

Pilgrims' Friend Society

# Florence House



## Are services

Safe?	<b>Good</b>
Effective?	<b>Good</b>
Caring?	<b>Good</b>
Responsive?	<b>Good</b>
Well led?	<b>Good</b>

The Care Quality Commission is the independent regulator of health and social care in England. You can read our inspection report at [www.cqc.org.uk/location/1-1691536708](http://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)