

## Annual service review

Name of Service: Manton Hall

The quality rating for this care home is: two star good service

The rating was made on: 1 4 1 0 2 0 0 8

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this review a 'key' inspection

We do an annual service review when there has been no key inspection of the service in the last 12 months. It does not involve a visit to the service but is a summary of new information given to us, or collected by us, since the last key inspection or annual service review.

Has this annual service review changed our opinion of the service?

No

You should **read the last key inspection report for this service** to get a full picture of how well outcomes for the people using the service are being met.

The date by which we will do a key inspection:

Name of inspector:

Carole Burgess

Date of this annual service review:

3 0 0 9 2 0 0 9

## Information about the service

Address of service:	Lyndon Road Manton Oakham Rutland LE15 8SR
Telephone number:	01572737212
Fax number:	01572737785
Email address:	mantonhall@btconnect.com
Provider web address:	

Name of registered provider(s):	Foundation Care (Norwich) Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	31	0
mental disorder, excluding learning disability or dementia	31	0
old age, not falling within any other category	0	31
physical disability	31	0

Conditions of registration:	
The maximum number of service users who can be accommodated is	31
The registered person may provide the following categories of service only: Care Home only - Code PC to service users of the following gender: Either whose primary care needs on admission to the home are within the following categories: Old age, not falling within any other category - Code OP Dementia - Code DE Mental Disorder, excluding learning disability or dementia - Code MD Physical Disability - Code PD	
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No
If yes, what have they been:	

Date of last key inspection:	1	4	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service

Manton Hall is a large detached home set in pleasant gardens and has been extended in recent years to include ground floor bedroom accommodation and a conservatory. The home provides personal care for up to 31 elderly people some of whom may have care needs due to Physical Disabilities, Dementia and Mental Disorder.

All of the home's bedrooms have en-suite facilities (toilet and wash-hand basin); fifteen of these also have showers. There are additional toilets, showers and assisted bathing facilities, and pleasant communal and dining areas. The first floor is accessible by a passenger or chair lift for people who are unable to manage the stairs.

Situated on the edge of the quiet village of Manton, close to Rutland Water, the home is easily reached by car from neighbouring towns and counties. There are car parking spaces at the front of the home.

The Statement of Purpose, Service Users' Guide & Inspection Report are available on request (these provide information on how the home is organised and what services they provide). The Statement of Purpose and Service Users' Guide are provided for all new residents.

## **Service update since the last key inspection or annual service review:**

What did we do for this annual service review?

We looked at all the information that we have received, or asked for, since the last key inspection or annual service review.

This included:

The annual quality assurance assessment (AQAA) that was sent to us by the service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service.

Surveys returned to us by people using the service and from other people with an interest in the service.

Information we have about how the service has managed any complaints.

What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement. The previous key inspection and the results of any visits that we have made to the service in the last 12 months.

Relevant information from other organisations.

What other people have told us about the service.

What has this told us about the service?

The home sent us their Annual Quality Assurance Assessment (AQAA) when we asked for it. It was clear and gave us all the information we asked for.

We looked at the information in the AQAA and our judgment is that the home is still providing a good service and that they know what further improvements they may need to make.

We sent surveys to people who use the service and to other people with an interest in the service but at the time of the report none had been returned to us.

CQC have not received any complaints about the service.

They continue to let us know about things that have happened since our last key inspection and they have shown that they have managed issues well. They work well with us and have shown that their service continues to provide good outcomes for the people who use it.

What are we going to do as a result of this annual service review?

We are not going to change our inspection plan and will do a key inspection by October 2011.

However we can inspect the service at any time if we have concerns about the quality of the service or the safety of the people using the service.

## Reader Information

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