



Press Release

Immediate Release

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### **Halifax Care Service Celebrates 'Good' CQC Rating Across All Areas**

Families have praised the “kind”, “attentive” and “respectful” staff at a care service in Halifax after the service was rated ‘Good’ across all areas by the Care Quality Commission (CQC).

Inspectors described Beckly, a Cygnnet Social Care service, as a “safe, welcoming and inclusive environment” where people with learning disabilities are supported to “live full and active lives” and achieve their personal goals.

The service, on Cooper Lane, Shelf, which supports adults with learning disabilities, has been rated ‘Good’ across all areas by the Care Quality Commission (CQC); safe, effective, caring, responsive and well-led.

The inspection, which took place in October, found that the service offers “a safe, caring and inclusive environment where individuals are empowered to lead fulfilling, independent lives.”

Inspectors said Beckly “demonstrated a clear commitment to the principles of right support, right care, right culture,” and found that “people received personalised care that promoted choice, independence and inclusion.”

The report read: “Staff supported individuals in ways that respected their rights and helped them to achieve personal goals and access their communities.

“People were supported safely, with detailed and person-centred risk assessments in place. Care plans were regularly reviewed and reflected individual needs and preferences. Staff understood how to support people to manage risks without unnecessarily limiting their independence.”

The home environment was praised by the CQC, with the report noting: “The environment was well maintained, providing a safe and comfortable setting for people using the service. Bedrooms were personalised, reflecting individuals’ preferences and helping to create a sense of familiarity and ownership. Communal areas were homely and welcoming, supporting social interaction and a relaxed atmosphere that promoted wellbeing.”

Inspectors also highlighted that staff were “kind, respectful, and knew people well.” As part of the inspection, the CQC spoke with family members who told the

regulator they had full confidence in the service and the team supporting their loved ones.

One relative said, "Yes, I do feel [person] is safe," while another added, "Yes, they take [person] out loads, they know them well and give [person] space to be independent."

Relatives consistently described the team as compassionate, attentive and professional. One commented, "They are attentive to service users and polite, I have no concerns," while another praised staff for their approach to supporting complex needs: "Yes, [person] is supported safely. It's hard, [person] has challenging behaviour, but staff do well."

The CQC found that "relatives felt people were supported by caring and competent staff who promoted safety, choice, and individual wellbeing." Inspectors observed that staff "knew people well, enabling them to understand and respond to individual preferences, aspirations, and health needs effectively."

"The service had a free-flowing and empowering approach, where people were encouraged and supported to live full and active lives," the report added.

Another family member told inspectors, "They dealt with an incident to my satisfaction, I was informed straight away and they acted quickly."

The report highlighted that Beckly "promotes independence, community inclusion, and meaningful engagement in day-to-day life."

"People were supported to have meaningful choice and control over how they spent their day," the report said. "Staff worked in a flexible and person-centred way to enable people, including those with complex needs, to access a wide range of activities that reflected their preferences, wishes and aspirations."

People at the service were supported to take part in community-based activities such as shopping, swimming, going to the seaside, visiting nature reserves, attending local groups and going on holidays. One person was supported on a visit to Belfast to visit Titanic-related exhibitions, after they demonstrated a clear interest.

One person told inspectors, "I love football, my carer also likes the same football team as me and they have taken me to see the team playing ground and have the tour."

Relatives also confirmed that their loved ones were given freedom and choice. "[Person] does their own thing," one said. "They get to choose when they want to go out, where they want to go and staff support them with this so they can have independence."

Praising the 'well-led' element of the service, the CQC recognised the Beckly leadership team for "creating a culture of openness, support and accountability."

"Leaders were visible and promoted a strong, person-centred culture," the CQC said.

“Leaders had the skills, knowledge, experience and credibility to lead effectively. They did so with integrity, openness and honesty.”

This strong leadership style contributed to a “motivated and confident workforce” that consistently delivered “person-centred care and positive outcomes.”

Larry Yusuff, registered manager, said the team at Beckly were “immensely proud” of the report and the recognition it gives to their work.

“Every single member of the team cares deeply about the people we support,” he said. “This rating reflects the compassion, dedication and respect that our staff bring to their work every day. Our focus is always on helping people live their best, most independent lives, celebrating their achievements and ensuring they are at the heart of every decision.”

“I’m so proud of our staff for the warmth, professionalism and commitment they show. The positive feedback from families and the CQC means so much because it shows that the people we support truly feel safe, valued and empowered.”

“As an organisation, Cygnet Social Care is committed to delivering high-quality, person-centred care that promotes choice, dignity and inclusion for every individual. I am really proud that Beckly is reflective of this mission.”