

Hallaton Manor



Hallaton Manor



Hen Therapy

Located between Market Harborough and Uppingham in the heart of glorious Leicestershire countryside, is home to up to 40 people who require support and assistance in coping with their health issues, whether they be associated with mental health, dementia, past alcohol or substance abuse or behavioural problems

Hallaton Manor does not conform to current expectations of a residential care home service catering for people with mental health or dementia related issues. It achieves its' results by unconventional means.

For a start, it is a magnificent old property with beautiful gardens and panoramic views and not an anonymous, purpose built facility. This encourages people with complex mental health, dementia and behavioural issues to relax, breathe and adjust to life in our community.

We decline to put our residents or staff into neat conventional boxes. We do not categorise or separate our residents according to age or health needs. The residents, aged 35 years upwards, our oldest being 94, live in a community that reflects life outside the home, the more able encouraged to lend support and assistance to those less able.

Our staff wear uniforms but do not wear name badges, are trained in customer service and take pride in their appearance.

We do not accept that residents fit into a social services 'banding'. Rather that every individual has very varied and sometimes complex needs that must be costed and catered for.

ABOUT HALLATON MANOR

- » 40 beds – mental health, dementia, alcohol and substance dependency, behavioural problems age over 35 years
- » CQC rating: Good
- » Silver Award for Quality – Leicestershire County Council
- » Relaxing Spa and Beauty Centre
- » Complementary therapies
- » Optimum nutrition for cognitive function

“Diet is an important part of what we offer”

Exercising outdoors



We have created an environment where residents can achieve the best quality of life and health possible, through excellent care, complementary therapies, healthy nutrition and less reliance on medication. The residents are able to reclaim some of the responsibility that is often removed from their lives when they enter the care system.

We developed care plans that are easy to use and understand, truly person centered and involving the residents and their families. They are treated as a work in progress, reflecting the diverse backgrounds, interests and cultures of residents. With assistance and support from the Leicestershire County Council Quality Assessment Framework Awards team, the previously onerous and time consuming paperwork became more organised, user friendly and, more importantly, reflective of the individual residents' needs.

We have changed our focus from delivering activities around care, to delivering care around activities, recruiting extra staff to assist with the residents' busy social lives.

We do not believe in blindly administering medication and try to minimise reliance on it wherever possible. We work closely with G.P.s and Consultants to review and reduce the need for medication, focussing on healthy nutrition and complementary therapies.

Diet is an important part of what we offer. We have removed added sugar, caffeine and sugary drinks from the diet completely.

» COMPLEMENTARY THERAPIES

- » Reflexology
- » Reminiscence
- » Aromatherapy
- » Music
- » Light Therapy
- » Reality
- » Hen Therapy
- » Orientation

In the café, residents can help themselves to quality, decaffeinated tea, coffee or chilled fresh fruit juices at any time. They may choose from a menu of homemade, nutritious and imaginative meals and snacks, prepared using fresh produce and ingredients containing vitamins and minerals that can enhance cognitive function, reduce cholesterol and improve visual health.

Residents can entertain guests in the café, listening to music of their choice on the jukebox, or join in the daily topical debate at coffee time.

Light Therapy

In the calm and tranquil Spa and Beauty Centre, we offer reflexology, aromatherapy and light therapy. The Centre has an 'appointment' hairdressing and manicure service and residents take responsibility for their appointment card, of great importance in maintaining dignity and self esteem. Treatments can be accompanied by music of the residents' choice.

In the garden and greenhouse residents tend the hanging baskets and pots, exercise on the outdoor gym equipment or help with the chickens.

Hen Therapy

The 'Cluckability' project started in 2013, aims to develop an interest in rearing rare breed chickens. With guidance and support, residents take responsibility for incubating eggs, cleaning and feeding the chickens and, ultimately, selling the chickens. The chickens are named by residents with dementia after their grandparents and are a constant source of entertainment and discussion.

We understand the importance of music, environmental stimulation, pets, mealtimes, reminiscence, personal interaction, laughter and social history in sustaining quality of life.

Tea time in the café



The relaxed, yet lively environment enables residents, who come from all walks of life, to mix, form relationships and engage in activities that enhance their quality of life and develop new skills and interests. Within this community they can rediscover their self-esteem and peace of mind.

Delivering the service requires:

Funding

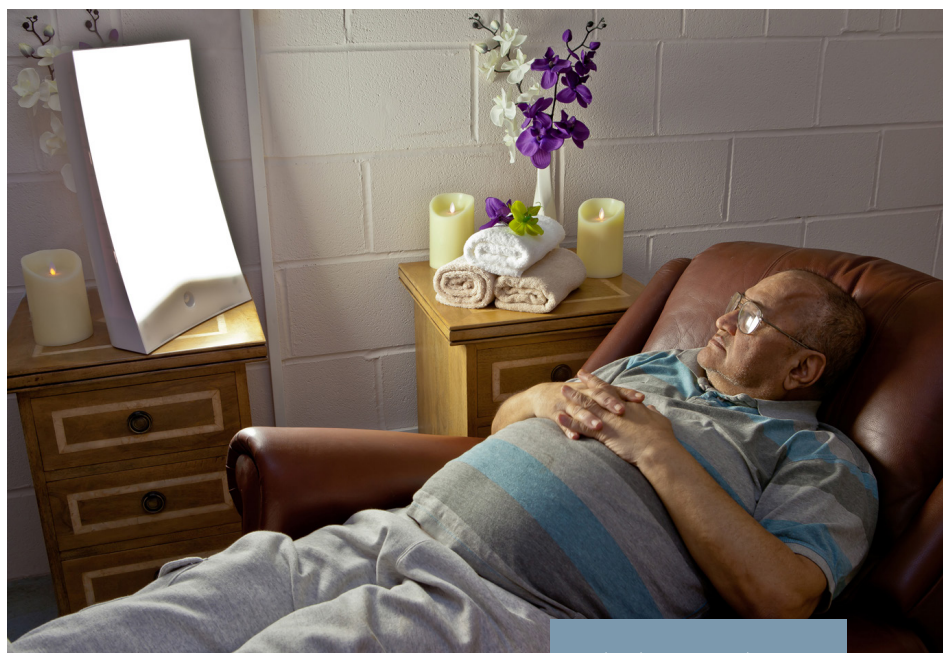
Our management team is commercially aware, maintaining occupancy, negotiating fees and being able to justify every penny of the fees charged. Cash strapped social workers who attempt to reduce fees for existing residents find it difficult to argue with fees reviewed annually to reflect increased costs and increased individual care needs.

We have embraced initiatives from Leicestershire Quality Assessment Framework team and Northamptonshire Social Services Adult Mental Health teams to drive quality forward. Occupancy levels are maintained at over 97%, reflecting the confidence that both professionals and public have in Hallaton Manor.

Training

To develop and maintain the skills of our valued staff and to assist in driving our quality initiative forward, we appointed a dedicated Training and Compliance Manager. This investment in our staffs’ personal development ensures their ability to deliver the quality of life and care required.

In addition to mandatory training, staff develop a greater understanding of the health issues affecting our residents and, with assistance from our reflexologist and nutritionist, increase their interest and understanding in the complementary therapies and diet that we offer.



Light therapy in the spa

These are testing times for the independent residential healthcare provider and quality service can only continue with adequate funding.

Government decisions appear to be taken with no consideration as to the effect that they will have on the viability of the care sector. It is not only the living wage, the workplace pension, the government’s restrictive immigration policies, new council commissioning rules introduced in the Care Act 2014 or the government’s austerity measures that are crippling care homes, it is also the seemingly constant changes and updates to regulations and inspections that all cost money to implement.

Joined up thinking is required between the government Health and Social Care departments, CQC and the Independent sector, for, in spite of all the bad press it receives, there are many excellent, independent providers of quality care.

The government risks losing an integral part of the healthcare system that offers an alternative to large, purpose built, institutionalised facilities and a choice for families seeking long term care – a choice that is fast disappearing.

The work that we do is summed up by Jenny Kerti, Manager of the Younger People with Dementia Team in Northamptonshire:

“Care at Hallaton is always person – centred. All residents are treated as individuals and not as a person with dementia or a mental health need. Some of our service users have very complex needs and have been moved from other care homes unable to meet their needs. However, Hallaton Manor always works hard to meet residents’ needs, contacting our service for advice and support, giving us the confidence that we are always informed and involved in the care of our service users.

I highly recommend the care provided at Hallaton Manor.”