

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, or go to www.cqc.org.uk/share-your-experience-finder

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