

● CARE HOME

Wesley Place

● Overall: Good

George Street, Snaith, Goole, DN14 9HZ (01405) 800978

Provided and run by: [The Bridge Community Care Limited](#)

Assessment report published 26 March 2025

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Ratings

Overall	Good ●
Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Good ●
Well-led	Good ●

Our view of the service

Assessment activity started on 3 February 2025 and concluded on 21 February 2025. We visited the service on 3 February 2025.

The provider was previously in breach of the legal regulations in relation to the management of risks, and the governance of the service.

Improvements were found at this assessment and the provider was no longer in breach of these regulations.

We have assessed the service against 'Right support, right care, right culture' guidance to make judgements about whether the provider guaranteed people with a learning disability and autistic people respect, equality, dignity, choices, independence and good access to local communities that most people take for granted. We found the service was providing support in line with the 'Right support, right care, right culture guidance'.

There was now a positive and proactive culture of learning within the service. The safety of people using the service and of staff was a priority. People were kept safe from avoidable harm. There was a clear commitment to reducing restrictive practices. There were enough staff to safely support people, and staff had received appropriate training and understood people's individual needs. There were now detailed communication plans in place which were consistently followed. People made their own choices and decisions on a day-to-day basis. Staff treated people with kindness, empathy and compassion and respected their privacy and dignity. The provider routinely monitored people's care and treatment to continuously improve it. Staff spoke positively about morale and told us they felt supported. Staff worked closely with other professionals to ensure people received appropriate care and support. Appropriate governance systems and processes were now in place, and these were used to manage and deliver good quality, sustainable care, treatment and support.

People's experience of this service

People received support that was tailored to their individual needs by staff who knew them well. People's care plans included their goals and aspirations. These were regularly reviewed, and people were supported to work towards and achieve these. People were encouraged to be as independent as possible, and were able to spend time with others that were important to them. People, relatives and advocates were fully involved and there were many opportunities for them to share feedback and ideas about their care, treatment and support. Human rights considerations were contained within people's support plans and people's care and support was tailored in response to this.

Source: <https://www.cqc.org.uk/location/1-8456049609/reports/AP8972/overall>

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Safe

Good ●

12 March 2025

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last assessment we rated this key question requires improvement. At this assessment the rating has changed to good. This meant people were safe and protected from avoidable harm.

This service scored 72 (out of 100) for this area. Find out [what we look at when we assess this area](#) and [How we calculate these scores](#).

Learning culture

Score: 3

There was a positive and proactive culture of learning within the service. The safety of people using the service and of staff was a priority.

Accidents and incidents were robustly recorded and analysed. Learning took place following incidents which helped to improve the support provided. Action was taken to understand why a person had become distressed or why an incident occurred and what could be changed to prevent further occurrences.

Safe systems, pathways and transitions

Score: 3

The provider worked with people and healthcare partners to establish and maintain safe systems of care, in which safety was managed or monitored. There was continuity and consistency of care within the service. For example, people were consistently supported when they were distressed. Care plans were in place to support people to have a good day, and strategies were in place to prevent distress.

Staff knew how to safely support people to access other services effectively and the provider had good links with other professionals.

The service worked hard to ensure smooth transitions between services. One professional told us, "Prior to [person's] move, the management worked very closely with [multiple professionals] to undertake a robust transition plan."

Safeguarding

Score: 3

People were supported in a way which protected their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect.

Staff were knowledgeable about their safeguarding responsibilities, understood how to recognise abuse, and knew what to do and how to report this. One staff member told us, "I would report my concerns immediately to my manager or the designated safeguarding lead, following the service's safeguarding policy. If necessary, I would document my observations while ensuring the individual is supported and safe."

Relatives and advocates told us people were kept safe from avoidable harm. Comments included, "I have no concerns; [person] is the happiest they have ever been. [Person] is treated with dignity and respect and is given as many choices as possible over their life."

Where restrictive practices were being used, they were legally justified, proportionate, necessary and as a last resort. There was a clear commitment to reducing them. All restrictive practices were authorised and recorded in people's Deprivation of Liberty Safeguards documentation.

Involving people to manage risks

Score: 3

Risks to people were managed safely. Staff provided care to meet people's needs that was safe, supportive and enabled people to do the things that mattered to them.

People who had conditions such as epilepsy, were supported effectively to protect them from the risk of avoidable harm. Best practice guidance was followed, and the risks were identified and mitigated whilst ensuring the person was able to maintain their independence and dignity.

Comprehensive support plans were in place which gave staff clear information and promoted consistent and safe support.

Professionals and advocates told us people were well supported. Feedback included "Each individual has a team who knows them well", "[Person] appeared well-supported, and the support received was in line with their support plans and risk assessments" and, "I feel [Person] is very well supported by the staff."

Safe environments

Score: 2

Generally, people's accommodation was safe, personalised and met their needs. Some areas of one person's flat were in a poor state of repair and the provider was proactively working with the relevant local authority to address this.

People's individual sensory needs had been considered. There were adaptations and reasonable adjustments made to enhance people's quality of life. People were able to have their sensory needs met to feel relaxed when at home.

Environmental health and safety checks were completed, however, some maintenance checks required were slightly out of date, although external contractors had been scheduled to complete these. The provider confirmed a more robust system would be implemented to ensure external contractors were booked further in advance going forward.

Safe and effective staffing

Score: 3

There were enough qualified, skilled and experienced staff, who received effective support, supervision and development. Staff worked together well to provide safe care that met people's individual needs. One relative told us, "I like the staff, they are professional and friendly."

Staff had received appropriate training and staff understood people's individual needs and care plans. Staff told us, "The training provided is helpful and relevant to my role" and, "We are provided with lots of regular training which includes refreshers, specialised training, qualification training, person centred days and upskilling. We also have a designated training mentor on site who is very helpful."

Staff received regular supervisions and told us these were meaningful. One staff member told us, "Supervisions provide a chance to reflect, discuss challenges, and receive feedback to improve my work."

Infection prevention and control

Score: 3

The provider assessed and managed the risk of infection. People's flats were kept clean and hygienic; one relative told us, "[Person's] flat is clean, tidy, comfortable and homely." Systems were in place to monitor the cleanliness of the service including observations and competency checks of staff hand hygiene practices and use of PPE.

Medicines optimisation

Score: 3

People received their medicines as prescribed, and medicines were stored safely and securely. However, fridge temperature recordings were not being carried out in line with national guidance. The manager resolved this immediately following our feedback.

Some protocols for 'when required' medicines were missing. We found no impact from this, and they were implemented immediately following our feedback. Where protocols were in place, they contained a good level of detail. Appropriate medicine procedures were in place for when people left the service on visits.

The provider proactively and effectively followed the STOMP principles (stopping the over-medication of people with a learning disability) and had safely reduced people's medicines in collaboration with healthcare professionals.

Source: <https://www.cqc.org.uk/location/1-8456049609/reports/AP8972/overall/safe>

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Effective

Good ●

12 March 2025

Effective – this means we looked for evidence that people’s care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At our last assessment we rated this key question requires improvement. At this assessment the rating has changed to good. This meant people’s outcomes were consistently good, and people’s feedback confirmed this.

This service scored 71 (out of 100) for this area. Find out [what we look at when we assess this area](#) and [How we calculate these scores](#).

Assessing needs

Score: 3

The provider made sure people’s care and treatment was effective by assessing and reviewing their health, care, wellbeing and communication needs with them, their families and their advocates where appropriate.

Detailed communication support plans were in place. Communication tools were tailored to each individual and available to them at all times to enable people to express their views, wishes and to make decisions.

Delivering evidence-based care and treatment

Score: 3

The service planned and delivered people's care and treatment with them, including what was important and mattered to them. They did this in line with legislation and current evidence-based good practice and standards.

Staff were insightful about people's individual needs and had up-to-date knowledge about national legislation, evidence-based good practice and required standards.

How staff, teams and services work together

Score: 3

There were professionals involved in the assessment of people's health, care, wellbeing and communication needs. People were supported to live a healthy life, and professionals were engaged in reviews and assessments to ensure relevant information was incorporated into people's care plans.

Professionals spoke positively about working with the service. Feedback included, "I have always found [staff] approachable and receive feedback well, I am also updated monthly and receive any further information as needed" and, "The service has a good relationship with the local GP and is able to access support as needed."

Supporting people to live healthier lives

Score: 3

Staff supported people to manage their health and wellbeing to maximise their independence, choice and control. Staff supported people to live healthier lives. For example, staff supported people to eat healthy and varied diets. One professional told us, "There is a proactive approach to dietary options, and encouragement for each individual to have as active and varied a life as possible." One relative told us, "Staff always prepare fresh healthy food and have been able to introduce food that [person] would not have eaten previously. Consequently, [person] appears healthier than when they lived at other residential homes."

Monitoring and improving outcomes

Score: 3

The provider routinely monitored people's care and treatment to continuously improve it. They ensured that outcomes were positive and consistent, and that they met both clinical expectations and the expectations of people themselves. For example, staff robustly monitored seizure activity and analysed possible triggers. Staff implemented different actions in response, and this had a positive impact on people's quality of

life. One relative told us, "Since being at Wesley Place, [person's] seizures have greatly reduced in occurrence and duration."

People were actively supported and empowered to develop new skills. Feedback from relatives and advocates included, "Staff and management seem to continually strive to find ways to enhance [person's] life" and, "[Person's] present needs to ensure their safety and wellbeing were being met, staff were aware of areas of development for [person] so were anticipating future development as well."

Consent to care and treatment

Score: 2

People made their own choices and decisions on a day-to-day basis about what they did, what they ate and how they filled their time. Where people were not able to verbally communicate their choices, tailored communication plans were in place for staff to follow to ensure people were in control of their own lives.

Where people were not able to make their own decisions, appropriate legal authorisations were in place and relevant people were involved and consulted in the decision-making process. Some documentation in this area was not robustly completed. This had already been identified by management and a review in this area was underway.

Source: <https://www.cqc.org.uk/location/1-8456049609/reports/AP8972/overall/effective>

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Caring

Good ●

12 March 2025

Caring – this means we looked for evidence that the provider involved people and treated them with compassion, kindness, dignity and respect.

At our last assessment we rated this key question requires improvement. At this assessment the rating has changed to good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

This service scored 75 (out of 100) for this area. Find out [what we look at when we assess this area](#) and [How we calculate these scores](#).

Kindness, compassion and dignity

Score: 3

Staff treated people with kindness, empathy and compassion and respected their privacy and dignity. People received support that was tailored to their individual needs by staff who knew them well. Relatives and advocates told us, "[Person] is the happiest they have ever been. [Person] is treated with dignity and respect and is given as many choices as

possible over their life", "The staff who care for [person] are wonderful and have taken the time to really get to know and understand them" and, "Staff are very pleasant and caring."

Treating people as individuals

Score: 3

Staff treated people as individuals and made sure people's care, support and treatment met people's needs and preferences. People's care plans included their goals and aspirations. These were regularly reviewed, and people were supported to work towards and achieve these. Staff told us, "The staff work as a team to ensure people receive the right level of assistance while encouraging their independence", "All individuals living at Wesley Place have good planning around their individualised care and we provide meaningful activities and ensure they live fulfilling lives" and, "[Management] works really hard to ensure that they involve family, friends, advocates, other professionals and the service users themselves to find out what is important to them, what their needs are, what they want to achieve and incorporates this into their plans." One professional told us, "The home also celebrates events including birthdays and easter etc., making the individuals feel included."

