



# Enter and View Visit Report

Manton Hall

Oakham

21 December, 2018



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# 1. Introduction

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## 1.1 Details of visit

Details of visit:	
Service Address	Manton Hall
Service Provider Registered Manager	Foundation Care (Norwich) Limited Mrs Samantha Humphreys
Date	21 December 2018
Authorised Representatives	Daphne Murphy, Barry Henson,
Contact details	01572 720381

## 1.2 Acknowledgements

Healthwatch Rutland would like to thank the manager, residents, relations/ visitors and staff at Manton Hall for their contribution to the Enter and View programme.

## 1.3 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

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# 2. What is Enter and View?

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Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act 2012 allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share



examples of what they do well from the perspective of people who experience the service first hand.

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## 3. Purpose of Visit

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### 3.1 Background to Visit

In 2016, Healthwatch Rutland commenced a programme of visits to all Care Homes in Rutland, to look at the quality of life of residents. A visit to Manton Hall on 19 May 2017 was a part of this series of visits.

Healthwatch Rutland has now commenced a policy of re-visits to all Rutland Care Homes. The visit to Manton Hall on 21 December 2018 was part of this programme.

### 3.2 Objectives

- To observe the ongoing operation of the facility and report any physical or operational changes since the last visit.
- To collect views of residents, staff and any visitors on how the services provided affect the quality of life of residents.
- To identify 'Best Practice' and highlight areas of concern, if any.
- To provide a short report on the visit.

### 3.3 Methodology

- Two-person team to conduct pre-arranged visit.
- Talk to residents about aspects of their care and if it delivered in a way that promotes dignity and independence.
- Where possible, talk to relatives/visitors to find out if they are happy with care provided.
- Talk to management and staff about support, staffing levels and training.
- Observe environment and interactions between staff, residents and their families.



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## 4. Observations

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### 4.1 Exterior

Manton Hall is on the main road through Manton Village. The sign for Manton Hall is not immediately visible. This was reported at the last visit. We were advised by the manager that new signs have been constructed and await fitting.

The main door is kept locked with keypad access/egress.

The grounds and gardens are well maintained with a network of paved paths which permit exercise in good weather. There is a small flock of chickens.

We were advised that there are plans for a new Sensory Garden.

### 4.2 Reception/interior layout

A Visitors Book is located on a table by the front door and visitors are required to sign in.

External doors are key-coded and fire-doors are alarmed.

Noticeboards are positioned in the Reception and elsewhere and contained all the requisite notices regarding whistle-blowing, fire procedures, complaints, safeguarding, etc. It was noted that print size had been increased as recommended at the previous visit.

The main public area on the ground floor includes a lounge/bar area decorated like a traditional pub, a large conservatory which is part dining-room and part quiet area. The décor throughout is well maintained and gives detail of the Hall's history. A variety of chair types caters for the needs of individual residents.

The care home occupies two floors, with both a wheelchair-accessible lift and stairs linking the floors.

All public areas are clean and well presented. The building has under-floor heating which maintains a comfortable temperature.

The lounge has a large TV and newspapers, drinks and snacks are available at all times.

Individual rooms had pictures of the residents on the respective doors.



Residents' rooms are clean and comfortable and residents told us that they can add their own décor and furniture as they wish.

### 4.3 Activities

A full time Activities Coordinator organises both internal activities such as singing, games, quizzes, visits by schools, chair exercises, manicures and suchlike, normally run on a rolling two-week timetable, as well as external visits to places of interest. At the time of our visit, residents were occupied with Christmas cards.

There are visits by local church ladies and clergy who provide services and Communion.

Reciprocal arrangements for visits to and from children from Cottesmore Primary School and Uppingham School are popular.

As a result of our previous visit to Manton Hall, the activities programme was shared with other care homes as a 'Best Practice' and continues to offer varied and interesting activities for residents.

### 4.4 Residents and Families

Visitors may come at any time and are welcomed by staff; no family members or visitors were present during the visit.

Residents who are able, may come and go as they wish and one resident was to go indoor sky diving in the New Year.

Residents are welcome to have a pet and one presently has a 'free-flying' budgie in her room.

One resident we spoke to said she feels very safe here and the best things about Manton Hall are a 'sense of security' and that it is not too big a place. A resident confirmed that the staff are very friendly and understanding and if they can do anything for residents' comfort, they will.

With regard to complaint procedure, the Manager advised us that the resident or family member could approach herself or any member of staff, or by phone, letter or email and a response will be given within 28 days following investigation.



