

## Worcester disability service rated Good by the CQC

June 2024

A supported housing service for people with learning disabilities in Worcester has been rated 'Good' by the Care Quality Commission (CQC).



Hazel Court, which is run by Sanctuary Supported Living, provides accommodation and tailored care and support for adults with a range of learning disabilities. Residents are supported to develop their essential life skills, increase their self-confidence and live as independently as possible.

During a recent inspection, the CQC assessed Hazel Court on five key questions, including whether the service is safe, effective, caring, responsive and well-led. It rated the supported living service as 'Good' in all five areas, leading to a rating of 'Good' overall.

The inspector's report noted that Hazel Court staff worked closely with residents and their families, as well as engaging in joined-up working with external partner agencies, in order to provide a holistic approach to residents' care and "ensure the best outcome" for residents.

During the inspection, it was noticed that staff were kind and respectful in their interactions with residents, and ensured that residents had choice and control in all aspects of their care and support. They were also flexible in their approach, enabling them to adapt to meet residents' individual needs, including supporting with their social activities, as well as their daily care.

According to the CQC's report, Hazel Court residents and their families said that they felt that Hazel Court was a safe place, that staff were there to support them, and that their views were

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taken into account when making decisions about the service. One resident said: “Management is very good here. I feel that they listen to me.”

Sara Brown, Local Service Manager for Hazel Court, said: “I am so proud of my team for achieving a ‘Good’ rating from the CQC. They work hard to provide the very best service for our customers every day, so that our customers can live the independent lives they deserve, and it’s wonderful to see their efforts being recognised.”

