



Press Release

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For Immediate Release

Hansa Lodge rated Good by the Care Quality Commission

Hansa Lodge, Cygnet Social Care's residential service in Rainham, Essex, has been rated Good across all five areas by the Care Quality Commission (CQC), with inspectors praising its person-centred culture, compassionate staff and the consistently high standard of care experienced by residents.

The five-bedroom residential service supports adults with learning disabilities. Following its latest inspection, the Cygnet Social Care service was rated Good for being Safe, Effective, Caring, Responsive and Well-led.

The inspection report was filled with praise from people who live at Hansa Lodge and their loved ones, with residents describing staff as "lovely" and saying they felt "safe" and well supported, while relatives commended both the quality of care and the approachable management team.

One resident told inspectors: "The staff are lovely." Another said: "I do feel safe with the staff." Family members also spoke positively about the service. One relative said: "I am very happy with the care and support. The staff look after [family member] very well, I can't ask for more."

Another added: "The management team in the home is very good, they keep me informed of everything. I don't have anything bad to say, they are always helpful."

The CQC found people consistently received safe, personalised care from a stable and experienced staff team.

Inspectors wrote: "There were enough staff to meet people's needs and to provide personalised care and support. People were supported by the same staff members. The provider did not use agency staff. This helped with consistency and continuity of care as staff were aware of the needs of people they were caring for."

The report also highlighted the team's compassionate approach, stating: "Staff demonstrated a strong understanding of people's individual needs, preferences, and personal circumstances, enabling them to develop positive, respectful, and trusting relationships."

Inspectors observed these relationships first-hand during their visit, writing: "Throughout our visit, we saw staff as well as the registered manager interacted with people who used the service in a kind and courteous way. People were relaxed in the presence of staff and had built up good relationships with them."

The report praised the service's commitment to empowering people to make choices and live as independently as possible. One resident told inspectors: "I can choose what I like to eat."

The CQC said staff "encouraged people to maintain their independence as much as possible, in all aspects of life and daily activity," adding that care plans clearly recorded what people could do independently.

Inspectors also recognised the highly personalised support provided at Hansa Lodge, writing: "People received personalised care and support that was tailored to their individual needs."

The report noted that care plans gave staff "sufficient instructions" to provide support in line with people's wishes, were regularly reviewed and updated, and ensured any changes in people's needs were shared across the team.

Hansa Lodge's inclusive culture was another key strength identified by inspectors.

"The service promoted an open, inclusive, and person-centred culture," the report read. "Staff, people using the service, relatives, and external professionals were actively encouraged to contribute to the ongoing development and continuous improvement of the service." The report also recognised the service's commitment to equality, diversity and inclusion, noting that people had equal opportunities regardless of their abilities, background or lifestyle, including support to attend places of worship, pursue personal interests and maintain meaningful relationships with family and friends.

Dave Onwuka, Service Manager at Hansa Lodge, said: "Achieving a Good rating across all five areas is a fantastic achievement and one that every member of the team should be incredibly proud of."

"What makes this report particularly special is the feedback from the people who live here and from their families. Knowing they feel safe, happy, listened to and well supported is the greatest measure of success for us."

"The CQC has recognised the caring relationships our team builds with residents, our commitment to promoting independence and choice, and our open, person-centred culture. We are passionate about helping every individual live a fulfilling life, achieve their goals and be active members of their local community."

"I would like to thank our residents, their families and our dedicated staff team for the part they have all played in this achievement. While we are delighted with this result, we remain committed to continuously improving and delivering the very best care possible."