

*“We are extremely disappointed by the Care Quality Commission’s inspection reports, which do not fairly capture the care and support being provided at our services. Following the inspections, we submitted substantial evidence to challenge what we consider to be inaccurate findings. We are saddened that the CQC has chosen not to take this into account and our legal team is appealing the report’s findings.*

*“Helping the people we support to live fulfilling, independent and healthy lives is our absolute priority. In 2021, we are proud of the work our charity has done. Even though we have been restricted by Government guidelines, the individuals at both St Erme and Trelawney have still been able to enjoy many activities, including sea swimming, surfing, horse riding, volunteering at local businesses, planning and building a sensory garden and enjoying activity groups out in the community.*

*“Nevertheless, the past two years have been extremely challenging for the social care sector, and we have been particularly impacted by the carer shortages in the UK, which we have felt acutely in Cornwall. We are so grateful to our staff who have gone above and beyond during this difficult time. Every carer at Spectrum is fully trained and capable of delivering the right care and support for the people in our services.*

*“The inspection reports do not reflect the feedback that we typically receive from the people we care for and their family members, and we would like to thank our community for their support and understanding at this time.*

*“We continue to be committed to providing the high-quality care we pride ourselves on.”*