

Luna Care Services Ltd

# Heron Lea Residential Home

 The provider of this service changed

Rating from inspection with previous provider

Overall  
rating

Inadequate

Requires  
improvement

Good

Outstanding

## Are services

Safe?

Inadequate

Effective?

Good

Caring?

Good

Responsive?

Requires  
improvement

Well-led?

Inadequate

The Care Quality Commission is the independent regulator of health and social care in England. You can read our inspection report at <https://www.cqc.org.uk/location/1-19601322315>

We would like to hear about your experience of the care you have received, whether good or bad. Call us on 03000 61 61 61, e-mail [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk), or go to [www.cqc.org.uk/share-your-experience-finder](http://www.cqc.org.uk/share-your-experience-finder)

Find out what we have changed since we received this rating from CQC: