



## **Press Release**

### **For Immediate Release**

#### **Hollyhurst upgraded to 'Good' in latest CQC report**

A specialist residential service in Darlington which supports individuals with learning disabilities and complex needs is celebrating after the Care Quality Commission recognised the “compassionate and empowering” care given to service users.

Hollyhurst, on Woodland Road, Darlington, is run by leading health and social care company Cygnet Health Care and saw its rating upgraded to Good following an inspection by the CQC.

It is a specialist residential service, supporting individuals with learning disabilities and complex needs. The team support individuals who have additional mental or physical health needs and behaviours that may challenge.

The latest inspection was an unannounced inspection between 31 January and 2 February 2023. In addition to speaking to staff, the CQC inspectors also spoke with five residents at the service and two relatives.

The inspection focused on three key lines of enquiry. Improvements were identified in the 'Safe', 'Responsive' and 'Well Led' domains and as a result the service now has a good rating across all five domains.

The report praised the standard of care offered at the service and highlighted many areas of positive practice.

It read: “People received care that supported their needs and aspirations, was focused on their quality of life, and followed best practice.

“People commented on the positive atmosphere and caring attitudes of staff. People led inclusive and empowered lives because of the ethos, values, attitudes and behaviours of the management and staff.

“Staff helped residents to have freedom of choice and control over what they did. Staff actively encouraged residents to decide what they wanted to do and used a variety of communication styles to support individuals to express their wishes.”

It highlighted that residents were supported to regularly participate in their chosen social and leisure interests. They could go shopping when they wanted, to the community centre, to other local facilities and were actively encouraged to join local community events. One resident said, "I go out all the time and today I'm off to do woodwork at the centre. I'm making bird boxes but really enjoyed making things for Christmas."

Praising the staff, the report added: "People were supported by staff who understood best practice in relation to the wide range of strengths, impairments or sensitivities people with a learning disability and/or autistic people may have. This meant people received compassionate and empowering care that was tailored to their needs."

The report also stated that the service ensured resident's behaviour was not controlled by excessive and inappropriate use of medicines. Staff understood and implemented the principles of STOMP (stopping over-medication of people with a learning disability, autism or both).

"There was a positive culture that promoted good outcomes," it said. "The registered manager and wider management team had worked hard to improve the culture in the home.

"Staff had improved how information was shared with residents, and methods for gauging their understanding, so that residents could be involved in a meaningful way. One resident told inspectors, "We always get asked about what we want and I think they listen to us."

Tinisha Taylor, Service Manager at Cygnet Health Care, said she was delighted with the outcome of the inspection.

She added: "None of this would have been possible without the hard work and dedication of our exceptional team at Hollyhurst.

"We are incredibly proud of their unwavering commitment to providing compassionate care and support to our residents, and we are grateful for their tireless efforts in achieving this well-deserved 'Good' rating from the CQC."

### **Notes to Editors**

For interviews, please contact Gemma Attew, External Communications Manager, at [gemmaattew@cygnethealth.co.uk](mailto: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](http://www.cygnethealth.co.uk)