

PEOPLE (ADULT & HEALTH) SCRUTINY PANEL

10th July 2014

MANTON HALL Residential Care Home.

Report of the Interim Director for People

STRATEGIC AIM:	Creating a Brighter Future for All
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1. PURPOSE OF THE REPORT

1.1 To provide an update on the concerns raised by various individuals and agencies in regards to Manton Hall Residential Home over the previous 8 months and the subsequent intervention and support from the Local Authority and partner agencies.

2. RECOMMENDATIONS

2.1 That Scrutiny Panel notes the content of the report.

3. BACKGROUND INFORMATION

3.1 Manton Hall is a privately owned registered care home in the Rutland village of Manton consisting of 34 beds for both older people and older people with dementia. Being a registered residential home, Manton Hall is subject to the inspection of the Care Quality Commission (CQC) that enforces the essential standards of quality and safety expected from a registered care home provider as laid out in the Health and Social Care Act 2008 and the Care Quality Commission Regulations 2009. These regulations describe the essential standards of quality and safety that people who use adult social care services have a right to expect. There are 16 essential standards.

On 22nd January 2014 a routine inspection took place at Manton Hall resulting in a positive inspection report for the home. This inspection outcome did not equate to information being received into Adult Social Care by concerned parties (3.2) which was passed on to CQC who then carried out a further inspection.

On 24th April 2014 a further inspection took place by CQC at Manton Hall and six of the essential standards were inspected:

- care and welfare of service users
- management of medicines
- protecting service users from harm
- supporting workers
- cleanliness and infection control
- assessing and monitoring the quality of service provision

The inspectors looked at personal care or treatment records of the people who use the service. The inspectors checked how the people are cared for at each stage of their

treatment and care. The inspectors talked to people who use the service, their staff and other Local Authorities who place in the home.

The home failed the inspection on five out of the six essential standards inspected. Consultation with RCC subsequently took place and the owners of the home agreed to a voluntary suspension of placements until improvements required are completed. At the present time there are 24 residents at Manton Hall.

3.2 In addition to the CQC concerns above, Rutland County Council Adult Social Care had concerns raised by staff at the home, relatives of a resident and Health partners (EMAS) from December last year. The result of these alerts resulted in a Duty Social Worker from the council attending Manton Hall on a regular basis to ensure the home is keeping people safe from harm and investigating any received allegations. CQC have been kept informed at all times, as per multi-agency procedures, where concerns are identified. It is important to note that the role of the attending social worker from the council is also to support the home by advising and assisting it, the common aim being from all agencies and providers to keep the vulnerable people who live there safe from harm and to ensure they are well cared for in an appropriate environment.

3.3 Adult Social Care staff have been monitoring the necessary improvements but on 20th June 2014 it was identified by adult social care staff that the required improvements in the home were not happening quickly enough. The intervention by the Council therefore has been escalated to a "Large Scale Investigation (LSI)" the criteria clearly being reached as outlined in the Rutland County Council Large Scale Investigation Procedure.

3.4 All agencies have been informed of the LSI being instigated and partner agencies are involved in all aspects of the investigation and review. Subsequent meetings have taken place between the owners of Manton Hall and officers of the council to explain what is happening and why. The owners have assured their commitment to working with Council officers and CQC to quickly action the required improvements and cultural changes identified. A consultant nurse has been commissioned by the owners in May 2014 and she too is meeting with Social Workers and Managers currently. The consultant nurse agrees with the action taken and the proactive approach the Council is exercising in this matter as it is in everyone's best interests Manton Hall fulfils its remit as expected by the CQC and Rutland County Council.

3.5 Direct actions being taken are as follows:

- Meetings with the nurse consultant and social workers to merge and update the Action Plans into a single robust working document which will be reviewed regularly.
- The previous manager has now left and the owners are seeking an RMN/Registered Manager to manage Manton Hall. Rutland County Council staff are providing advice concerning the appointment.
- Weekly visits to the home by social workers and managers both arranged and impromptu. Visits are of a supportive nature working in partnership with the homes owners, managers, staff and residents and their families.
- Rutland County Council Head of Service to meet with Manton Hall staff to explain the proactive and supportive approach by the council. It is imperative the staff at the home understand the action being taken and to not be fearful in this approach
- Rutland County Council safeguarding senior practitioner working closely with social workers monitoring processes and progress of the LSI.
- Multi-agency review meetings to ensure progress and avoid duplication of work.

4. RISK MANAGEMENT

RISK	IMPACT	COMMENTS
Time	M	The investigation and intervention should be concluded within 6 weeks of this meeting – a period of monitoring will then take over ensuring continued quality of care and safety of the residents.
Viability	L	The intervention is necessary and viable
Finance	L	The home is suffering financially in not taking more residents which could impact on the council if the home closed and the residents needed rehoming.
Profile	H	This is a high profile large scale investigation to ensure that the local authority provides effective safeguarding intervention and risk management of a local care provider and fulfil its statutory duty.
Equality and Diversity	H	This plan contributes to the protection of the most vulnerable adults in society.

Background Papers
2 CQC Inspection report

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A Large Print or Braille Version of this Report is available upon request – Contact 01572 722577.