



Press Release

Immediate Release

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Huddersfield Care Service Upgraded to Outstanding

A care service in Huddersfield has been upgraded to Outstanding by the Care Quality Commission (CQC), with parents and relatives describing Langdale House as a place they would not change “for the world” and where their loved ones are “the happiest they have been.”

Langdale House, a Cygnet Social Care service on Gledholt Road in Huddersfield which supports people with learning disabilities, received the highest rating after inspectors praised an exceptional culture of kindness, compassion and person-centred care that places people firmly at the heart of everything the service does. The CQC described a service where people are “truly respected and valued as individuals” and where staff “consistently go above and beyond” to help people live happy, independent and fulfilling lives.

Following the inspection that took place between 12 November and 11 December 2025, the Cygnet Social Care service was rated ‘Outstanding’ for how caring and responsive the service is. The safe, well-led and effective domains were rated ‘Good’.

The regulator highlighted the warmth, empathy and dedication shown by staff. The report read: “The approach of staff was caring, kind, gentle, and people’s views mattered and were listened to.” Inspectors concluded that “people were truly respected and valued as individuals; and empowered as partners in their care in an exceptional service,” adding that the provider was “exceptional at treating people with kindness, empathy and compassion and in how they respected their privacy and dignity.”

Praising the staff further, inspectors said: “Staff demonstrated a deep understanding of each person and delivered care and support in a way that was individualised promoting equality and equity. Staff could give clear examples of people’s likes and dislikes, from favourite colours to favourite TV shows. People were at the heart of care at Langdale House, and staff took time to understand individual wishes and needs to ensure they delivered person centred care.”

People supported at the Cygnet service spoke passionately about their experiences. One resident told inspectors: “All the staff are incredible,” while another said, “I’m more than happy at Langdale House.” The report noted that all residents could give

examples of having real choice at Langdale House, including choices about activities, where they wanted to go, food and how they personalised their home.

Relatives and family members described the service as a place where their loved ones feel safe, valued and genuinely at home. The report read: "All relatives were extremely positive about Langdale House and had nothing but praise for the staff and service." One relative said "[Name] is the happiest they have been, and the staff are so lovely," while another shared, "There isn't anything bad I can say about Langdale House." Another relative told inspectors, "My [relative] regards Langdale as home. The last thing [they] ever want is to be anywhere else. I wouldn't change Langdale for the world and [they] are very happy there."

The inspection highlighted the strong, stable staff team at Langdale House. The report confirmed that the service does not use agency staff and benefits from low staff turnover, helping to deliver consistent, high-quality care. Inspectors noted: "Leaders ensured there were enough skilled staff to deliver safe care," and that "staff were supported to develop their skills and share best practice". Staff morale was also praised, with one staff member saying, "It's like a family here," and another adding, "The staff treat them [people] like family."

Person-centred care and independence were key strengths identified during the inspection. The report added: "People's wishes and choices were fully understood, and the service made every effort to uphold these, so people could live their best lives as independently as practically possible." Staff were praised for encouraging positive risk-taking, including supporting people to pursue meaningful activities and experiences, such as attending theme parks, holidays and community events, following careful planning and consultation.

Inspectors found that people's homes reflected their individuality and preferences. The report read: "All bedrooms were highly personalised; no two bedrooms looked the same." People were supported to decorate their rooms, keep pets if they wished and continue to update their space to reflect their personalities and interests.

Feedback from professionals and external stakeholders further reinforced the Outstanding rating. One professional told inspectors, "Langdale House truly exemplifies excellence in providing specialist care for individuals with learning disabilities." Another said, "People appeared happy and well cared for. Staff were competent, knowledgeable and polite in answering questions," while an external stakeholder added that the service had "gone above and beyond what I would have expected from a residential home."

Laura Davy, manager of the Cygnet Social Care service, said: "This Outstanding rating is a real celebration of the compassion, dedication and hard work of our whole team, who are truly passionate about helping people live happy, fulfilled and meaningful lives.

"We put people at the heart of everything we do, taking the time to really know each person as an individual, listen to what matters most to them and support them to achieve their goals in ways that feel right for them. To receive such positive feedback from residents, their families and carers is incredibly special, and it means so much to know that people feel safe, valued and truly at home here.

"We are also extremely grateful to the CQC for recognising the caring and responsive approach of the service and the open, supportive culture our team has created. This feedback reflects the strong relationships built on trust, kindness and respect, and the commitment of our staff to always go the extra mile. I couldn't be prouder of what we've achieved together, and we remain dedicated to continuing to provide the very best support for the people who call Langdale House home."

Victoria Marsden, CQC deputy director of operations in the north, said: "When we inspected Langdale House, we found a service that truly puts people at the heart of everything it does. Leaders have created an open culture, where staff feel valued and supported to deliver outstanding care to people.

"Our inspectors found that staff had a deep understanding of each person's unique preferences and really went the extra mile to ensure their needs were met. For example, leaders recruited staff who spoke the same language as someone whose first language wasn't English, so they'd always have someone to talk to in their first language.

"We also saw staff helping people live full lives and as independently as possible. Someone really wanted to visit a theme park, so staff carried out risk assessments and took them to several parks which they loved. Another person made remarkable progress in carrying out daily chores, such as preparing meals and washing up, after receiving incredible support from staff.

"Leaders and staff at Langdale House should be delighted with the findings of our report, which reflects their dedication and the excellent care they're providing to people."