



Press Release

For Immediate Release

Dove Valley Mews rated 'Good' following first CQC inspection

A Barnsley residential service which provides care for adults with learning disabilities has been rated Good following its first Care Quality Commission (CQC) inspection with inspectors saying the service offered the “right support, right care and right culture.”

CQC inspectors also praised the compassionate and kind care provided by staff at Dove Valley Mews, a residential service in Wombwell, near Barnsley, which is run by leading health and social care provider, Cygnet Health Care. It provides care for adults with a learning disability and associated complex needs.

Following its first ever inspection in January, the service received a “Good” rating in all five key lines of enquiry; Safe, Effective, Caring, Response and Well-Led.

In addition to speaking to staff the inspection team also spoke to three residents, two family members as well as external healthcare professionals and commissioners. All feedback was positive.

The report read: *“People were supported to have choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests.*

“People received care and support from staff who knew them well and understood their needs and considered their preferences. Staff interacted positively with people and had a caring and respectful approach.”

Michelle Smith, Cygnet Health Care Service Manager, said she, along with all staff, was extremely proud and pleased with the outcome from the first CQC inspection.

She added: *“All of the staff here at Dove Valley Mews have worked extremely hard to reflect in our report the service’s passion and caring nature that we all as a team embed into our working environment.*

“We pride ourselves in going the extra mile to ensure the residents are all supported and cared for at a high standard and we are grateful this is reflected within the CQC rating. Our number one priority is to ensure the residents at Dove Valley Mews are happy in their home environment and provide them access to tools and the community to support them to have the best quality of life.”

In the report, inspectors said residents were supported to maintain their independence and learn new skills, and this was detailed in their support plans. It added that residents had access to a range of activities both inside the home and in the community that were based on individual needs and preferences.

Resident's views about activities were gathered through reviews and regular discussions and the report highlighted that they had good access to physical and mental healthcare and were referred to other professionals where appropriate.

"Relatives made positive comments about the quality of care provided," the report read.

"Staff showed kindness, respect and warmth to people living at the home. Staff supported people to express their views and be involved in making decisions about their care by using a range of communication aids including easy read, pictures, social stories and translation of keywords."

Inspectors said staff worked well with other organisations to ensure resident's needs were met. It highlighted that staff had undertaken specialist training to meet the individual needs of people using the service. For example, autism awareness, managing challenging behaviour and epilepsy awareness.

To read the full report, go to X

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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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