



Press Release

Immediate Release

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Dorset care service praised by CQC as families describe it as “a family unit”

A Dorset care service which supports adults with learning disabilities and autism has been praised for its warm, family-focused environment and high-quality, person-centred support after being rated Good across all areas by the Care Quality Commission (CQC).

Families whose loved ones are cared for at Nightingale, a Cygnet Social Care service on Stourcliffe Avenue, Dorset, told inspectors the service provides “a friendly atmosphere” and praised the team saying, “They are doing a very good job in different situations. I rate them high. I genuinely think they personally care and have warm feelings.” Another added: “It’s like a family unit, safe and consistent.” Families also said they felt confident their relatives were settled and supported, with one commenting: “[Family member] is very settled and talks about Nightingale as their home.”

The September inspection found Nightingale be Good in all five key areas: Safe, Effective, Caring, Responsive and Well-Led. Inspectors said people’s needs were consistently met through “effective and person-centred care,” noting that staff interactions were “warm and supportive, creating a calm atmosphere.” For individuals unable to communicate, observations showed “compassionate, respectful and supportive interactions.”

Staff spoke with pride and positivity about working at the service. One said: “The team is amazing. I enjoy every day. I love Nightingale, the people and the staff team.” Another added: “Nightingale is homely and friendly. Everyone has people’s best interest at heart. We all work together.”

Relatives also commended the long-standing staff team, highlighting trust and stability. One family member shared: “My loved one feels safe because there are staff who have been there for a very long time and know people well. We are happy to keep our loved one there.” Families also spoke positively on communication they received from staff, including one who said: “It is a very honest setup, and they inform me about everything.”

A person living at Nightingale told inspectors, “I like all the staff. They are nice and always smiling.” Relatives described staff as “fantastic” and “fabulous.” Another

added, "They have our loved one's best interest at heart... I am very happy and feel comfortable that they employ good people. [Family member] is safe, occupied, and cared for."

The report praised the service's focus on independence. It read: "The service supported people to manage their health and wellbeing to maximise their independence, choice and control.

"People had choice and freedom in how they spent their time and could access all areas, including a well maintained garden for relaxation and exercise. Staff supported people to set goals learn new skills and achieve independence. Photographs recorded daily activities, highlighting the service's focus on meaningful experiences that improved health and wellbeing."

Praising the caring nature of the service, inspectors noted: "The service always treated people with kindness, empathy and compassion and respected their privacy and dignity.

"The service treated people as individuals and made sure people's care, support and treatment met people's needs and preferences. They took account of people's strengths, abilities, aspirations, culture and unique backgrounds.

"Staff understood that meaningful choice was not just about major decisions but about the small, daily moments that shaped people's lives. Staff celebrated people's progress and helped them build confidence through small, meaningful steps."

Staff were praised for understanding people's individual communication styles, including non-verbal cues. A staff member told inspectors: "I find it very rewarding and empowering to help people to be heard... I love being able to give them a better life and more experiences." Activities were tailored to each person's ability and preference, ranging from outings and cinema trips to hobbies such as gardening and colouring. One person shared: "Colouring makes me happy."

Team culture and staff wellbeing were highlighted as key strengths, with staff describing a supportive working environment. One said: "I am extremely happy with the support from management, I am grateful to be able to learn a lot." Another added: "We all bring something different. We watch out for each other. We have fun, we bounce off each other, and we gel well as a team."

CQC inspectors described leadership as "inclusive" and visible". The report read: "Leaders had the skills, knowledge, experience and credibility to lead effectively. They did so with integrity, openness and honesty."

Reflecting on the inspection outcome, Nightingale's Service Manager, Simon Coles, said: "We are incredibly proud of this achievement and of the team's dedication every single day. The feedback from people, families and professionals means so much to us.

"Our goal is to make Nightingale a true home for life, where people feel safe, valued and empowered and this report shows we are delivering on that commitment."