Independence, choice and control

Score: 3

Staff promoted people's independence. Staff told us, "We promote independence at every opportunity no matter how small" and, "Individuals are encouraged to be as independent as possible using active support instead of doing things for individuals, we use encouragement and little steps at a time to achieve great outcomes with daily living skills, personal care and in all areas possible to help empower individuals in their own care."

People were able to spend time with others that were important to them, and staff supported people to facilitate and maintain relationships. There were no restrictions on visiting and the service actively supported and encouraged visits and home stays.

Responding to people's immediate needs

Score: 3

Staff listened to and understood people's needs, views and wishes. Staff responded to people's needs in the moment and acted to minimise any discomfort, concern or distress. Staff were knowledgeable and insightful about people's needs and how best to support them in a consistent and effective manner. One staff member told us, "There is always a positive energy around the home with each staff ensuring that they meet the needs and wants of the individuals in line with their support plans". One professional told us, "I feel that the service is proactive and forward thinking in terms of adapting their care and support to meet [person's] needs."

Workforce wellbeing and enablement

Score: 3

The provider cared about and promoted the wellbeing of their staff and supported and enabled staff to always deliver person-centred care. Staff spoke positively about morale and told us they felt supported. Feedback included, "Wesley Place is undoubtedly one of the best branches of The Bridge Care. From day one, the management and my trainer were incredibly supportive. My colleagues were equally welcoming, and each day has been a great learning experience" and, "Wesley Place is a fantastic place to work. They encourage the wellbeing of all the people we support, they take a different outlook on how we can improve the lives of the people we support, they give staff the training and support they need to be able to do their job well and provide the care and support people need."

Source: <https://www.cqc.org.uk/location/1-8456049609/reports/AP8972/overall/caring>

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Responsive

Good ●

12 March 2025

Responsive – this means we looked for evidence that the provider met people's needs.

At our last assessment we rated this key question requires improvement. At this assessment the rating has changed to good. This meant people's needs were met through good organisation and delivery.

This service scored 75 (out of 100) for this area. Find out [what we look at when we assess this area](#) and [How we calculate these scores](#).

Person-centred Care

Score: 3

The provider made sure people were at the centre of their care and treatment choices and they decided, in partnership with people, their families and advocates, how to respond to any relevant changes in people's

needs. Staff spoke about the importance of person-centred care and a professional fed back, "I feel the staff have a good understanding of the individuals' needs and work well with [people] and the care is person centred."

Care provision, Integration and continuity

Score: 3

The provider understood the diverse health and care needs of people and their local communities, so care was joined-up, flexible and supported choice and continuity. Staff worked closely with other professionals to ensure people received appropriate care and support.

Providing Information

Score: 3

The provider supplied appropriate, accurate and up-to-date information in formats that were tailored to individual needs. People had robust communication support plans in place and staff followed these consistently.

Listening to and involving people

Score: 3

The provider involved people, relatives and advocates and provided opportunities for them to share feedback and ideas, or raise complaints about their care, treatment and support. The management team had an open-door policy, and views could be shared in a number of ways including informal and formal meetings and correspondence, online forms, and surveys. People were also able to contact the senior management team if needed. Relatives told us, "I have a good relationship with the service- they listen to any feedback I make and always try and make any adaptations when and if needed" and, "Complaints are considered and acted on to our satisfaction."

Equity in access

Score: 3

The provider made sure that people could access the care, support and treatment they needed when they needed it. Detailed support plans were in place for people around accessing healthcare services in a way which was accessible for the individual.

Equity in experiences and outcomes

Score: 3

The provider complied with legal equality and human rights requirements. Staff were knowledgeable about human rights and protected characteristics and understood their responsibilities and how this applied to each individual they supported. Human rights considerations were contained within people's support plans and people's care and support was tailored in response to this.

