

Langley Court Rest Home Limited

# Langley Court Rest Home

## Inspection report

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### Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

Langley Court Rest Home provides personal care to up to 28 older people, some of whom may be living with dementia. At the time of our inspection there were 24 people using the service.

### People's experience of using this service and what we found

People told us they enjoyed living at Langley Court. People said they were supported by kind, caring and respectful staff who promoted their independence and dignity.

People were supported safely. Risks were identified, assessed and managed. Medicines were managed and administered safely. People's health needs were met. People and their relatives were involved in making decisions about the support provided.

The home was clean and hygienic. There was a relaxed and friendly atmosphere when we visited. A range of activities were available. People spoke positively about the food provided and could give feedback and suggestions.

The home was well-led and managed. People, relatives and staff spoke highly of the registered manager and his deputy.

Staff were well trained and supported to ensure they had the knowledge and skills to conduct their roles effectively. The staff worked well as a team. Governance systems effectively assessed and reviewed the quality of care provided.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

Further evidence was provided following the inspection with care documentation updated to reflect good practice as discussed during our visit.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published October 2017).

### Why we inspected

This inspection was prompted by a review of the information we held about this service.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

#### Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

**Good** ●

The service was safe.

Details are in our safe findings below.

### **Is the service well-led?**

**Good** ●

The service was well-led.

Details are in our well-led findings below.

# Langley Court Rest Home

## Detailed findings

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

The inspection was carried out by 1 inspector.

#### Service and service type

Langley Court Rest Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us.

#### Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback

from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 8 people living at the service and 5 staff members which included the registered manager. We reviewed 3 people's care records and 3 medicines records. We reviewed 3 staff recruitment records. We looked at a variety of records relating to the management of the service, including policies, procedures and audits. After the inspection we received feedback via email from 3 relatives and 1 health and social care professional.

# Is the service safe?

## Our findings

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

This is the first inspection of this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe. One person said, "Yes, they keep me safe and well here." A relative told us, "Staff are attentive, friendly and always ensuring [person's] needs are met and we see the same level of care offered to all the residents when we are there." Another relative commented, "I feel happy that my [family member] is safe and well cared for."
- Staff understood their responsibilities to keep people safe from harm and abuse. Staff had received training in safeguarding. One staff member said, "The residents are well looked after here."
- The registered manager knew how to report safeguarding concerns to the local authority and CQC as required.

Assessing risk, safety monitoring and management

- Risks to people had been assessed. Care plans provided guidance for staff on how to manage identified risks. For example, around mobility, falls and COVID 19. Specific protocols were in place for people using the service to help keep them safe, for example, around health conditions such as epilepsy.
- The environment and equipment were regularly assessed and serviced. This included checking the safety of systems such as electricity, gas and water.
- Regular checks were conducted on fire safety equipment. Personal Emergency Evacuation Plans (PEEPs) assessed and recorded information about the level of support people required.

Staffing and recruitment

- The service had safe recruitment processes. This included checks on identity and Disclosure and Barring Service (DBS) checks. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- There was enough staff on duty to meet people's needs. Staffing levels had recently been increased and staff were visible and responded to people in a timely manner. People using the service said they were happy with the staffing levels. One staff member said, "We have enough staff" and other staff members spoken with confirmed this.
- The registered manager was open about current staffing and recruitment challenges however people continued to benefit from a consistent staff team who could meet their needs.

Using medicines safely

- Medicines were managed and administered safely. Medicines were stored safely in a newly created and well-ordered medicines room.
- Staff administering medicines had been trained to do so. Protocols were in place for 'as required'

medicines, however we discussed making these more personalised and detailed in order to provide more information for staff as to when these medicines should be administered.

- Medicines that required additional storage in line with legal requirements were stored appropriately and systems for stock checks were in place.
- Regular medicine audits were carried out with action plans created to address any identified shortfalls.

#### Preventing and controlling infection

- The home was clean and hygienic.
- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

#### Visiting in care homes

- The service followed current government guidance on visiting in care homes.
- At the time of the inspection there were no restrictions on people receiving visitors at the service.

#### Learning lessons when things go wrong

- Accidents and incidents were reported and recorded. Actions were taken to prevent reoccurrence.
- The registered manager and staff reflected when things had gone wrong. This ensured lessons were learnt and practice improved.

# Is the service well-led?

## Our findings

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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- People, relatives and professionals told us the home was well-led and managed. One person said, "The managers are fantastic." A health and social care professional told us, "It is a good place with responsive management."
- Staff spoke highly of the registered manager and deputy. One staff member said, "The manager listens and works at getting things right."
- There was a relaxed atmosphere at the home. People told us they enjoyed living at the service. One person said, "It's excellent. I have not been happier in my entire life."

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The registered manager fully understood the responsibilities under the duty of candour legislation, to be open honest when things had gone wrong.
- Relatives and professionals said communication was effective. A relative said, "They keep us fully informed and contact Doctors promptly. If necessary they will chase the medical services when the response is too slow. We would highly recommend Langley Court to others and have, in fact, already done so."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- Systems were in place to monitor and assess the quality and safety of the service and make improvements as identified. For example, regular audits of important areas such as health and safety and medicines. The electronic care planning system flagged when care plans were due to be reviewed and medicines overdue. A daily shift plan document was also used to ensure all scheduled tasks were completed on each shift.
- Notifications were submitted to CQC as required. A notification is information about an event or person which the service is required to inform CQC.
- Staff were confident of the quality of care provided at Langley Court Rest Home. One staff member said, "The home is very good. Very friendly and very good care."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The service involved people using the service. The registered manager listened to feedback and acted on it to improve the service. People had the opportunity to discuss things formally and informally through

meetings and daily conversations with staff. One person said, "The manager takes it onboard and sorts it out."

- The registered manager held regular team meetings with staff where their views were heard.
- There was a positive staff culture. Staff we spoke with told us they worked well together. One staff member said, "Its good care here. We are good at teamwork."

Continuous learning and improving care; Working in partnership with others

- The registered manager ensured the service continually learnt from events and strove to improve care. Learning was shared with staff following accidents, incidents and safeguarding concerns.