



Press Release

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For Immediate Release

Hartlepool Care Home rated 'Good' following latest CQC inspection

A Hartlepool service which supports adults with learning disabilities is celebrating after gaining a "Good" rating from the Care Quality Commission with inspectors praising the "passionate" care provided by staff.

The CQC report said staff at Hope House "placed people's wishes, needs and rights at the heart of everything they did."

Based in Hartlepool, Hope House is a care home which supports adults living with a learning disability, including individuals who have additional mental and physical ill-health and behaviours that may challenge. It is run by leading healthcare company, Cygnet Health Care.

Inspectors found: *"People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests.*

"Staff promoted equality and diversity in their support for people. The service had enough appropriately skilled staff to meet people's needs and keep them safe. Where people had support, this was flexible, generally available when they needed it and to the level they needed. Staff understood and responded to people's individual needs."

The CQC rating follows an unannounced inspection earlier this year and reflects a commitment to improvement since the previous inspection in November 2020. The CQC were satisfied with the changes made and the new inspection resulted in a 'Good' rating in all five key lines of enquiry, 'Safe', 'Effective', 'Caring', 'Responsive' and 'Well Led'.

Inspectors said the service was open to new ways of working and ongoing improvements were introduced to promote independence and inclusivity.

The report added: *"Staff placed people's wishes, needs and rights at the heart of everything they did. They sought advice and feedback from everyone involved in people's care. Staff were aware of and working to best practice guidance for supporting people with a learning disability and/or autistic people. The service promoted a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people."*

Inspectors spoke to staff, residents and their loved ones as part of the inspection. One person said, "The manager is helpful and always around should we need to talk to them." Feedback they received was that the manager was approachable and acted swiftly to address any issues and that the service involved people and their families in discussions about individuals care and support needs.

Jamie Speight, Hope House Manager, said she very pleased with the outcome of the inspection.

She added: *“I am so proud of the team here at Hope House for achieving this fantastic rating. The staff work incredibly hard to make a difference each day to those we support through our service and I am very proud that their commitment and dedication to provide the highest standards of care has been recognised by the CQC. I would like to extend my thanks to all of the staff at Hope House for their efforts in helping us achieve this outcome.*

“We always strive to put the needs of our service users first and myself and the team do all we can to promote a positive, supportive and happy environment here at Hope House.”

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

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Notes to Editors:

For more information, please contact Gemma Attew, External Communications Manager, on 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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