

Inspecting for Better Lives

Annual Service Review

Name of Service: Langley House S7485

We do an annual service review when there has been no major inspection of the service (we call this a key inspection) 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: 11th January 2009

Name of inspector: Date of this annual service review:

Rachel Martin 01/04/08

Information about the service

Address of service:	Sunderland Road, Horden, Peterlee, Durham, SR8 4NL
Telephone number:	0191 5861342
Fax number:	0191 5864483
Email address:	langley@damha.org.uk
Provider web address:	None

Name of registered provider(s):	Durham Aged Mineworkers' Homes Association
Name of registered manager (if applicable):	Joy Atkinson
Categories of registration:	PD – 3 places, OP – 29 places.
Conditions of registration:	None
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:	NA

Date of last key inspection:	11/01/2007
Date of last annual service review (if applicable):	NA

Brief description of the service:
<p>Langley House is owned and run by Durham Aged Mineworkers' Homes Association and provides personal care and accommodation for up to 29 older persons. The home may also accommodate up to 3 people with physical disabilities within this number.</p> <p>The home is located in the centre of the small town of Horden, close to the local shops and amenities. 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 and a small quiet sitting room. The spacious dining room has a pleasant outlook over the garden and patio area, which are accessed through french windows.</p> <p>At the time of the last inspection the home's weekly fees ranged between £364.50 and £416. Up to date information about fees, terms and conditions should be sought from the home's manager.</p>

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 had received, or asked for, since the last key inspection. This included:

- The **annual quality assurance assessment (AQAA)** that was sent to us by the service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service.
- **Surveys** returned to us by people using the service, their relatives, carers and other supporters, and staff who work for the service.
- Information we have received about how the service has managed any **complaints**.
- What the service has told us about things that have happened in the service, these are called '**notifications**' and in some circumstances are a legal requirement.
- The previous **key inspection** and any other visits made to the service.
- Relevant information provided by **other organisations**.
- What **other people** have told us about the service.

What has this told us about the service?

The service sent us their annual quality assurance assessment (AQAA) when we asked for it. It provided all of the information we had asked for and had been completed clearly. The information in the AQAA supported our judgement that the service is still providing a good service. It showed that they think about what needs to be improved and have plans in place to keep making things better. This includes involving and seeking the views of people who use the service. According to our records the home continues to notify us of appropriate events that happen in the home.

Twenty-seven people who use the service returned surveys. Sixteen people had been supported to completed them by a staff member and eleven had completed the surveys themselves or with help from family. Twenty-five people said that they 'always' received the care and support they needed and all said that staff listened and acted on what they said. Comments included 'I look after myself but if I need anything the carers are there for me', 'very happy, they are very good to me' and 'when I pull the buzzer they come as quickly as they can' and 'sometimes to busy with people in wheelchairs, not enough staff to cope at busy periods'. One relative returned a survey about the service, saying that the service 'always' gave the care and support that had been agreed to their relative.

Fourteen staff returned surveys. Staff thought the service provided good training and overall provided a good service for people. Comments made by staff included 'the care of the service users is of high standard, all staff work incredibly hard and are very good at their jobs', 'the care and attention given to the residents is excellent' and 'puts the service users first, keeps a clean house and a well supplied house'.

However, a number of different people made comments that suggested that the home's management need to keep staffing levels under review. Service user

comments included 'sometimes too busy with people in wheelchairs, not enough staff to cope at busy periods' and 'sometimes and when she is available (the activities coordinator), cos she has to go on care when short of staff'. When asked if staffing levels met the individual needs of people living in the home three staff said 'always', seven said 'usually', three said 'sometimes' and one said 'never'. Staff comments included 'sometimes on a shift we work a member of staff down, which leaves two staff to nearly thirty residents, which is not fair to either' and 'laundry staff and cleaners help on care, leaving other areas inadequate'.

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 11th January 2009.

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

Reader Information

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