

CQC praise safety and leadership at Aldam House in Goole

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Aldam House and Cottage, a supported housing service which provides accommodation, care and support for people with mental health needs in Goole, has been rated 'Good', after a recent inspection by the Care Quality Commission (CQC).



When inspecting, the CQC, which is the regulator for health and social care in England, considers whether services are safe, effective, caring, responsive and well-led. Aldam House and Cottage, which is run by Sanctuary Supported Living, was assessed on two of these questions in particular: 'is this service safe?' and 'is this service well-led?'

The supported housing service received a 'Good' rating for both its safety and leadership, resulting in the service maintaining its overall rating of 'Good', from its previous inspection in October 2017.

The CQC's report praised the service for having a positive, person-centred and open culture, where both staff and residents feel valued and respected. It also highlighted a clear desire by the Aldam House team to support residents to achieve the best outcomes possible. One healthcare professional, who visits the service regularly, told the CQC inspector: "The staff are very responsive and have an excellent rapport with people." A relative of a resident added, "They go above and beyond, it feels like we have fallen on our feet with this home."

As well as highlighting the effectiveness of the service's systems and processes in ensuring the safety and quality of people's care, the report also noted that residents were actively involved in their care and support, and that they had access to a range of activities and community resources to support and enhance their wellbeing and independence.

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Sonya Thomas, the CQC-registered manager at Aldam House and Cottage, said: "We're thrilled to have maintained our 'Good' CQC rating, which reflects the hard work and dedication of our staff and the positive feedback from residents and their families. We're very proud to offer a safe and supportive environment, where people can develop their skills and confidence, and achieve their personal goals."

For more information about Sanctuary Supported Living's services for people with mental health needs, see our latest news, follow us on Facebook, or find a service near you.

