



## Orton Manor Nursing Home

64-70 Birmingham Road, Water Orton, B46 1TH – Telephone: 0121 7494209 – Fax: 0121 7494249

Lianne Burton  
Enter and View  
Healthwatch Warwickshire Limited  
4-6 Clemens Street  
Leamington Spa  
Warwickshire  
CV31 2DL  
21<sup>st</sup> July 2015

Dear Lianne

Many thanks for the report and also for the positive feedback about my team. I have passed on your thanks to them.

The only factual inaccuracy in the report is to amend my Team Leader's name from Kate to Karen.

I was attending the Care Show at Villa Park on the day you visited so was unable to meet with you in person. I assure you I phoned several times during your visit to remain updated and to answer any queries the team were unsure of.

Staff have been reminded to correctly store all equipment and items.

The Handy Man has checked the lengths of the emergency cords and those that we incorrect have been replaced.

The slabs have been re-levelled.

Many thanks for the positive comments about the decor of the Home. We have invested a lot of thought and time into how we can make it a more homely and warm environment for the residents. We have painted the residents room doors in bright eye catching colours so that when residents ask where their room is, instead of room numbers we can say "it's the red door", which makes it so much easier for them to understand and visualise. We also painted the hand rails in bright colours so they are easy to see and do not blend in with the walls.

I have recently purchased 40 historic photographs of our beautiful village and its surrounding constituencies to display in the home for all to view. We have a photograph of Orton Manor when it was a butchers and slaughter house with a delivery horse and cart in front of the front door-has sparked many conversations with the residents and visitors!

The work on the Sensory Garden has already started and will take three weeks to complete. This will be a great place for the residents to relax and enjoy the greenery and water feature in a safe environment.

The conversion of the first floor bathroom is starting on 3<sup>rd</sup> August and will take three weeks to complete. The current space will be used efficiently so that we will incorporate a walk in shower and hair dressing facilities.

The current hair dressing room will be converted into a first floor office.



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Both Nurse stations are going to be relocated to more appropriate spaces on both floors to accommodate a music corner and library.

I am currently rolling out trialling a non-uniform period in the Home for my team. This is why some staff were in uniform and some were not. The issue they faced was that there was nowhere to hold handovers, pens etc. One of my staff generously offered to sew activity belts which would hold not just activity items but these essential items also. She has now sown 20 activity belts so as of next week we will be trialling a month of non-uniform. I will assess the feedback from my team, residents and visitors and will then we will make a group decision as to whether this will be a permanent fixture. This has come about from my attending several events and networking with other Homes and sharing ideas that they have tried. The concept behind the non uniform is to break down the barrier that some residents may feel of seeing someone in uniform. This has had both positive and negative reviews and results with those diagnosed with dementia.

Many thanks again for the positive comments about Orton Manor and my lovely team. The Home thrives because of the team work and genuine passion and commitment for delivering a caring service.

Kind regards

Iram Khan  
Registered Manager