

04 May 2022

## **Alcura Rated “Good” in CQC Report**

Alcura receive “Good” in its recent Care Quality Commission (CQC) report a high standard in a competitive market. “This accreditation will go a long way in demonstrating to our patients, future patients, the NHS and manufacturers, the high-level of patient care we deliver at Alcura. As a purpose led organisation, we are dedicated to patient care, so to receive this recognition for our safety is a fantastic reflection of our knowledge and expertise in homecare,” said Pip Reid, Head of Nursing, Alcura.

Alcura received the second highest possible score in its recent CQC report, following the recent unannounced inspection at Alcura House. CQC, the independent regulator of health and social care in England, completed an intense two-day inspection at the Alcura site in Northampton, in February, and recently published the report on its website.

Alcura was inspected as part of the Community Services pillar and its support to care in patient homes, where there is a big emphasis on safety.

The CQC Inspection Report is based on a combination of what the organisation finds when they undertake the inspection, the information from its ongoing monitoring of data about services and information handed by the provider, patients, the public and other organisation. The report covers five questions and areas within the services provided across: Safety, Effectiveness, Caring, Responsiveness and Leadership.

CQC findings conclude that: “We rated the service as good because [...] The service had enough staff to care for patients and keep them safe. Alcura House had a pool of regular bank staff and did not use agency staff. Patients therefore received consistent care from the same nurses. All nursing staff had training in key clinical skills which had been tested through competency assessments.”

Other findings include: “Staff provide good care and treatment [...] Staff treated patients with compassion and kindness [...] Staff understood how to protect patients from abuse [...] Staff assessed risks to patients, acted on them and kept good care records.”

At the time of this inspection, Alcura had 1,252 clinical interactions per month and was supporting 45,000 registered patients. Alcura is committed to maintaining the high standards of patient safety and to identify and implement steps required to reach the highest CQC score – outstanding.

**ENDS**

**Notes for editors:**

**About Alcura:**

Alcura partners with healthcare companies and healthcare professionals to provide innovative personalised solutions that help improve patient care and treatment experience. While offering a full suite of specialised clinical trial and homecare services, Alcura also provides brand development solutions, such as pre-packed monitoring dosage systems and customised healthcare packaging.

Alcura operates in seven\* European countries; the United Kingdom, France, Spain, Italy, the Netherlands, Germany and Romania.

For more information, visit: [www.alcura-health.com](http://www.alcura-health.com)

\* As at August 31, 2020.

**CQC report:**

To view the CQC report, visit: [Alcura House \(cqc.org.uk\)](http://Alcura House (cqc.org.uk))

**Image:**

1. Alcura colleagues all smiles as they receive “Good” standard in CQC report

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