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# Whiddon

## Whiddon Kelso Update

Dear Residents & Families,

As you may recall, we recently let you know that our Star Rating had dropped to 2-Stars. The ratings indicate several things including Compliance against the Quality Standards, Quality Measures, Staffing and Resident Experience.

Whiddon Kelso has been working with the Aged Care Quality and Safety Commission to improve its compliance against the Aged Care Standards. Recently we provided the ACQSC with details about the changes we have implemented to improve care and services at the facility.

As a result, our compliance score has improved, and we have now achieved a 3 Star Rating.

Whilst this is welcome news, Whiddon Kelso would like to provide reassurance to Residents and their families that we remain committed to working to improve care and services at the Home.

Whiddon would like to take this opportunity to thank you for your understanding, patience, and support while we have worked to improve care standards.

Sharon Fletcher  
General Manager Quality, Care and Compliance