



Press Release

Immediate Release

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Amberwood Lodge rated 'Good' across all areas by the Care Quality Commission

Families have praised the care and dedication of staff at a Dorset care service describing them as "lovely, professional, reliable and kind," as the service celebrates being rated 'Good' by the regulator, Care Quality Commission.

The recent inspection into Amberwood Lodge, part of Cygnet Social Care, recognised the commitment of staff to delivering person-centred support, creating an environment where people feel safe, respected and cared for.

The service, on St Osmunds Road, Parkstone, Poole, has been rated 'Good' in all key lines of enquiry; Safe, Effective, Caring, Responsive and Well-Led, following its most recent inspection, carried out between 29 August and 5 September.

Inspectors found that people living at Cygnet Amberwood Lodge "felt safe at the service," were "treated with dignity and respect", and were supported by staff who were "kind, caring and professional." Inspectors described the home as having "a proactive and positive culture of safety, based on openness and honesty," and praised the team for "providing care to meet people's needs that was safe, supportive and enabled people to do the things that mattered to them."

Cygnet Amberwood Lodge provides specialist residential support for adults with learning disabilities and autism. Inspectors found that people's rights were fully respected that staff support residents to have maximum choice and control over their lives.

The report highlighted that families were actively involved in developing and reviewing care plans and where residents could not communicate verbally, staff used "pictures, objects and body language" to ensure that each person's preferences were understood and acted upon.

As part of the inspection, the CQC spoke with the family members of individuals being cared for. One relative told inspectors: "My loved one is happy at the service." Another added: "Most staff have been there a long time, and these staff members are lovely, professional, reliable and try their best."

The report also highlighted that the service was highly effective in helping people to manage their health and wellbeing. It read: "Care plans were person-centred and detailed, reflecting each person's health needs, activities, dietary preferences and communication style. One relative said: "I am involved with care planning and feel there is good communication between myself and staff, including the manager."

Health and social care professionals were equally positive, with one stating: "My experience is that the staff are respectful of their residents and consider their preferences when providing care." Inspectors noted that staff routinely monitored people's care and treatment, ensuring outcomes were "positive and consistent."

People living at the service told inspectors they liked the staff who supported them, and this was reflected in warm and caring interactions observed throughout the visit. The CQC found that "the service always treated people with kindness, empathy and compassion and respected their privacy and dignity." One family member said: "I am grateful [person] is being supported by Amberwood Lodge, who are caring and professional, and [person] is safe."

Inspectors also praised the team's responsiveness to residents' individual needs, writing that "the service made sure people were at the centre of their care and treatment choices." People were encouraged to personalise their bedrooms, choose activities they enjoyed, and take part in decisions about improvements at the service. A relative commented: "Communication is regular and clear." A health and social care professional also said: "The registered manager and her team were incredibly helpful, and we worked together to provide a smooth journey for all involved."

The Well-Led section of the report commended the leadership team for creating "a shared vision, strategy and culture based on transparency, equity, equality and human rights." Staff described feeling valued, supported and listened to, with one saying: "The registered manager is very approachable and very knowledgeable. If you go there for anything or support, the registered manager will make sure it is done as soon as possible." Another staff member told inspectors: "It is a nice place to work, good environment. Staff are kind, they all work hard."

Staff said they felt comfortable raising concerns and confident they would be listened to. One commented: "The registered manager always praises staff and is willing to listen to any concerns we may have." Another added: "The workplace is inclusive and there are equal opportunities for promotion and perks."

Manager Laura Brooks said: "We are absolutely delighted with this outcome. Our team works with dedication and heart every single day to make sure the people we support live safely, happily and with as much independence as possible. This report reflects our commitment to kindness, respect and person-centred care."

"Amberwood Lodge embodies everything we stand for at Cygnet Social Care - compassion, empowerment and inclusion. The positive feedback from inspectors, families and professionals shows how much the team truly cares about the people we support."