

Mrs Susan Burns and Mrs Marion Burns

Highfield House Residential Home

Overall
rating**Inadequate**Requires
improvement

Good

Outstanding

Are services

Safe?

Inadequate

Effective?

Inadequate

Caring?

**Requires
improvement**

Responsive?

Inadequate

Well-led?

Inadequate

The Care Quality Commission is the independent regulator of health and social care in England. You can read our inspection report at <https://www.cqc.org.uk/location/1-109980118>

We would like to hear about your experience of the care you have received, whether good or bad. Call us on 03000 61 61 61, e-mail enquiries@cqc.org.uk, or go to www.cqc.org.uk/share-your-experience-finder

Find out what we have changed since we received this rating from CQC: