infection prevention and control measures, staffing and governance and management. |
| Nov 2021 | CP concerned about the rights and general welfare and development of residents', the discharge process, the quality of care including personal care, staffing and communication.  |
| Nov 2021 | [REDACTED]  |
| Nov 2021 | CP concerned about the safeguarding of residents, the quality of care including care planning, healthcare, medicines management and nutrition and governance and management.      |
| Nov 2021 | [REDACTED]  |
| Nov 2021 | CP concerned about residents' rights, communication and governance and management.  |
| Nov 2021 | [REDACTED]  |

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| Nov 2021 | CP concerned about the rights and general welfare and development of residents, visiting and the quality of care including social care, and governance and management.   |
| Nov 2021 | CP concerned about the safeguarding of residents.  |
| Nov 2021 | CP concerned about quality of care including skin integrity and medicines management   |
| Nov 2021 | CP concerned about the safeguarding and rights of resident's, personal possessions, the quality of care including nutrition and hydration, falls management and health and social care, visiting, general welfare and development, complaints handling, communication and governance and management. |
| Nov 2021 | CP concerned about the safeguarding of residents, the quality of care including healthcare, infection prevention and control measures, poor communication and governance and management.   |
| Nov 2021 | CP concerned about the safeguarding of residents, the quality of care including falls management and personal care and governance and management.  |
| Nov 2021 | CP concerned about residents rights, personal possessions and governance and management.   |
| Nov 2021 |  |
| Nov 2021 | CP concerned about the safeguarding of residents, infection prevention and control measures, the quality of care including healthcare, and governance and management.  |
| Nov 2021 | CP concerned about the safeguarding of residents, the quality of care including personal care and falls management and governance and management.  |
| Nov 2021 | CP concerned about safeguarding of residents, quality of care including care planning, discharge and governance and management.  |
| Nov 2021 | CP concerned about residents rights, staffing and governance and management.   |
| Nov 2021 | CP concerned about the safeguarding of residents, the quality of care including falls management, the discharge process, communication and governance and management.  |
| Nov 2021 | CP concerned about the safeguarding and rights of residents', the quality of care including end of life care, medicines management and nutrition and hydration, infection prevention and control measures and governance and management.   |
| Nov 2021 | CP concerned about the safeguarding of residents, the discharge process, communication and governance and management.  |
| Nov 2021 | CP concerned about the quality of care including care planning and positive behavioural support and communication.   |

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| Nov 2021 | CP concerned about the safeguarding and rights of residents', the quality of care including positive behavioural supports and governance and management.   |
| Nov 2021 | CP concerned about the safeguarding and rights of residents', the quality of care including personal care and nutrition, health and safety and governance and management.  |
| Nov 2021 | CP concerned about the safeguarding of residents, the quality of care including nutrition, the premises, health and safety, communication and governance and management.   |
| Nov 2021 | CP concerned about the rights of residents, the quality of care including social care, visiting, poor communication and governance and management.   |
| Nov 2021 | CP concerned about staffing and governance and management.   |
| Nov 2021 | CP concerned about the safeguarding and rights of residents', quality of care including medicines management and nutrition, infection prevention and control measures and governance and management.               |
| Nov 2021 | CP complimentary of the service including the quality of care provided to residents and governance and management.   |
| Nov 2021 | Anonymous concern about the safeguarding of residents, the quality of care including falls management, infection prevention and control measures, staffing and governance and management.                          |
| Dec 2021 | CP complimentary of the service including the quality of care provided to residents including end of life care, social care, skin integrity, nutrition and governance and management.                              |
| Dec 2021 | CP concerned about the safeguarding and rights of residents', the quality of care including personal care, visiting and governance and management.   |
| Dec 2021 | CP concerned about the safeguarding of residents and the premises.   |
| Dec 2021 |  |
| Dec 2021 | CP concerned about safeguarding, quality of care including medicines management, healthcare, hydration, discharge and governance and management.   |
| Dec 2021 | CP concerned about residents' rights, general welfare and development, admissions and communication.   |
| Dec 2021 | CP concerned about the safeguarding of residents and the quality of care including healthcare.   |
| Dec 2021 | CP concerned about quality of care including positive behavioural support, care planning, general welfare and development, communication and governance and management.  |
| Dec 2021 | Anonymous concerned about the safeguarding of residents and infection prevention and control measures.   |
| Dec 2021 | CP concerned about the safeguarding and rights of residents', personal possessions, the quality of care including personal care, hydration, and healthcare, communication, staffing and governance and management. |

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| Dec 2021 | CP concerned about the safeguarding of residents, the quality of care including hydration, the discharge process, communication and governance and management.                |
| Dec 2021 | CP concerned about safeguarding of residents, quality of care including end of life care, healthcare and staffing.  |
| Dec 2021 | [REDACTED]  |
| Dec 2021 | CP concerned about the safeguarding of residents, the quality of care including care planning, contracts of care, communication and governance and management.                |
| Dec 2021 | CP concerned about resident's rights and visiting.  |
| Dec 2021 | CP concerned about residents rights, personal possessions, staffing and governance and management.  |
| Dec 2021 | [REDACTED]  |
| Dec 2021 | CP concerned about the safeguarding of residents, residents rights, quality of care including healthcare and governance and management.                                       |
| Dec 2021 | CP concerned about the safeguarding of residents, quality of care including end of life care, communication and governance and management.                                    |
| Dec 2021 | CP concerned about the safeguarding of residents.   |
| Dec 2021 | CP concerned about the safeguarding of residents, the quality of care including healthcare, infection prevention and control measures and governance and management           |
| Dec 2021 | CP concerned about the safeguarding and rights of residents', the quality of care including personal care and healthcare, communication and governance and management.        |
| Dec 2021 | CP concerned about the safeguarding and rights of residents, visiting, the quality of care including medicines management and falls management and governance and management. |
| Dec 2021 | CP concerned about the safeguarding of residents.   |
| Dec 2021 | CP concerned about the safeguarding of residents, communication and governance and management.  |
| Dec 2021 | CP complimentary of the quality of care including end of life care, communication and governance and management.  |
| Dec 2021 | CP concerned about residents rights and quality of care.  |
| Dec 2021 | CP concerned about the safeguarding and protection of residents.  |

