

Annual service review

Name of Service: Langley House

The quality rating for this care home is: two star good service

The rating was made on: 0 9 0 1 2 0 0 9

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this review a 'key' inspection

We do an annual service review when there has been no key inspection of the service in the last 12 months. It does not involve a visit to the service but is a summary of new information given to us, or collected by us, since the last key inspection or annual service review.

Has this annual service review changed our opinion of the service?

No

You should **read the last key inspection report for this service** to get a full picture of how well outcomes for the people using the service are being met.

The date by which we will do a key inspection:

Name of inspector:

Susan Lowther

Date of this annual service review:

0 4 0 1 2 0 1 0

Information about the service

Address of service:	Sunderland Road Horden Peterlee Durham SR8 4NL
Telephone number:	01915861342
Fax number:	01915864483
Email address:	langley@damha.org.uk
Provider web address:	

Name of registered provider(s):	Durham Aged Mineworkers` Homes Association	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	29
physical disability	3	0
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No	
If yes, what have they been:		

Date of last key inspection:	0	9	0	1	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Langley House is owned and run by Durham Aged Mineworkers' Homes Association and provides personal care and accommodation for 29 older persons. The home may also accommodate 3 people with physical disabilities within this number. The home is located in the centre of the small town of Horden, close to the local shops and amenities and within easy travelling distance of surrounding towns and villages. It was first registered as a care home in 1989 and consists of a single storey building which was purpose built to meet the needs of older people with physical disabilities. The accommodation consists of 26 bedrooms all of which have en-suite toilets; three of the bedrooms were built for shared use but are currently used as single rooms. Adequate bathing and toilet facilities are provided. There are two spacious lounges (one of which is a smoking area) and additionally a further small quiet sitting room where service

users can relax with their visitors if they prefer more privacy. The spacious dining room has a pleasant outlook over the garden and patio area to which access is readily available through the french windows. There is a committed team of care and support staff.

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

We looked at all the information that we have received about Langley House since the last key inspection on 9 January 2009.

This information included the home's Annual Quality Assurance Assessment (AQAA). This is a self-assessment document that focuses on how well outcomes are being met for people using the service. It was completed by the manager of the home. We also asked people who use the service to complete surveys for us. These surveys tell us what it is like for people using this service. We also looked at other information we have about the service. The home has told us about any events that have happened. These are called notifications and it is important that the home keeps us up-to-date on anything that affects the well being of people using the service. Langley House is good at keeping us informed of these events.

We also look at the previous key inspection and any changes to the service since then.

What has this told us about the service?

The home sent us their Annual Quality Assurance Assessment (AQAA) when we asked for it. It was clear and gave us all the information we asked for. We looked at the information in the AQAA and our judgement is that the home is still providing a good service. It was very detailed with clear evidence of how the home has improved since the last key inspection.

The manager told us that the care planning format has been altered and appears better. This should make sure that all of the needs of people are met. Staff training is good, with the majority of staff being trained to a minimum of NVQ Level 2 in Care. All staff have had training in nutrition so that they know how to help people stay healthy with nutritious foods. They have improved their knowledge of dignity in care through training given by the safeguarding team. This will help staff know how to care for people in the best way. The manager told us that there have been two complaints to the home. These were dealt with by the manager.

People living in the home tell us that they are happy. They said that they always get the care that they need, they liked the food, and that the home is always fresh and clean. They also said that they would know who to complaint to if they were unhappy. When responding to the question about what the home does well, one person said, 'keeping the premises clean and looking after residents'. Another said, 'activities'. When asked what the home could do better, one person said, 'I have no fault with the home'. Another said, 'everything is ok'. One health care professional wrote in response to this question 'Responsive in urgent situations, communicates effectively re service users changing needs. Respects service user choices. Creates a homely atmosphere. Approachable staff and management who are willing to discuss concerns and issues with other professionals, clients and families'. Staff were also positive about the home. Comments included, 'Excellent training given. Management listen to concerns. Provide good quality care. Very good management. Family atmosphere, great food'.

The home continues to let us know about things that have happened since our last key

inspection and they have shown that they continue to improve the service for the people who live here. In this way they have shown us that their service continues to provide good outcomes for the people who use it.

What are we going to do as a result of this annual service review?

We are not going to change our inspection plan, and will do a key inspection by 9 January 2012.

However we can inspect the service at any time if we have concerns about the quality of the service or the safety of the people living here.

Reader Information

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