## 4.5 Meals

We were not present over a mealtime but a resident confirmed a varied and nutritious menu (detail of which was in fact displayed) and that if anyone needed assistance with their food, staff always helped. We were there at 3pm when the tea trolley arrived, with a choice of hot and cold drinks, sandwiches, cakes and biscuits. There is also a candy stall with a selection of sweets for residents and families to enjoy at any time.

There is a choice of meals, and special diets, and any allergies are catered for. Should anyone not want either of the menu choices, the kitchen is prepared to provide alternatives.

Residents may eat their meals in their own rooms should they so wish, or in the conservatory, which functions as both lounge and dining room.

We were advised by staff that records were maintained of all residents' food and fluid intakes to permit early recognition of any dietary problems.

Residents said that if they wanted a snack or a drink between meals it would be provided. One resident was very satisfied with the opportunity to make their own meal choices.

## 4.6 Medical

Manton Hall is not a 'nursing home' so there is no trained nurse on staff. There are regular telephone medical consultations with Oakham Medical Practice and if there is a need for a doctor to visit, one does.

The situation regarding dental treatment has not changed since our last visit and residents still have to be taken to the dentist if such treatment is required. A member of staff told us that oral hygiene was important and assistance was given to residents according to their needs.

Individual care plans for each resident are maintained under lock and key by the manager and constantly updated.

## 4.7 Staff

There were no staff vacancies at the time of the visit. We were advised that if vacancies do arise, they can usually be filled by advertisements in the local press, on the internet or by word of mouth.

The Manager has autonomy in the management of Manton Hall and is on call 24 hours per day and 365 days per year, which is highly valued by staff. The Manager was engaged talked to us when approached by a concerned resident, and she attended immediately to his needs.



Staff training is viewed as important and Sure Health Care, a professional health care training firm, has assessed training needs and drawn up a training programme for staff. A trainer attends on five days a month to conduct the training. Staff told us that they appreciate the training.

Members of Staff to whom we spoke were aware of whistle blowing and complaints policies.

They stated that the team was good and they got along well with each other and receive good direction and support from management.

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## 5. Recommendations

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It was noted that the signage recommended at our visit in 2017 had been constructed by the time of this visit, but not yet erected. Consideration should be given to installing the new signage as soon as possible to ensure that it is easily visible from the road.

### Response from Service Provider

In the intervening period since the visit was conducted, the management at Manton Hall have installed the new signage as recommended:





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## 6. About Healthwatch Rutland

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Healthwatch Rutland is the local independent consumer champion for health and social care. We are part of a national network of local Healthwatch organisations. Our central role is to be a voice for local people to influence better health and wellbeing and improve the quality of services to meet people's needs. This involves us visiting local services and talking to people about their views and experiences. We share our reports with the NHS and social care, and the Care Quality Commission (CQC) (the inspector and regulator for health and social care), with recommendations for improvement, where required.

Our rights and responsibilities include:

- We have the power to monitor (known as “Enter and View”) health and social care services (with one or two exceptions). Our primary purpose is to find out what patients, service users, carers and the wider public think of health and social care.
- We report our findings of local views and experiences to health and social care decision makers and make the case for improved services where we find there is a need for improvement.
- We strive to be a strong and powerful voice for local people, to influence how services are planned, organised and delivered.
- We aim to be an effective voice rooted in the community. To be that voice, we find out what local people think about health and social care. We research patient, user and carer opinions using lots of different ways of finding out views and experiences. We do this to give local people a voice. We provide information and advice about health and social care services.
- Where we do not feel the views and voices of Healthwatch Rutland and the people who we strive to speak on behalf of, are being heard, we have the option to escalate our concerns and report our evidence to national organisations including Healthwatch England, NHS England and the Care Quality Commission.



## 7. About Connected Together CIC

Connected Together Community Interest Company (CIC) is the legal entity and governing body for Healthwatch Rutland.

The remit of the Connected Together CIC includes:

- Contract compliance
- Legal requirements
- Financial and risk management
- Sustainability and growth
- Agreeing strategy and operations
- Agreeing policies and procedures

Connected Together CIC is a social enterprise and a partnership between the University of Northampton and Voluntary Impact Northamptonshire. It aims to be first for community engagement across the county of Northamptonshire and beyond.



**Connected Together**  
First for Community Engagement



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## 8. Contact us

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If you require this report in an alternative format please contact us at the address above.