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| Dec 2021 | CP concerned about safeguarding and residents rights, the quality of care including social care and nutrition and governance and management.  |
| Dec 2021 | [REDACTED]  |
| Dec 2021 | CP concerned about the safeguarding, rights and general welfare and development of residents', the quality of care including medicines management, and governance and management.                                 |
| Dec 2021 | CP complimentary about the quality of care, staffing and governance and management.   |
| Dec 2021 | CP concerned about the safeguarding of residents.   |
| Dec 2021 | CP concerned about the rights and general welfare and development of residents, the quality of care including social care, communication and governance and management.   |
| Dec 2021 | [REDACTED]  |
| Dec 2021 | [REDACTED]  |
| Dec 2021 | [REDACTED]  |
| Dec 2021 | CP concerned about the safeguarding and rights of residents', the quality of care including personal care and healthcare, infection prevention and control measures, communication and governance and management. |
| Dec 2021 | CP concerned about the safeguarding and rights of residents, the quality of care including personal care, care planning and falls management and governance and management.                                       |
| Dec 2021 | CP concerned about the safeguarding of residents, the quality of care including falls management and the discharge process.   |
| Dec 2021 | CP concerned about the safeguarding and rights of residents', visiting, infection prevention and control measures, poor communication and governance and management.  |
| Dec 2021 | CP concerned about the safeguarding of residents, the quality of care including care planning, the discharge process, risk management, communication and governance and management.                               |
| Dec 2021 | CP concerned about the safeguarding and rights of residents, the quality of care including falls management, staffing and governance and management.  |
| Dec 2021 | CP concerned about contracts, communication and governance and management.  |

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| Dec 2021 | [REDACTED]  |
| Dec 2021 | CP complimentary of the quality of care, resident's rights, staff and governance and management.  |
| Dec 2021 | CP concerned about the safeguarding and rights of residents', the quality of care including end of life care, personal care, nutrition and hydration, communication, complaints handling and governance and management. |
| Dec 2021 | CP concerned about the safeguarding of residents, the quality of care including falls management, health and safety measures and governance and management.   |
| Dec 2021 | CP concerned about the rights and general welfare of residents, the quality of care including healthcare, infection prevention and control measures, communication and governance and management.                       |
| Dec 2021 | CP concerned about communication and governance and management.   |
| Dec 2021 | [REDACTED]  |
| Dec 2021 | CP concerned about residents rights, visiting and governance and management.  |
| Dec 2021 | [REDACTED]  |
| Dec 2021 | CP concerned about the safeguarding and rights of residents, the quality of care including medicines management, communication and governance and management.   |
| Dec 2021 | CP concerned about the safeguarding and rights of residents', the quality of care including care planning and positive behavioural support and governance and management.   |
| Dec 2021 | CP concerned about safeguarding of residents the quality of care including medicines management, staffing, complaints handling and governance and management.   |
| Dec 2021 | CP concerned about the safeguarding and rights of residents', complaints handling and governance and management.  |
| Dec 2021 | CP concerned about safeguarding and quality of care including healthcare, medicines management and nutrition and hydration, and governance and management.  |
| Dec 2021 | CP concerned about the safeguarding of residents, general welfare and development, quality of care including social care, staffing and governance and management.   |
| Dec 2021 | CP concerned about the governance and management of centre.   |
| Dec 2021 | [REDACTED]  |

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| Dec 2021 | CP concerned about the safeguarding of residents, quality of care including healthcare and medicines management, communication and governance and management.  |
| Dec 2021 | CP concerned about residents rights, quality of care including personal care, and governance and management.   |
| Dec 2021 | CP concerned about the safeguarding of residents, the quality of care including care planning, visiting, staffing and governance and management.               |
| Dec 2021 | CP concerned about residents rights and quality of care including personal care.   |
| Dec 2021 | CP concerned about the safeguarding, rights and general welfare of residents, infection prevention and control measures and governance and management.         |
| Dec 2021 | CP concerned about resident's rights, visiting, infection prevention and control and governance and management.  |
| Dec 2021 | CP concerned about the rights and general welfare of residents, infection prevention and control measures and governance and management.                       |
| Dec 2021 | CP concerned about the safeguarding of residents.  |
| Dec 2021 | CP concerned about personal possessions, poor communication and governance and management.   |
| Dec 2021 | CP concerned about the rights and general welfare and development of residents and visiting.   |
| Dec 2021 | CP concerned about safeguarding and resident's rights, health and safety, infection prevention and control measures and governance and management.             |
| Dec 2021 | CP concerned about the safeguarding of residents, visiting and governance and management.  |
| Dec 2021 | CP concerned about the safeguarding of residents, infection prevention and control measures, communication, complaints handling and governance and management. |
| Dec 2021 | CP concerned about the safeguarding of residents, the quality of care, infection prevention and control measures, staffing and governance and management.      |
| Dec 2021 | CP concerned about the safeguarding of residents, the quality of care including medicines management, staffing, communication and governance and management.   |
| Dec 2021 | [REDACTED]   |
| Dec 2021 | CP concerned about the safeguarding of residents, communication and governance and management.   |
| Dec 2021 | CP concerned about the safeguarding and protection of residents.   |



