



# “Outstanding” rating for Worcester Park based carers

10 October 2025



Trinity Homecare Group is delighted to announce that its Worcester Park-based visiting care service has been awarded an ‘Outstanding’ rating by the Care Quality Commission (CQC) following a recent inspection.

The CQC awarded the service **Outstanding in four of the five key areas** - Well-led, Caring, Effective and Responsive - placing it among a *tiny handful* of homecare providers nationally to achieve this level of recognition.

## A service at the heart of the community

Inspectors praised the service for being “exceptionally personalised and kind,” with carers and managers going above and beyond to support local people in their daily lives. The Worcester Park branch provides visiting care to individuals and families across Surrey, including communities in Cobham, Walton, Weybridge, Byfleet, Addlestone, Epsom, Banstead, Kingston, Tadworth, Ashted, Leatherhead, New Malden, Surbiton, Thames Ditton, Molesey and Chessington.

Highlights from the inspection report included:

- Helping clients maintain independence, with flexible support tailored around their daily routines.
- Supporting people to enjoy life’s small but meaningful moments - from feeding ducks and gardening, to celebrating birthdays.
- Spotting health needs early and working with families and local professionals to ensure the right support is in place.
- Embracing new technology and creative initiatives such as *Stories for Life*, enabling people to



capture their personal history and strengthen family connections.

## **Celebrating local carers**

“Families in our local communities trust us not just to provide safe care, but to make every day more meaningful,” said **Carla Gama, Director of Operations at Trinity Homecare Group**.

“That is thanks to the incredible work of our carers here in Worcester Park and across Surrey. They bring compassion, kindness and professionalism into people’s homes every single day, and this Outstanding rating is truly theirs to celebrate.”

**Summer Smith, Registered Branch Manager at Worcester Park**, added:

“I am so proud of our team here. Every carer and support staff member goes above and beyond to make sure people feel safe, valued and cared for in the way they want. This rating reflects their dedication and the strong relationships they build with clients and families in our local communities.”

## **About Trinity Homecare Group**

Trinity Homecare Group is one of the UK’s leading providers of live-in and visiting homecare, supporting people to live independently and safely in the comfort of their own homes. With over 25 years of experience and a growing national footprint, Trinity continues to set the standard for high-quality, person-centred care.

The Group includes a family of trusted brands: Trinity Homecare, Country Cousins and Patricia White’s – together spanning fully managed, regulated live-in and visiting care, as well as introductory agency live-in and visiting care services across the UK.

Learn more or view the full CQC report: [www.trinityhomecare.co.uk](http://www.trinityhomecare.co.uk)

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