

Pilgrims' Friend Society

# Florence House

**Overall  
rating**

Inadequate

Requires  
improvement**Good**

Outstanding

## Are services

Safe?

**Good**

Effective?

**Good**

Caring?

**Good**

Responsive?

**Good**

Well-led?

**Good**

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/1-1691536708>

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)