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| Dec 2021 | CP concerned about safeguarding of residents, quality of care including healthcare and governance and management.  |
| Dec 2021 | CP concerned about the safeguarding of residents and health and safety.  |
| Dec 2021 | CP concerned about safeguarding and rights of residents', the quality of care including falls management and governance and management.  |
| Dec 2021 | CP concerned about premises, health and safety, infection prevention and control measures and governance and management.   |
| Dec 2021 | CP concerned about communication and governance and management.  |
| Dec 2021 | [REDACTED]   |
| Dec 2021 | CP concerned about the safeguarding and rights of residents', personal possessions and governance and management.  |
| Dec 2021 | CP concerned about the safeguarding of residents, discharge and governance and management.   |
| Dec 2021 | CP concerned about the safeguarding and rights of residents', staffing and governance and management.  |
| Dec 2021 | CP concerned about resident's rights and visiting.   |
| Dec 2021 | CP concerned about the safeguarding, rights and general welfare of residents, visiting, communication and governance and management.   |
| Dec 2021 | CP concerned about residents rights, premises and governance and management.   |
| Dec 2021 | CP concerned about the safeguarding of residents, infection prevention and control measures, staffing and governance and management.   |
| Dec 2021 | CP concerned about residents rights, contract of care and governance and management.   |
| Dec 2021 | CP concerned about the safeguarding, rights and general welfare of residents, visiting, staffing and governance and management.  |
| Dec 2021 | CP concerned about the safeguarding, rights and general welfare of residents, personal possessions, quality of care including personal and social care, and governance and management. |
| Dec 2021 | CP concerned about the safeguarding and rights of residents, infection prevention and control measures, visiting and governance and management.  |
| Dec 2021 | CP concerned about the safeguarding of residents, infection prevention and control measures and governance and management.   |
| Dec 2021 | CP concerned about the safeguarding of residents, the quality of care including personal care, visiting, staffing and governance and management.                                       |

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| Jan 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, infection prevention and control measures, visiting, communication and governance and management.   |
| Jan 2022 | Anonymous concern about the safeguarding of residents, the quality of care including positive behavioural support, the admissions process, health and safety measures, staffing and governance and management.                              |
| Jan 2022 | CP concerned about visiting.  |
| Jan 2022 | CP concerned about the quality of care including end of life care, infection prevention and control measures, communication and governance and management.  |
| Jan 2022 | Anonymous concern about the safeguarding, rights and general welfare of residents, visiting, communication and governance and management of service.  |
| Jan 2022 | CP concerned about the safeguarding of residents, the quality of care including falls management and governance and management.   |
| Jan 2022 | CP concerned about the safeguarding of residents, quality of care including nutrition and skin integrity, communication and governance and management.  |
| Jan 2022 | [REDACTED]  |
| Jan 2022 | CP concerned about safeguarding, rights and general welfare and development of residents, the quality of care including personal care and nutrition, communication, complaints handling, staffing levels and governance and management.     |
| Jan 2022 | CP concerned about the safeguarding and protection of residents and governance and management.  |
| Jan 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including personal care, nutrition and healthcare, communication and governance and management.                           |
| Jan 2022 | CP concerned about the safeguarding, rights and general welfare of residents, the quality of care including personal care, nutrition and hydration, medicines management, complaints handling, communication and governance and management. |
| Jan 2022 | CP concerned about safeguarding and residents rights, quality of care including personal care, social care and falls management, visiting and governance and management.  |
| Jan 2022 | CP concerned about the safeguarding and protection of residents and the quality of care including healthcare.   |
| Jan 2022 | CP concerned about safeguarding of residents and communication.   |
| Jan 2022 | [REDACTED]  |

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| Jan 2022 | CP concerned about safeguarding and resident's rights', quality of care including care planning and governance and management.  |
| Jan 2022 | CP concerned about the safeguarding and protection of residents, the quality of care including healthcare, communication and governance and management.   |
| Jan 2022 | CP concerned about the safeguarding of residents, quality of care, communication and governance and management.   |
| Jan 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, communication and governance and management.  |
| Jan 2022 | CP concerned about safeguarding, infection prevention and control measures and governance and management.   |
| Jan 2022 | CP concerned about the safeguarding and rights of residents', visiting, personal possessions, the quality of care including personal care, medicines management and nutrition, communication, and governance and management.                                |
| Jan 2022 | CP concerned about premises and complaints handling.  |
| Jan 2022 | CP concerned about the safeguarding of residents, the quality of care including nutrition and hydration, falls management, care planning, and healthcare, communication, information governance, and governance and management.                             |
| Jan 2022 | CP complimentary about the quality of care the resident received and of staff and management.   |
| Jan 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, visiting, communication and governance and management.  |
| Jan 2022 | CP concerned about safeguarding, quality of care including falls management, personal possessions and governance and management   |
| Jan 2022 |    |
| Jan 2022 | CP concerned about information governance and governance and management.  |
| Jan 2022 | CP concerned about residents rights, visiting and governance and management.  |
| Jan 2022 | CP concerned about complaints' handling and governance and management.  |
| Jan 2022 | CP concerned about the safeguarding, protection and general welfare and development of residents, the quality of care including positive behavioural supports and social care, staffing, communication, complaints' handling and governance and management. |
| Jan 2022 | CP concerned about resident's rights, quality of care including personal care and staffing and governance and management.   |
| Jan 2022 | CP concerned about the safeguarding and rights of residents', communication and governance and management.  |

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| Jan 2022 | [REDACTED]  |
| Jan 2022 | CP concerned about residents' rights, visiting, communication and governance and management.  |
| Jan 2022 | CP concerned about the safeguarding and rights of residents, infection prevention and control measures and governance and management.   |
| Jan 2022 | CP concerned about the safeguarding and protection of residents.  |
| Jan 2022 | CP concerned about the safeguarding, rights and general welfare of residents, infection prevention and control measures, visiting, communication and governance and management. |
| Jan 2022 | [REDACTED]  |
| Jan 2022 | [REDACTED]  |
| Jan 2022 | CP concerned about the safeguarding of residents, visiting, infection prevention and control measures and governance and management.  |
| Jan 2022 | CP concerned about visiting, and complaints handling.   |
| Jan 2022 | CP concerned about safeguarding of residents, quality of care including care planning, healthcare and nutrition.  |
| Jan 2022 | CP concerned about safeguarding, risk management and governance and management.   |
| Jan 2022 | CP concerned about the safeguarding and protection, rights and general welfare and development of residents and governance and management.                                      |
| Jan 2022 | [REDACTED]  |
| Jan 2022 | CP concerned about the safeguarding of residents, the quality of care including healthcare and falls management, the premises and governance and management.                    |
| Jan 2022 | CP concerned about residents' rights, visiting, communication and governance and management.  |
| Jan 2022 | CP concerned about the safeguarding and protection of residents.  |
| Jan 2022 | CP concerned about safeguarding, residents' rights, quality of care including healthcare, nutrition and end of life care, communication and governance and management.          |

