



Press Release

Immediate Release

28 January 2026

### **Bradford Care Service rated 'Good' across all areas by CQC**

A care service in Bradford which supports adults with learning disabilities and autism has been rated 'Good' by a care regulator with families praising the kindness and dedication of staff at the home.

Beacon House, a Cygnet Social Care service in Wibsey, Bradford, has been rated Good across all five key areas following its latest inspection by the Care Quality Commission (CQC).

The inspection, which took place in December 2025, assessed the service as Good for being Safe, Caring, Effective, Responsive and Well-Led.

The report praised the kindness and compassion shown by staff, with relatives providing highly positive feedback. The report read: "Relatives told us, people were supported by caring, kind and respectful staff."

One relative shared their experience with inspectors, saying: "The staff are very kind and caring, my loved one feels that this is home. They are not only caring to my loved one but also me. They always ask how I am. They always have time to chat."

Another relative told inspectors: "Everything the staff team do is positive", whilst a further relative highlighted the progress their loved one had made, telling inspectors: "My loved one is supported to be as independent as possible. They are now involved in cooking their own meals. I never thought I would see my loved one in the kitchen, cooking."

Inspectors noted that staff knew people extremely well and had developed positive and trusting relationships, ensuring care was delivered with each person's needs and wishes at its core. They said: "The provider supported people to manage their health and wellbeing to maximise their independence, choice and control. Staff placed people's happiness at the forefront of their approach."

People were actively supported to live meaningful lives, with access to activities and opportunities that mattered to them. The service was also recognised for having sufficient numbers of skilled, experienced and well-supported staff, with robust recruitment processes and effective supervision in place. Inspectors said they observed "strong teamwork" and a "shared commitment to delivering person-centred care."

The report also highlighted the team's understanding of individual needs, including communication preferences. Many people supported at Beacon House have no verbal communication, and inspectors observed staff using personalised Makaton signs and gestures to communicate effectively.

Beacon House was also praised for promoting people's health, wellbeing, independence and choice. Staff supported people to live healthier lives, including encouraging balanced diets and involving individuals in menu planning, shopping and meal preparation.

Families were kept connected and informed about the personal milestones of their loved ones, with inspectors noting the use of a digital photo frame displaying memorable moments, achievements and activities. The report read: "This promoted emotional wellbeing and strengthened relationships by keeping families engaged in people's lives.

"Staff knew people very well and reacted quickly to changes in their health or care needs. The manager and staff consistently delivered person-centred care."

Manager Paul Helliwell-Kenny said: "We are incredibly proud of our positive CQC outcome and of our team, as the report celebrates the dedication, compassion and team work shown by our staff every single day. Everyone at Beacon House goes above and beyond to create a safe, supportive and caring environment that focusses on person-centred care. It means so much to see that commitment recognised.

"It is especially pleasing to see such positive feedback from families, as building trust and helping people feel at home is central to our approach at Beacon House.

"This achievement belongs to our whole team, the people in our care and their incredibly supportive family members. The report confirms that we are making a meaningful difference and this has always been our priority."