

Barchester Healthcare Homes Limited

# Austen House

Overall  
rating

Inadequate

Requires  
improvement

Good

Outstanding

## Are services

Safe?

Requires  
improvement

Effective?

Requires  
improvement

Caring?

Good

Responsive?

Good

Well-led?

Requires  
improvement

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/1-125862259>

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: