



CQC ASC Inspections  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Telephone: 03000 616161  
Fax: 03000 616171  
[www.cqc.org.uk](http://www.cqc.org.uk)

Your account number: 1-123050545  
Our reference: INS2-3828164746

Julie C Fuller  
Alex Wood House  
3a Fortescue Road  
Cambridge  
Cambridgeshire  
CB4 2JS

5 December 2019

**Care Quality Commission  
Health and Social Care Act 2008  
Inspection report**

Location name: Alex Wood House  
Location ID: 1-123050545

Dear Miss Fuller

Please find enclosed a copy of our final report following our recent inspection of Alex Wood House. Please make this report readily available for people who use the service.

We have also enclosed a one page summary of the inspection. Please share individual copies with all the people using your service, their families, friends and carers, and also with your staff, so they can easily see the quality of your service.

Your inspection report has been produced using our new approach to regulating and inspecting adult social care services. For adult social care services, part of this approach is the awarding and publication of ratings for each service, at both key question and overall location level. Ratings are awarded on a four-point scale; 'Outstanding', 'Good', 'Requires Improvement', or 'Inadequate'.

Ratings are awarded by comparing the evidence we gather during inspections with the characteristics of ratings we have published in the provider handbook and appendices. Ratings are awarded for each of the key questions inspected. We then use rules and principles to aggregate these five ratings into one overall rating for your location. For focused inspections, we will only award a new rating to the key question(s) inspected; for key questions not inspected, the previous ratings continue to apply.

Please note, focused inspections may now change an overall rating at any time after the comprehensive inspection, using a combination of any new ratings from the focused inspection and ratings brought forward from the last comprehensive inspection for key questions not covered in the focused inspection.

The table below shows the ratings your location has been awarded:

	Safe	Effective	Caring	Responsive	Well-led
Key question rating	Good	Good	Good	Good	Good

Overall location rating	Good
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### Challenging the rating(s)

A rating review involves checking whether or not CQC followed its process for making ratings decisions, as explained in the guidance published on our website. If you think that we have not followed the process you can request a review. You cannot ask for a review of ratings on the basis that you disagree with our judgements.

You must submit your request for review, using the online form, within 15 working days of the publication of your report(s). You must say in what way we have not followed the process, and which ratings you think have been affected.

Please use the following link to access the form:

<http://www.cqc.org.uk/content/requesting-review-one-or-more-cqc-ratings>

Please note that a rating review does not involve a reconsideration of the evidence and ratings awarded, unless we find the process has not been followed.

You can only request a review of ratings once after each inspection. Please note that requests for reviews of ratings can lead to ratings going down as well as up, or they can remain the same.

We will publish the inspection report on our website shortly.

When we have published this report you can see the contents and download a PDF version by clicking on this link:

[www.cqc.org.uk/directory/1-123050545](http://www.cqc.org.uk/directory/1-123050545)

Once published, you can see this at any time by following these steps:

- Go to the CQC website [www.cqc.org.uk](http://www.cqc.org.uk).

- Click the appropriate tab for your type of service.
- Type in the name of your provider or location – if it appears automatically, click on it to jump to your profile page or click the 'search' button.
- Click on your location, your report will be on your profile page.

You must also display your CQC rating 'conspicuously' and 'legibly' in each and every premises where a regulated activity is being delivered, in your main place of business and on your website(s) if you have any, where people will be sure to see it. This is a legal requirement from 1 April 2015. For further guidance on how to display your CQC rating, please click on this link:

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If you have any questions about this letter, you can contact our National Customer Service Centre using the details below. Please quote our reference number (INS2-3828164746) to avoid delays in processing your request.

Telephone: 03000 616161

Email: [HSCA\\_Compliance@cqc.org.uk](mailto:HSCA_Compliance@cqc.org.uk)

Write to: CQC ASC Inspections  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Yours sincerely

Samantha Henshaw  
Inspector, Adult Social Care

Enclosed:

- Final report
- Report summary



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Your account number: 1-123050545  
Our reference: INS2-3828164746

Beryl Gillespie  
Alex Wood House  
3a Fortescue Road  
Cambridge  
Cambridgeshire  
CB4 2JS

5 December 2019

**Care Quality Commission  
Health and Social Care Act 2008  
Inspection report**

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Dear Mrs Gillespie

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Yours sincerely

Samantha Henshaw  
Inspector, Adult Social Care

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