

## **Caring Homes Healthcare Group Limited**

### **Section 172 (1) statement**

Under section 172 of the Companies Act 2006, the directors have a duty to promote the success of the company for the benefit of the members as a whole and, in doing so, have regard to wider stakeholder interests as follows:

- a) The likely consequences of any decision in the long term
- b) The interests of the company's employees
- c) The need to foster the company's business relationships with suppliers, customers and others
- d) The impact of the company's operations on the community and the environment
- e) The desirability of the company maintaining a reputation for high standards of business conduct
- f) The need to act fairly as between members of the company

Outlined below, the directors explain how they:

- Engage with regulators, suppliers, customers and employees
- Have had regard to the employee interests,
- The need to foster the company's business relationships with suppliers, customers and others.

#### Engagement with regulators

The majority of care homes are located in England and therefore mainly regulated by the Care Quality Commission (CQC). CQC perform regulatory visits of the care homes alongside input from the Home Managers and Operations staff. Ratings and the detailed findings are discussed at the Regulatory Oversight Committee and Operations meetings with action plans put in place.

Since the start of the Covid 19 pandemic, more frequent communication arose with the regulators to ensure that the business was still providing quality care in unprecedented conditions in line with evolving regulatory guidelines.

Management also engage as required with CQC's statutory market oversight scheme via financial reporting and business update calls. Similar arrangements exist for the Scottish homes regulated by the Scottish Care Inspectorate and a home in Jersey regulated by the Jersey Care Commission.

#### Engagement with suppliers and customers

Caring Homes is committed to providing high quality care to our residents and regularly obtain feedback from residents and their relatives to ensure issues raised are addressed and our care standards are maintained at a high level. We encourage openness and the honest reporting of any issues and, in the event of any performance or service shortcomings, we ensure a full and open review is carried out.

The Company does not follow a specific code on payment practices for suppliers. However it is the Company's policy to pay its suppliers in accordance with the payments terms agreed. The Company complies with the Payment Practices Reporting requirements.

#### Engagement with employees

The Company places a great emphasis on having a skilled and well-motivated workforce and recognises that they form a critical factor in the successful operation of the homes and future business development. A key part of this is to maximise staff retention which generates benefits in both the quality of care delivery and business development. The recruitment and retention of high quality staff remains a challenge for all organisations in the sector.

We communicate with our employees through a range of methods including weekly and monthly communications, pulse surveys, listening groups and "You said, we did" feedback.

We provide access for all employees to a free assistance programme to provide support with personal or domestic issues through telephone or face to face counselling.

Occupational Health Services ensure that any health-related risks at work are managed and that our employees are provided with a safe working environment at all times.