



Press Release

Immediate Release

3 March 2026

Langdale House, a Cygnet Social Care service on Gledholt Road in Huddersfield which supports people with learning disabilities, received the highest rating of Outstanding from the Care Quality Commission 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. Parents and relatives described Langdale House as a place they would not change “for the world” and where their loved ones are “the happiest they have been.”

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’.

Cygnet Social Care manager Laura Davy, who oversees the services, has shared a blog on how the service managed to achieve the upgraded rating.

How We Took Langdale House from Good to Outstanding

Laura Davy, Home Manager, Cygnet Social Care

When Langdale House achieved an Outstanding rating, it was a moment of huge pride for our whole team. This wasn't about one inspection or one moment in time, it reflected the culture we have built together, where kindness, safety and respect are part of everyday life, and where the people we support are genuinely at the centre of everything we do.

Putting people at the centre

From the beginning, our focus has been on truly understanding the people we support, their wishes, choices, strengths and what matters most to them. We worked hard to ensure every person had outcome-based documents that clearly reflected their personal goals and aspirations, and that these were understood and used consistently by the whole team.

These weren't just written plans. They were living documents, regularly reviewed with people, their families and professionals, and brought to life through photographs and real evidence of progress. From developing independence with everyday tasks like preparing meals, laundry and cleaning, to supporting people to achieve bigger ambitions such as holidays, employment opportunities or days out they had always dreamed of, every achievement was recognised and celebrated.

We made sure people's communication needs, capacity and understanding were always considered, using creative and flexible approaches so everyone could be involved in decisions about their own lives.

Creating a home not a service

We wanted Langdale House to feel like a real home, somewhere people felt comfortable, proud and safe. Everyone was supported to personalise their bedrooms, and no two rooms look the same. Each space reflects the individual living there, their interests, favourite colours and personal history, and people continue to make changes as their preferences evolve.

People were also supported to have pets, which brought companionship, comfort and routine. Throughout the house, photographs, artwork and shared projects reflect the lives people lead, from holidays and activities to time spent with staff, friends and family.

This sense of belonging and identity has been vital in helping people truly feel at home.

Engaging and supporting staff

An Outstanding service starts with a supported and motivated team. We focused on creating a positive, inclusive culture where staff felt listened to, valued and confident in their roles. We are proud to have a stable staff team who know people well and provide consistent, compassionate care.

Regular meetings gave staff the opportunity to share ideas, reflect on practice and contribute to improvements. As leaders, we made a conscious effort to remain approachable, visible and supportive. We celebrated birthdays, marked achievements and made sure the small comforts - like hot drinks and snacks - were always available during busy shifts.

When staff faced challenges, we supported them openly and proactively. This created a strong sense of togetherness, where people felt supported not just as professionals, but as individuals.

Many staff describe the service as feeling like a family, and that sense of connection directly benefits the people we support.

Overcoming challenges together

Like any service, we faced challenges along the way. What made the difference was how we responded - openly, collaboratively and with a shared commitment to doing the right thing.

Safety was always a priority. We worked closely as a team, and with families and professionals, to identify risks and develop practical, person-centred solutions. We encouraged open conversations, welcomed feedback and ensured people felt confident raising concerns, knowing they would be listened to and acted upon.

By learning from challenges rather than avoiding them, we strengthened our service and our culture.

Promoting independence and choice

Supporting people to live as independently as possible has always been central to our approach. Staff actively encouraged choice, independence and positive risk-taking, supporting people to do things for themselves wherever possible, from household tasks to managing their own routines.

We worked creatively to remove barriers, sometimes consulting with medical professionals and completing detailed risk assessments so people could safely pursue activities that mattered to them.

Seeing someone achieve something they were previously told wasn't possible has been one of the most rewarding parts of our journey.

Maintaining relationships

We strongly believe that relationships matter. People were supported to stay connected with family and friends through regular contact, visits and shared experiences. Families were always welcome in the service, and people were encouraged to spend time both in and outside the home with loved ones.

We also supported people to build friendships within the wider community and with individuals living in other services, maintaining meaningful social connections and a sense of belonging beyond Langdale House.

Maintaining high standards

We don't work to be Outstanding just for one day, we aim to live it every day. Through regular reviews, staff discussions, reflection and learning from feedback, we continually look at how we can improve.

Care plans are detailed, personalised and reviewed regularly, ensuring care remains effective, compassionate and empowering. Feedback from people, families and professionals is actively sought and used to shape how we work.

What I'm most proud of

What makes me proudest is how everyone comes together for the people we support. From small daily acts of kindness to supporting someone to achieve a lifelong ambition, the team consistently goes above and beyond.

Langdale House isn't Outstanding because of one person, it's Outstanding because of the collective heart, dedication and passion of the entire team.

My advice to others aiming for Outstanding is simple:

- Keep people genuinely at the heart of everything you do
- Celebrate progress, no matter how small
- Support, listen to and value your staff
- Create a warm, homely environment
- Encourage independence and positive risk-taking
- Go the extra mile when it really matters

When people feel cared for, heard and valued, outstanding care naturally follows.