

PEOPLE (ADULT & HEALTH) SCRUTINY PANEL

25th September 2014

MANTON HALL Residential Care Home.

Report of the 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 and outcome to the Large scale investigation in regards to Manton Hall Residential Home started 20th June 2014.

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 24th April 2014 an 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 that time there were 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 from 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 and other officers attending Manton Hall on a regular basis to ensure the home was keeping people safe from harm and investigating any received allegations. On 20th June 2014 it was identified by the officers that the required improvements in the home were not happening quickly enough. Officers escalated the monitoring to a “Large Scale Investigation (LSI)” the criteria clearly being reached as outlined in the Rutland County Council Large Scale Investigation Procedure.

3.3 The LSI has consisted of a number of officers of varying capacities attending Manton on a very regular basis from the instigation date above. The managers of the home have been spoken to and staff both individually and attending the homes staff meetings. Officers have also been on constant standby to take queries from the home re further issues that were arising (This is positive as we are trying to get all the homes in Rutland to use the officers expertise when they are in doubt as part of the overall safeguarding strategy). Officers while at Manton talked to residents, observed carers and viewed the environment making suggestions while monitoring improvement progress.

3.4 Conclusion

On the 11th September a Safeguarding case conference was convened at County Hall attended by participating investigating officers and Managers, health, CQC and representatives from Manton Hall. The outcome unanimously agreed was the allegations that resulted in the LSI are substantiated. However it was also noted how managers and staff at Manton had responded very positively, listening and acting upon the advice of officers and that great improvements have indeed been achieved by Manton. Conference agreed that the LSI will be lifted and a monitoring plan has been put in place adopted by all agencies. The council officers will lead on this. Conference also agreed Manton will now begin to increase its resident compliment in consultation with officers at set benchmarks to ensure quality of care has been maintained. Other elements of the plan are monitoring visits and resident reviews. A new manager is also starting on Monday at the home alongside the nurse consultant who will remain long term in a consultant capacity.

4. RISK MANAGEMENT

RISK	IMPACT	COMMENTS
Time	M	On going
Viability	L	The intervention is necessary and viable
Finance	L	The home has been suffering financially in not taking more residents but now can do so.
Profile	L	The LSI is concluded and now a period of monitoring is required to ensure the improvements are embedded into practice.
Equality and Diversity	L	This plan contributes to the protection of the most vulnerable adults in society.

Background Papers

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