What we think about Broughton House and College

Easy read report summary

Please print each page on one side of paper

Address

12 High Street

Brant Broughton

Lincoln

LN5 0SL

Telephone number

01400 272929

Website

www.cygnetgroup.com

This service is a care home for autistic people and people with a learning disability. 5 people can live here.

About the Care Quality Commission

The **Care Quality Commission (CQC)** checks if every health and social care service gives good care to people.

What we think about this service

We checked this service on

8 September 2026

9 September 2026

13 September 2026

22 September 2026

We think this service is good.

1. Is the service safe?

For the question, ‘Is the service safe?’, we think this service is good.

Staff knew how to keep people safe from danger and reported concerns properly. People were supported to make their own decisions wherever possible.

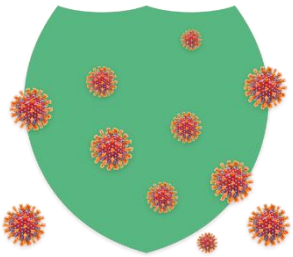
Staff understood people’s risks, but incidents were not always used to improve how risks were managed.

Staff helped people move between services safely.

The building and equipment were safe to use.

People were supported by enough staff.

Staff were recruited safely.



People were safe from getting infections.

People got their medicines safely.

Incidents were reviewed, but learning was not always clearly shared or used to improve support.

2. Is the service effective?

For the question, ‘Is the service effective?’, which means does it do its job well, we think this service is good.

Staff involved people in working out what care and support they needed. This was checked regularly.

The service followed good guidance to support people well.

Staff followed good practice, although some records used language that was not always person-centred

Staff worked with people and other services to support people together.

People got to see doctors or nurses when they needed it.

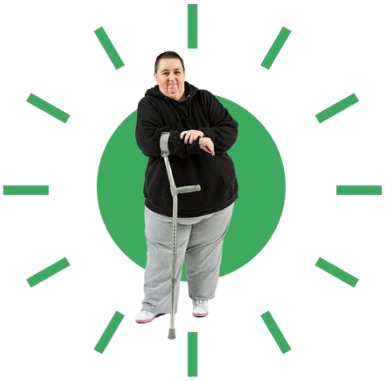
Managers checked that people's care was right for them.

People were helped to make choices about their care.

3. Is the service caring?

For the question, ‘Is the service caring?’, which means does it support and respect people, we think this service is good.

People were treated with respect. Staff were kind.



Staff understood people’s own needs and treated them as individuals.

People could do things by themselves if they wanted to.
Staff respected their choices.

Staff helped people before they became upset.

Managers helped staff to feel happy and safe at work.

4. Is the service responsive?

For the question, ‘Is the service responsive?’, which means does it meet people’s needs, we think this service is good.

Care plans said what people needed, what they liked and what was important to them.
Plans were made with people, their families and other people important to them.

Person-centred care was given to people because everyone knew how they wanted their care to be given.

People got information about their care that was right and in a way they could understand.

People and families could complain about something if they wanted to.

People could use the service and get care easily.

People were treated fairly.

People’s goals and future support needs were discussed and reviewed with them and those important to them.

5. Is the service well-led?

For the question, ‘Is the service well-led?’, which means do managers run the service well, we think this service is good.

The service aimed to give people good care all the time. Everyone worked to do this.

People knew who was in charge of the service. People said the manager was good.

People were listened to when they said something was wrong.

Managers treated staff well.

There were regular checks to make sure the service worked well, but these did not always help improve people's support and outcomes.

Staff and managers worked with other services to provide good care.

Managers listened to feedback and were making changes to improve the service.

What happens next?

We have not asked this service to make any changes.

We will go back to check this service again.

How to contact CQC

If you would like a different version of this report, or you would like to tell us something, please contact us by:

Phone

03000 61 61 61

Email

enquiries@cqc.org.uk

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