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| Jan 2022 | CP concerned about the safeguarding, rights and general welfare of residents, infection prevention and control measures, visiting, communication and governance and management.                                       |
| Jan 2022 | CP concerned about the safeguarding and protection and the rights of residents', the quality of care including personal care and healthcare and governance and management.  |
| Jan 2022 | CP concerned about the rights, safeguarding and general welfare and development of residents, visiting, the quality of care including healthcare, nutrition and social care and governance and management.            |
| Jan 2022 | [REDACTED]  |
| Jan 2022 | CP concerned about training and staff development and governance and management.  |
| Jan 2022 | CP concerned about the quality of care including personal care, healthcare, end of life care, and nutrition and hydration, personal possessions, communication, complaints handling and governance and management.    |
| Jan 2022 | CP concerned about the safeguarding and rights of residents', the quality of care including healthcare and nutrition, communication and governance and management.  |
| Jan 2022 | CP concerned about visiting arrangements and communication.   |
| Jan 2022 | CP concerned about the safeguarding, rights and general welfare of residents, communication and governance and management.  |
| Jan 2022 | CP concerned about the safeguarding, rights and general welfare of residents, infection prevention and control measures, visiting, and governance and management.   |
| Jan 2022 | CP concerned about the safeguarding and rights of residents', visiting, the quality of care including healthcare, care planning, and nutrition and hydration, staffing and governance and management.                 |
| Jan 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents', visiting, the quality of care including care planning, communication and governance and management.                    |
| Jan 2022 | CP concerned about residents' rights, visitation and governance and management.   |
| Jan 2022 | [REDACTED]  |
| Jan 2022 | CP concerned about safeguarding, quality of care, communication, complaints handling, information governance and governance and management.   |
| Jan 2022 | Anonymous concern about the safeguarding, rights and general welfare of residents, the quality of care including social care, infection prevention and control measures, communication and governance and management. |
| Jan 2022 | Anonymous concern about the safeguarding of residents, the quality of care, staffing and governance and management.   |

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| Jan 2022 | CP concerned about residents' rights, visitation, communication and governance and management.   |
| Jan 2022 | CP concerned about safeguarding and rights of residents, the quality of care including care planning, skin integrity and healthcare, training and staff development and governance and management. |
| Jan 2022 | CP concerned about safeguarding, protection and rights of residents and governance and management.   |
| Jan 2022 | CP concerned about the safeguarding and rights of residents', visiting and governance and management.  |
| Jan 2022 | CP concerned about safeguarding, residents rights, quality of care including personal care and healthcare, communication and governance and management.  |
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| Jan 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents', infection prevention and control measures, complaints handling and governance and management.       |
| Jan 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents', the quality of care including healthcare and governance and management.                             |
| Jan 2022 | CP concerned about the safeguarding of residents, the quality of care including healthcare, communication, complaints handling and governance and management.                                      |
| Jan 2022 | CP concerned about residents rights, visitation, communication and governance and management.  |
| Jan 2022 | CP concerned about contracts, communication and governance and management.   |
| Jan 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, visiting, the quality of care including social care, communication and governance and management.    |
| Jan 2022 | CP concerned about safeguarding and protection of residents, communication and governance and management.  |
| Jan 2022 | CP concerned about the safeguarding of residents, the quality of care including medicines management, communication and governance and management.   |
| Jan 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents', visits, infection prevention and control measures, communication and governance and management.     |
| Jan 2022 | Anonymous CP concerned about the rights of residents', the quality of care including personal care, nutrition and positive behavioural support and governance and management.                      |
| Jan 2022 | CP concerned about the safeguarding of residents, the quality of care of residents including care planning and falls management, staffing and governance and management.                           |
| Feb 2022 | Anonymous CP concerned about quality of care including nutrition and personal care and governance and management.  |

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| Feb 2022 | CP concerned about residents rights, the quality of care including personal care, staffing and governance and management.  |
| Feb 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents', visits, infection prevention and control measures, communication and governance and management.   |
| Feb 2022 | CP complimentary of the overall care resident received including residents rights, the quality of care including end of life care, personal care, and nutrition and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including healthcare and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including healthcare and governance and management.   |
| Feb 2022 | [REDACTED]   |
| Feb 2022 | [REDACTED]   |
| Feb 2022 | [REDACTED]   |
| Feb 2022 | [REDACTED]   |
| Feb 2022 | CP concerned about the safeguarding of residents, quality of care including skin integrity, hydration and healthcare and governance and management.  |
| Feb 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, visiting, infection prevention and control measures, communication and governance and management.  |
| Feb 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including nutrition, infection prevention and control measures, visiting, communication and governance and management. |
| Feb 2022 | CP concerned about safeguarding of residents, quality of care including healthcare, premises, complaints handling and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding and rights of residents, communication and governance and management   |
| Feb 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including medicines and falls management, risk management, communication and governance and management.   |
| Feb 2022 | [REDACTED]   |
| Feb 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents', the quality of care including personal care, risk management, health and safety, staffing, communication and governance and management.   |

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| Feb 2022 | CP concerned about the safeguarding and rights of residents, communication and governance and management.   |
| Feb 2022 | [REDACTED]  |
| Feb 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including assessment and care planning, falls management, communication and governance and management. |
| Feb 2022 | CP concerned about the safeguarding of residents, contracts of care and governance and management.  |
| Feb 2022 | Anonymous concern about safeguarding of the residents, the quality of care including healthcare, staffing and governance and management.  |
| Feb 2022 | CP concerned about the safeguarding and protection of residents, the quality of care including personal care and infection prevention and control measures.                             |
| Feb 2022 | CP concerned about the safeguarding and protection of residents, the quality of care including falls management, risk management and governance and management.                         |
| Feb 2022 | CP concerned about the safeguarding and rights of residents', the quality of care including care planning, communication and governance and management.                                 |
| Feb 2022 | CP concerned about the safeguarding and rights of residents', visiting, personal possessions, the quality of care including nutrition and hydration and governance and management.      |
| Feb 2022 | CP concerned about the safeguarding of residents, quality of care including personal care and skin integrity, communication and governance and management.                              |
| Feb 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, visiting, communication and governance and management.                                    |
| Feb 2022 | CP concerned about the safeguarding of residents, personal possessions, the quality of care including end of life care and governance and management                                    |
| Feb 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents', visitation and governance and management.  |
| Feb 2022 | Anonymous concern about the safeguarding, rights and general welfare and development of residents', visitation and governance and management  |
| Feb 2022 | CP concerned about the safeguarding of residents, the quality of care including medicines management and end-of-life care and governance and management.                                |



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| Feb 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including social care, contracts and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents', visiting, infection prevention and control measures, the quality of care including care planning, communication and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding of residents, the quality of care including nutrition and hydration and governance and management.  |
| Feb 2022 | CP concerned about residents' rights, the quality of care including nutrition, infection prevention and control measures, communication and governance and management.  |
| Feb 2022 | [REDACTED]  |
| Feb 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including falls management and governance and management.  |
| Feb 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, visiting, information governance and governance and management.   |
| Feb 2022 | [REDACTED]  |
| Feb 2022 | CP concerned about the safeguarding, protection and rights of residents', personal possessions, the quality of care including healthcare, social care, personal care, and residents' communication needs, health and safety, infection perfection and control measures, staffing and governance and management. |
| Feb 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents', visiting, infection prevention and control measures and governance and management.   |
| Feb 2022 | CP concerned about residents' rights, quality of care including resident's communication needs and personal care, training and staff development and governance and management.   |
| Feb 2022 | CP concerned about the premises, communication and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding, rights and general welfare of residents, visiting and governance and management.   |
| Feb 2022 | Anonymous concern about the safeguarding, rights and general welfare and development of residents, visiting, communication and governance and management.   |
| Feb 2022 | CP concerned about the rights and general welfare and development of residents, contracts and governance and management.  |
| Feb 2022 | CP concerned about the safeguarding and rights of residents', the quality of care including nutrition, healthcare, personal care and social care, staffing, training and staff development and governance and management.   |

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| Feb 2022 | CP concerned about safeguarding, discharge, communication and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding and protection of residents, the quality of care, complaints handling, staffing and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding and rights of residents', visiting, the quality of care including nutrition and hydration and healthcare, communication and governance and management.   |
| Feb 2022 | CP concerned about safeguarding, health and safety, quality of care including healthcare, personal care and social care and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding and protection of residents.   |
| Feb 2022 | CP concerned about governance and management.  |
| Feb 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, visiting, the quality of care including social care, communication and governance and management   |
| Feb 2022 | CP concerned about the safeguarding, protection, rights and general welfare and development of residents, personal possessions, the quality of care including social care, contracts, communication and governance and management.                                 |
| Feb 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, personal possessions, visiting, quality of care including healthcare, communication and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding and rights of residents', visiting, the quality of care including nutrition and hydration and healthcare, communication and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding and protection of residents.   |
| Feb 2022 | CP concerned about the safeguarding of residents, personal possessions, the discharge process, communication, complaints handling and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding of residents, fire safety and governance and management.   |
| Feb 2022 | CP concerned about safeguarding and rights of residents', the quality of care including healthcare, care planning, social care, personal care, and residents' communication needs, health and safety, staffing, complaints handling and governance and management. |
| Feb 2022 | [REDACTED]   |
| Feb 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including personal care, hydration, healthcare and medicines management, communication and governance and management.                            |

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| Feb 2022 | CP concerned about the rights and general welfare and development of residents', the quality of care including social care, infection prevention and control measures and governance and management.      |
| Feb 2022 | CP concerned about the safeguarding and protection of residents, communication and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding and protection of residents.  |
| Feb 2022 | CP concerned about the safeguarding and protection of residents', infection prevention and control measures, staffing and governance and management.  |
| Feb 2022 | CP concerned about the safeguarding and general welfare and development of residents', communication and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding of residents, the quality of care including falls management, staffing and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding and protection of residents, the quality of care including skin integrity and healthcare, infection prevention and control measures and governance and management.    |
| Feb 2022 | CP concerned about the safeguarding of residents and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding of residents, quality of care including personal care, and governance and management.   |
| Feb 2022 | CP concerned about the safeguarding of residents, the quality of care including falls management, contracts and governance and management.  |
| Feb 2022 | CP concerned about the safeguarding of residents, the quality of care including falls management, healthcare and medicine management, communication and governance and management.                        |
| Feb 2022 | [REDACTED]  |
| Feb 2022 | CP concerned about safeguarding and rights of residents', the quality of care including health care, skin integrity and hydration, communication and governance and management.                           |
| Feb 2022 | Anonymous concern about the safeguarding and protection, rights and general welfare and development of residents, the quality of care including social care and nutrition, and governance and management. |
| Feb 2022 | CP concerned about the safeguarding of residents, health and safety measures, communication and governance and management.  |
| Feb 2022 | CP concerned about the safeguarding and rights of residents', the quality of care including care planning, personal care and positive behavioural support, communication and governance and management.   |
| Feb 2022 | [REDACTED]  |

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| Feb 2022 | Anonymous concern about the safeguarding and protection and rights of residents, personal possessions, the quality of care including healthcare and personal care, staffing and governance and management.                 |
| Feb 2022 | CP concerned about the safeguarding and protection of residents, the quality of care including medicines management and governance and management.   |
| Feb 2022 | [REDACTED]   |
| Feb 2022 | CP concerned about safeguarding and rights of residents', the quality of care including healthcare and personal care, the admissions process, contracts, communication and governance and management.                      |
| Feb 2022 | [REDACTED]   |
| Feb 2022 | [REDACTED]   |
| Mar 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including personal care, nutrition and hydration, infection prevention and control measures, communication and governance and management. |
| Mar 2022 | CP concerned about the safeguarding of residents, the quality of care including positive behavioural support, care planning and social care, contracts, communication and governance and management.                       |
| Mar 2022 | [REDACTED]   |
| Mar 2022 | CP concerned about safeguarding and rights of residents, the quality of care including medicines management and care planning, communication and governance and management.  |
| Mar 2022 | CP concerned about staffing and governance and management.   |
| Mar 2022 | CP concerned about safeguarding and rights of residents, the quality of care including personal care and nutrition, communication and governance and management.   |
| Mar 2022 | CP concerned about information governance and governance and management.   |
| Mar 2022 | CP concerned about the safeguarding of residents, quality of care including falls management, health and safety and personal possessions.  |
| Mar 2022 | CP concerned about residents rights, communication and governance and management.  |
| Mar 2022 | CP concerned about safeguarding and protection of residents, quality of care including personal care, healthcare and positive behavioural supports, communication and governance and management.                           |

