



## Press Release

25 July 2022

### For Immediate Release

#### Walkern Lodge rated Good by the Care Quality Commission

Walkern Lodge, a residential care home run by Cygnet Health Care, has been rated 'Good' across all categories by the regulator, the Care Quality Commission (CQC), with inspectors praising the kind and compassionate care provided by staff.

The Cygnet Health Care-run service on Walkern Road, Stevenage, is a residential home providing outcome focused care for adults with learning disabilities, who may have behaviours that challenge and associated complex needs. In the new CQC report, following an inspection in June, inspectors concluded that the service is safe, effective, caring, responsive and well-led.

Jamil Ali, Interim Service Manager, said everybody at Cygnet Health Care was delighted with the report. *"As a staff team we have worked very hard towards receiving a good rating from CQC. The staff team are very happy that the result shows how much of good place Walkern Lodge is to work and live."*

Inspectors particularly praised staff for the care they demonstrated towards residents. The report stated: *"People received support and care that was kind, compassionate and reflected people's own culture and preferences."*

*"Staff promoted people's equality and diversity, supporting and responding to their individual needs. People's care plans were an accurate reflection of the support they needed and what people could do independently. They included strategies and plans to help people reach their aspirations and goals."*

The report also commended care plans which supported healthy eating and detailed likes and dislikes so that each resident could maintain a balanced diet. It also highlighted how were supported to live fulfilling lives and staff enabled them to do things they wanted and in their own time. It read: *"One resident had developed a new skill which had previously not been possible in other care settings. This was only possible due to support from the staff team."*

*"People were supported by staff to do things they enjoyed and to get out and about. The provider, management and staff team developed the service in way that ensured they had the resources and knowledge to support people when they experienced periods of distress. Restrictions were minimised and people had the freedom and choice how to live their lives."*

Inspectors spoke to staff, service-users and their relatives and carers during the inspection visit. The report said the relatives were positive about the care and support provided and felt the service engaged with them and they felt their views were listened to.

The full report can be found on the CQC website [here](#).

Ends

**Notes to Editors:**

For more information, please contact Gemma Attew, External Communications Manager, on [gemmaattew@cygnethealth.co.uk](mailto:gemmaattew@cygnethealth.co.uk) or 07718 244811.

**About Cygnet Health Care**

Cygnet Health Care has been providing a national network of high-quality, specialised mental health services for the NHS and local authorities for the past 30 years.

Cygnet Health Care's pioneering services support people with complex and acute mental health needs across the UK.

As one of the best quality providers in mental health services in the country, Cygnet Health Care's focus is always on the best outcomes for those who use or commission its services. 85% of Cygnet's facilities are rated as good or outstanding, which is above the national average.

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