



Press Release

For Immediate Release

Staffordshire Mental Health Service Praised by Care Quality Commission

A service in Staffordshire which supports people living with learning disabilities, mental health needs and autism has been praised by the Care Quality Commission during its recent inspection after residents said they “couldn’t be happier” with the standard of care they received.

Supported Living Staffordshire, run by leading healthcare company Cygnet Health Care, is a service offering personal care to 22 people within their own homes across the West Midlands.

CQC inspectors completed an inspection in November to check the service was safe and well-led and it received positive feedback from the regulator, being awarded ‘Good’ across both domains. In the new report, inspectors concluded that the staff team was committed to providing a high standard of care to service users.

Praising the quality of care, the report read: *“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.*

“The service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.”

Inspectors concluded that residents were supported by enough suitable recruited staff who had received appropriate training and that policies within the home supported good practices, including infection control and safeguarding procedures. Care plans and risk assessments were in place and the report highlighted there were systems established to ensure people were receiving the support needed.

It added: *“Staff enabled people to access specialist health and social care support in the community. People were happy with the caring support they received from staff. People were supported by a management and staff team which understood the holistic needs of supporting someone with autism or a learning disability.*

“They worked closely with the person and relatives where appropriate to deliver appropriate care to people. They ensured the individual was at the forefront of this care, to deliver positive outcomes for people.”

During the inspection, the CQC spoke with staff, service users and their loved ones.

The report read: *“People and relatives were happy with the support and service they received. One person said, ‘I am 100% happy and I couldn’t be happier with the service here. The staff are kind and*

caring.' Another person told us, "I feel like if I have a bad day, I am able to express this. They [staff] help me feel better and think positive."

Service Manager Hardy Uppal said she was thrilled with the outcome of the inspection. She said: *"I couldn't be more proud of the staff who help make the service the special place that it is. It is thanks to the staff's dedication, passion and commitment that the service is able to change lives for the better.*

"I am pleased that the report recognised this and the independence we have given back to the people we support. We all strive to create a culture which promotes high-quality, person-centred care and that this is reflected in the inspection report is testament to the team I work with."

Inspectors also positively highlighted the collaboration between staff and relatives which saw loved ones frequently involved in care planning and review meetings. The report also described how the service worked closely with other agencies to ensure people received the care they needed. This included social workers and nurses.

You can read the full report [here](#).

Ends

Notes to Editors

For interviews, please contact Gemma Attew, External Communications Manager, at gemmaattew@cygnethealth.co.uk

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. www.cygnethealth.co.uk