Planning for the future

Score: 3

Staff supported people and their relatives to make decisions and plans about their future. Where people did not want to discuss end of life plans, this was documented, and the provider had made plans to revisit the subject in the future. No-one was in receipt of end of life care at the time of the assessment, however the provider had policies in place should this be needed.

Source: <https://www.cqc.org.uk/location/1-8456049609/reports/AP8972/overall/responsive>

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Well-led

Good ●

12 March 2025

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last assessment we rated this key question requires improvement. At this assessment the rating has changed to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

This service scored 75 (out of 100) for this area. Find out [what we look at when we assess this area](#) and [How we calculate these scores](#).

Shared direction and culture

Score: 3

The provider had a shared vision, strategy and culture. Away days were organised so managers, seniors and support workers could all contribute to the provider's core visions and values.

Leaders created a shared direction that made sure each individual person was at the centre of their support when decisions about their lives were being made. Staff told us, "Person-centred care is our priority" and, "There is a positive professional culture in Wesley Place. The individuals in the Home are the centre in everything that takes place there."

Capable, compassionate and inclusive leaders

Score: 3

This service is required to have a registered manager. A registered manager is a person who has registered with the CQC to manage the service. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. At the time of our inspection, the service had a manager who was in the process of becoming registered with the CQC.

Leaders had the skills, knowledge, experience and credibility to lead effectively. The management team were knowledgeable and open and honest throughout the assessment process. Staff, relatives, and professionals all spoke positively about the management of the service. Feedback included, "The manager is approachable and open to listening to staff concerns and suggestions", "The manager is very approachable and is supportive and encouraging with all the staff. He offers guidance, completes appraisals, involves himself amongst the team and is always a friendly face to see" and, "I think the management are great. They always have been very approachable, listen to what I say and have a genuine care for all service users. This includes at a senior management level."

Freedom to speak up

Score: 3

The provider fostered a positive culture where staff, relatives and advocates felt they could speak up and their voice would be heard. Staff told us, "Staff are encouraged to question things they don't understand or are unsure of, they can ask the trainer, senior or manager and are reminded of the importance of safeguarding."

There was regular engagement with people and their representatives and a strong focus on supporting people to thrive, develop skills, have new experiences and live the life they choose. One relative told us, "We have an open and honest relationship with the service" and, "[The manager] is always open to suggestions from family."

Workforce equality, diversity and inclusion

Score: 3

The provider valued diversity in their workforce. They worked towards an inclusive and fair culture by improving equality and equity for people who worked for them. Some members of staff told us how the management team had made reasonable adjustments for them to support them to perform their role to the best of their ability.

Governance, management and sustainability

Score: 3

The service was well-led. Appropriate governance systems and processes were in place, and these were used to manage and deliver good quality, sustainable care, treatment and support. The management team had a good level of oversight of the service, and regular quality assurance audits took place. These identified areas for improvement and action plans were implemented in response. Staff, relatives, advocates and professionals spoke positively about the management of the service. Comments included, "The management team of the service are actively involved in all the activities of the service to ensure that the people we support are safe and given a quality care service".

Partnerships and communities

Score: 3

Staff and leaders worked in partnership with key organisations to support care provision, service development and joined-up care. Professionals told us, "The service has an open and transparent nature of information sharing from senior managers to the home manager which is positive."

Learning, improvement and innovation

Score: 3

The management team and staff were committed to continuous learning and improvement. They continuously looked at ways to improve people's quality of life and support good outcomes, and they actively involved staff, relatives, advocates and professionals with this. Staff told us, "We are good at implementing things, acknowledging a lessons learnt approach and at the foremost having the individuals at the heart of everything we do" and, "Wesley Place is a fantastic place to work at, they encourage the wellbeing of all the people we support and they take a different outlook on how we can improve the lives of people." Reflection was encouraged and lessons learnt were discussed in handovers, staff meetings, supervisions and appraisals.

Source: <https://www.cqc.org.uk/location/1-8456049609/reports/AP8972/overall/well-led>