

Charles Daker

# Swan Hill House Residential Home

**Overall  
rating**

Inadequate

Requires  
improvement

Good

Outstanding

## Are services

Safe?

Requires  
improvement

Effective?

Good

Caring?

Good

Responsive?

Good

Well-led?

Requires  
improvement

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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](mailto:enquiries@cqc.org.uk), or go to [www.cqc.org.uk/share-your-experience-finder](http://www.cqc.org.uk/share-your-experience-finder)

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