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| Mar 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including personal care, healthcare, end of life care, communication and governance and management. |
| Mar 2022 | [REDACTED]  |
| Mar 2022 | CP concerned about the safeguarding of residents, quality of care including falls management, communication and governance and management.  |
| Mar 2022 | CP concerned about the safeguarding of residents, the quality of care including healthcare and positive behavioural support, and governance and management.   |
| Mar 2022 | CP concerned about the safeguarding of residents, the quality of care including care planning and social care, infection prevention and control measures, staffing, and governance and management.                    |
| Mar 2022 | CP concerned about safeguarding and rights of residents', quality of care including care planning and governance and management.  |
| Mar 2022 | CP concerned about safeguarding and protection of residents, the quality of care including falls management, staffing, communication and governance and management.   |
| Mar 2022 | [REDACTED]  |
| Mar 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including personal care, skin integrity and falls management, staffing and governance and management.                                |
| Mar 2022 | [REDACTED]  |
| Mar 2022 | CP concerned about the safeguarding and protection of residents, staffing and governance and management.  |
| Mar 2022 | CP concerned about safeguarding, general welfare and development and rights of residents, quality of care including nutrition and hydration, social care and healthcare, communication and governance and management. |
| Mar 2022 | CP concerned about the safeguarding rights, and general welfare and development of residents, visiting, the quality of care including social care and governance and management.                                      |
| Mar 2022 | CP concerned about the safeguarding of residents, quality of care including personal care, skin integrity and healthcare, communication and governance and management.  |
| Mar 2022 | CP concerned about the safeguarding and protection of residents and governance and management.  |
| Mar 2022 | CP concerned about safeguarding and rights of residents, quality of care including care planning and nutrition, visiting and governance and management.   |

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| Mar 2022 | CP concerned about the safeguarding of residents, the premises, health and safety and governance and management.   |
| Mar 2022 | CP concerned about the safeguarding of residents, the premises and governance and management.  |
| Mar 2022 | CP concerned about the safeguarding and protection of residents.   |
| Mar 2022 | CP concerned about the safeguarding and protection of residents, quality of care including care planning, discharge of residents, communication and governance and management.   |
| Mar 2022 | [REDACTED]   |
| Mar 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including personal care, healthcare and social care, staffing, training and staff development and governance and management. |
| Mar 2022 | CP concerned about the safeguarding of residents, infection prevention and control measures and governance and management.   |
| Mar 2022 | CP concerned about the safeguarding and rights of residents, personal possessions, the quality of care including personal care and social care, communication and governance and management.   |
| Mar 2022 | CP complimentary about the quality of care but concerned about the safeguarding and protection of residents, communication, complaints handling and governance and management.   |
| Mar 2022 | Anonymous concern about the safeguarding and rights of residents, infection prevention and control measures, communication and governance and management.  |
| Mar 2022 | CP concerned about the safeguarding and rights of residents', the quality of care including personal care, care planning, nutrition and hydration and social care, infection prevention and control measures and governance and management.    |
| Mar 2022 | [REDACTED]   |
| Mar 2022 | CP concerned about safeguarding, rights and general welfare and development of residents', visiting and governance and management.   |
| Mar 2022 | CP concerned about the safeguarding and general welfare and development of residents, infection prevention and control measures and governance and management.   |
| Mar 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including social care and medicines management, personal possessions, communication and governance and management.           |

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| Mar 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents', staffing and governance and management.   |
| Mar 2022 | [REDACTED]   |
| Mar 2022 | [REDACTED]   |
| Mar 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, contracts of care, staffing, complaints handling and governance and management.  |
| Mar 2022 | CP concerned about the safeguarding and rights of residents, personal possessions, infection prevention and control measures, complaints handling and governance and management.   |
| Mar 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including personal care and medicines management, infection prevention and control measures, staffing and governance and management.  |
| Mar 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including social care, visiting, communication, staffing and governance and management.   |
| Mar 2022 | CP concerned about the safeguarding, rights and general welfare of residents, visiting, communication and governance and management.   |
| Mar 2022 | CP concerned about the safeguarding and rights of residents, personal possessions, the quality of care including personal care and falls management, infection prevention and control measures, complaints handling, communication and governance and management.        |
| Mar 2022 | CP concerned about the safeguarding of residents, quality of care including hydration and healthcare, and governance and management.   |
| Mar 2022 | [REDACTED]   |
| Mar 2022 | [REDACTED]   |
| Mar 2022 | [REDACTED]   |
| Mar 2022 | CP concerned about safeguarding, general welfare and development and residents rights, quality of care including care planning, medicines management, positive behavioural supports, social care, nutrition and hydration and healthcare, and governance and management. |

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| Mar 2022 | CP concerned about the safeguarding of residents, infection prevention and control measures and governance and management.   |
| Mar 2022 | [REDACTED]   |
| Mar 2022 | CP concerned about safeguarding and rights of residents, visiting and governance and management.   |
| Mar 2022 | CP concerned about safeguarding, protection and rights of residents, staffing, complaints handling and governance and management.  |
| Mar 2022 | CP concerned about safeguarding and protection, rights and general welfare and development of residents, the quality of care including healthcare, communication and governance and management.                    |
| Mar 2022 | [REDACTED]   |
| Mar 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents', the management of personal possessions, the quality of care including personal care and governance and management.  |
| Mar 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including medicines management and nutrition, infection prevention and control measures, contracts and governance and management. |
| Mar 2022 | [REDACTED]   |
| Mar 2022 | CP concerned about safeguarding and protection of residents, quality of care including care plans, skin integrity, nutrition and hydration, information governance and governance and management.                  |
| Mar 2022 | CP complimentary of the quality of care provided to residents and governance and management.   |
| Mar 2022 | CP concerned about residents rights, quality of care including social care, visiting and governance and management.  |
| Mar 2022 | CP concerned about safeguarding and rights of residents, visiting and governance and management.   |
| Mar 2022 | CP concerned about safeguarding, rights and general welfare and development of resident's, quality of care including personal care and care planning, and governance and management.                               |
| Mar 2022 | CP concerned about the safeguarding of residents, risk management, training and staff development and governance and management.   |
| Mar 2022 | [REDACTED]   |



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| Mar 2022 | CP concerned about the safeguarding and protection of residents, statutory notifications and governance and management.  |
| Apr 2022 | [REDACTED]   |
| Apr 2022 | [REDACTED]   |
| Apr 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, the management of personal possessions, the quality of care including personal care and governance and management.   |
| Apr 2022 | [REDACTED]   |
| Apr 2022 | CP concerned about the safeguarding and protection of residents, the quality of care including care planning, healthcare, skin integrity and nutrition and hydration and governance and management.                |
| Apr 2022 | CP concerned about safeguarding and rights of residents, quality of care including personal care, hydration, care planning and healthcare, health and safety, staffing and governance and management.              |
| Apr 2022 | CP concerned about safeguarding of residents, communication and governance and management.   |
| Apr 2022 | CP concerned about the safeguarding of residents, quality of care including falls management, staffing and governance and management.  |
| Apr 2022 | [REDACTED]   |
| Apr 2022 | [REDACTED]   |
| Apr 2022 | CP complimentary of the quality of care provided to residents, staff and governance and management.  |
| Apr 2022 | CP concerned about the safeguarding of residents, the management of personal possessions, the quality of care including medicines management, complaints handling and governance and management.                   |
| Apr 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents', the discharge process, contracts, communication and governance and management.                                      |
| Apr 2022 | [REDACTED]   |
| Apr 2022 | CP concerned about the safeguarding of residents, the quality of care including personal care and healthcare, health and safety, risk management, staffing, statutory notifications and governance and management. |
| Apr 2022 | CP concerned about residents rights and governance and management.   |

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| Apr 2022 | [REDACTED]   |
| Apr 2022 | CP concerned about the safeguarding of residents, quality of care including falls management, communication and governance and management.   |
| Apr 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents', the quality of care including social care and healthcare, premises, staffing and governance and management.                       |
| Apr 2022 | CP concerned about the safeguarding and rights of residents, health and safety and governance and management.  |
| Apr 2022 | CP concerned about the safeguarding of residents, the quality of care including skin integrity and care planning, training and staff development and governance and management.  |
| Apr 2022 | CP concerned about the safeguarding and rights of residents, premises and governance and management.   |
| Apr 2022 | CP concerned about the safeguarding of residents, quality of care including hydration and care planning, communication and governance and management.  |
| Apr 2022 | CP concerned about contracts and governance and management.  |
| Apr 2022 | CP concerned about the safeguarding of residents, quality of care including falls management and care planning, communication and governance and management.   |
| Apr 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, visiting, the quality of care including falls management, infection prevention and control measures and governance and management. |
| Apr 2022 | [REDACTED]   |
| Apr 2022 | CP concerned about the governance and management of the service.   |
| Apr 2022 | [REDACTED]   |
| Apr 2022 | CP concerned about the safeguarding and rights of residents, the management of personal possessions, the quality of care including care planning and governance and management.  |
| Apr 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, the quality of care including care planning, staffing, training and staff development and governance and management.               |
| Apr 2022 | CP concerned about the safeguarding, protection and rights of residents and governance and management.   |
| Apr 2022 | Anonymous CP concerned about the safeguarding of residents, the quality of care including nutrition, training and staff development and governance and management.   |
| Apr 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including personal care, care planning and nutrition, infection prevention and control measures and governance and management.                  |

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| Apr 2022 | [REDACTED]  |
| Apr 2022 | [REDACTED]  |
| Apr 2022 | CP concerned about residents rights, the management of personal possessions, the quality of care including personal care and skin integrity, health and safety and governance and management.   |
| Apr 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including care planning and positive behavioural support, the discharge process, communication and governance and management.                                    |
| Apr 2022 | CP concerned about the safeguarding, protection and rights of residents, the management of personal possessions, the quality of care including positive behavioural support and personal care, complaints handling and governance and management. |
| Apr 2022 | [REDACTED]  |
| Apr 2022 | CP concerned about the safeguarding and rights of residents, complaints handling, communication and governance and management.  |
| Apr 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, the discharge process, the quality of care including care planning, social care and healthcare, communication and governance and management.        |
| Apr 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including falls management and healthcare and governance and management.   |
| Apr 2022 | CP concerned about safeguarding and the rights of residents, communication and governance and management.   |
| Apr 2022 | [REDACTED]  |
| Apr 2022 | CP concerned about the safeguarding and rights of residents, visiting, infection prevention and control measures, communication and governance and management.  |
| Apr 2022 | CP concerned about premises and governance and management.  |
| Apr 2022 | [REDACTED]  |
| Apr 2022 | [REDACTED]  |

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| Apr 2022 | CP concerned about safeguarding and rights of residents, quality of care including personal care, communication, complaints handling and governance and management.   |
| Apr 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including care planning and positive behavioural supports, the discharge process, communication and governance and management. |
| Apr 2022 | CP concerned about the safeguarding and rights of residents, visiting, infection prevention and control measures, staffing, staff training and development, communication and governance and management.        |
| Apr 2022 | [REDACTED]  |
| Apr 2022 | CP concerned about the safeguarding of residents, the quality of care including care planning, personal care, healthcare, training and staff development and governance and management.                         |
| Apr 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including personal care, the premises, infection prevention and control measures, staffing and governance and management.      |
| Apr 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including medicines management, staff training and development and governance and management.                                  |
| Apr 2022 | [REDACTED]  |
| Apr 2022 | [REDACTED]  |
| Apr 2022 | [REDACTED]  |
| Apr 2022 | [REDACTED]  |
| May 2022 | [REDACTED]  |
| May 2022 | CP concerned about safeguarding of residents, quality of care including falls management, health and safety and governance and management.  |
| May 2022 | [REDACTED]  |
| May 2022 | [REDACTED]  |
| May 2022 | CP concerned about the safeguarding and rights of residents, infection prevention and control measures and governance and management.   |

