



## **Press Release**

### **Immediate Release**

**17 July 2023**

#### **Cygnet Oaklands Rated 'Good' in Latest CQC Report**

A Northumberland care home which provides support to adults with learning disabilities is celebrating after its rating was upgraded to 'Good' following the latest inspection by the Care Quality Commission.

The regulator's report on Oaklands, run by Cygnet Social Care, praised the high standard of care offered at the service and highlighted many areas of positive practice, saying the culture at the service promoted "high quality, person centred care."

The service, on Anick Road, Hexham is part of the Cygnet Social Care division, and offers residential support for 15 adults with learning disabilities and complex needs.

The inspection looked at three key lines of enquiry; Safe, Well Led and Effective. Improvements were identified in all three domains and as a result the service now has a good rating across all five enquiry lines. As part of the inspection, the CQC spoke with seven of the residents' relatives. One said: "The atmosphere is caring and positive. I give them 10/10 for care."

The full report also had input from external healthcare professionals such as GPs and social workers, with one saying the service "works hard to empower the people they support to reach their full potential" and "I feel privileged to support the team at Oaklands."

Paula Winter, Oaklands Manager, said she was delighted with the outcome of the inspection.

She added: "I could not be more proud of everyone involved with the service. Oaklands has undergone huge change in the last two years with a modernisation of the building and we have successfully supported seven new residents to move into the home.

"Our residents have achieved some fantastic outcomes and this could not have been achieved without the support and dedication of an outstanding staff team, who place the welfare of our residents at the centre of every decision made.

"The skill mix of our nursing team allows for every individual to be supported holistically. This is further enhanced by the dedication and compassion shown daily by our incredible support team.

“Every single member of staff at Oaklands has played a huge part in the success of the service and I am phenomenally proud.”

Inspectors said the service maximised people's choice, control and independence and that staff supported residents in the least restrictive way possible and in their best interests.

The report read: “Staff supported people to take part in activities and pursue their interests in their local area.

“People received care which was person centred and were treated with dignity and respect.

“The provider was constantly improving the service to ensure staff had the values and attitudes to maximise people's lives. The service worked hard to instil a culture of care in which staff truly valued and promoted people's individuality and protected their rights.”

The report also highlighted that residents were supported to take their medicines safely and in line with best practice and that staff supported people to access specialist health and social care in the community when required.

It praised the cleanliness of the home and said all infection control procedures were monitored. It added that risk assessments were in place to safeguard residents and that residents were encouraged to live healthy lives, including through a balanced diet.

To read the full report, go to: <https://www.cqc.org.uk/location/1-894282487>

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**Notes to Editors:**

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