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| May 2022 | CP concerned about the safeguarding and protection of residents and governance and management.  |
| May 2022 | [REDACTED]  |
| May 2022 | [REDACTED]  |
| May 2022 | [REDACTED]  |
| May 2022 | CP complimentary about the quality of care and the governance and management.   |
| May 2022 | CP concerned about safeguarding, rights and general welfare and development of residents, the quality of care including personal care and nutrition and hydration, communication and governance and management.   |
| May 2022 | [REDACTED]  |
| May 2022 | [REDACTED]  |
| May 2022 | [REDACTED]  |
| May 2022 | CP concerned about the safeguarding of residents, quality of care including falls management and healthcare, communication and governance and management.   |
| May 2022 | Anonymous CP concerned about the safeguarding and rights of residents, staffing and governance and management.  |
| May 2022 | CP concerned about the safeguarding of residents, quality of care including medicines management, nutrition and care planning, infection prevention and control measures, staffing, complaints handling and governance and management.                              |
| May 2022 | [REDACTED]  |
| May 2022 | CP complimentary of the quality of care including the food, the premises, staffing and governance and management.   |
| May 2022 | CP concerned about the safeguarding and rights of residents, visiting, the quality of care including personal care, nutrition and falls management, health and safety, staffing, staff training and development, complaints handling and governance and management. |
| May 2022 | [REDACTED]  |

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| May 2022 | [REDACTED]   |
| May 2022 | CP concerned about the safeguarding of residents, quality of care including care planning, healthcare and social care, and governance and management.  |
| May 2022 | [REDACTED]   |
| May 2022 | [REDACTED]   |
| May 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including personal care and falls management, staffing, staff training and development and governance and management. |
| May 2022 | [REDACTED]   |
| May 2022 | CP concerned about the safeguarding, protection and rights of residents, staffing and governance and management.   |
| May 2022 | [REDACTED]   |
| May 2022 | [REDACTED]   |
| May 2022 | CP concerned about safeguarding of residents', quality of care including falls management and healthcare, communication, staffing and governance and management.                                       |
| May 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including personal care and falls management, staffing, staff training and development and governance and management. |
| May 2022 | [REDACTED]   |
| May 2022 | CP concerned about safeguarding and residents' rights, quality of care including nutrition, healthcare and social care, staffing and governance and management.  |
| May 2022 | [REDACTED]   |
| May 2022 | [REDACTED]   |
| May 2022 | Anonymous CP concerned about the safeguarding of residents, the quality of care including nutrition, infection prevention and control measures, staffing and governance and management.                |

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| May 2022 | [REDACTED]   |
| May 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including personal care, communication, complaints handling and governance and management.  |
| May 2022 | CP concerned about safeguarding of residents, quality of care including care plans, falls management and healthcare, staffing, training and staff development, communication and governance and management   |
| May 2022 | [REDACTED]   |
| May 2022 | CP concerned about the safeguarding and rights of residents, the management of personal belongings, the quality of care including personal care, nutrition and hydration, healthcare and medicines management, infection prevention and control measures, health and safety, staffing, information governance and governance and management. |
| May 2022 | [REDACTED]   |
| May 2022 | CP concerned about safeguarding, quality of care - care planning and falls management, staffing, communication and governance and management.  |
| May 2022 | [REDACTED]   |
| May 2022 | Anonymous CP concerned about the safeguarding and rights of residents, the quality of care including nutrition and hydration, risk management, health and safety, infection prevention and control measures, complaints handling, staffing and governance and management.  |
| May 2022 | [REDACTED]   |
| May 2022 | [REDACTED]   |
| May 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, visiting, the quality of care including care planning and social care, infection prevention and control measures, communication and governance and management.   |
| May 2022 | [REDACTED]   |
| May 2022 | CP concerned about the safeguarding and rights of residents, the quality of care including care planning, medicines management, the discharge process and governance and management.   |
| May 2022 | [REDACTED]   |

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| May 2022 | [REDACTED]  |
| May 2022 | [REDACTED]  |
| May 2022 | [REDACTED]  |
| May 2022 | [REDACTED]  |
| May 2022 | [REDACTED]  |
| May 2022 | [REDACTED]  |
| May 2022 | CP concerned about the safeguarding, rights and general welfare and development of residents, contracts and governance and management.                          |
| May 2022 | [REDACTED]  |
| May 2022 | [REDACTED]  |
| May 2022 | [REDACTED]  |
| May 2022 | CP concerned about safeguarding, protection and rights of residents.  |
| May 2022 | [REDACTED]  |
| May 2022 | [REDACTED]  |
| May 2022 | CP concerned about the safeguarding of residents, quality of care including falls management, social care, discharge of resident and governance and management. |
| May 2022 | [REDACTED]  |
| May 2022 | [REDACTED]  |
| May 2022 | [REDACTED]  |



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| May 2022 | [REDACTED]   |
| May 2022 | [REDACTED]   |
| May 2022 | [REDACTED]   |
| May 2022 | CP concerned about the safeguarding of residents, quality of care including falls management, communication and governance and management.   |
| May 2022 | [REDACTED]   |
| May 2022 | [REDACTED]   |
| May 2022 | [REDACTED]   |
| May 2022 | [REDACTED]   |
| May 2022 | [REDACTED]   |
| May 2022 | [REDACTED]   |
| May 2022 | [REDACTED]   |
| May 2022 | [REDACTED]   |
| May 2022 | CP concerned about the safeguarding and rights of residents, the management of personal possessions, the quality of care including personal care, communication and governance and management. |
| May 2022 | CP concerned about the safeguarding and rights of residents, the admissions process, contracts, communication and governance and management.   |
| May 2022 | [REDACTED]   |
| May 2022 | [REDACTED]   |
| May 2022 | CP concerned about the safeguarding and protection of residents.   |
| May 2022 | [REDACTED]   |

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| May 2022 | [REDACTED]   |
| May 2022 | CP concerned about the safeguarding and rights of residents, the admission process, premises, communication and governance and management. |
| May 2022 | [REDACTED]   |