

Hampton manor

Enter and View Report

1st July 2026



Disclaimer: This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

Visit information



Service address:

Gloucester Road
Consett
DH8 7 FA



Service provider

Arlington Care Group Limited



Service manager

Kirsty Minchell



Date of visit

Wednesday 1st July



CQC rating

Rated as good in February 2026.



Healthwatch County Durham Enter and View Officer

Claire Sisterson



Authorised representatives

Julie Brown

Introduction

Our role at Healthwatch County Durham is to gather people's views and experiences, especially those that are seldom heard, to give them the opportunity to express how they feel about a service. The aim of an Enter and View visit is to gather views and experiences of residents, relatives and staff of a service and observe the environment to assess the quality of the service.

This was an announced Enter and View visit undertaken by authorised representatives who have the authority to enter health and social care premises, announced or unannounced. The team collate feedback gathered and observations made to compile a report. The report identifies aspects of good practice as well as possible areas for improvement. Healthwatch County Durham is an independent organisation, therefore we do not make judgements or express personal opinions, but rely on feedback received and objective observations of the environment. The report is sent to the manager for their opportunity to respond before being published on the Healthwatch County Durham website at www.healthwatchcountydurham.co.uk.

Where appropriate, Healthwatch County Durham may arrange a revisit to check the progress of improvements. The report is available to the Care Quality Commission, Healthwatch England and any other relevant organisations.

Acknowledgements

Healthwatch County Durham would like to thank management, staff, residents and relatives, for making us feel welcome and for taking the time to speak to us during the visit.



General Information

Hampton Manor is a purpose built residential care home in Consett. The home can cater for residential care, dementia care, respite, palliative and end of life care. There are 55 bedrooms, at the time of the report 47 were occupied. Hampton Manor accommodates residents over 4 floors (the top floor is currently not in use) and includes a cinema screen, bar, library and gardens.

The care home employs approximately 40 members of staff, including a cook and activity coordinator.

CQC inspected the property in February 2026 and rated it as good.

Methodology

The Enter and View representatives made an announced visit on Wednesday 1st July 2026. We received 24 pieces of feedback in total about Hampton Manor. Seven from residents themselves and six from family members. Eleven staff members from across different roles also shared their views via written surveys, on this occasion we didn't interview staff directly.

Two weeks prior to the Enter and View visit, we publicised our visit by leaving a display about Healthwatch County Durham and details of our visit. In order to capture as many residents and their families as possible, we left surveys and a 'post box' to be completed and left for our return.

We spoke extensively with the manager to ensure we could best meet the needs of the residents and enable them to share their experiences. We asked residents about 4 areas of their care; communication, environment, social preferences and the staff and service. We created an easy read version of the survey and also used visual prompts and emoji faces to gain insight into specific areas of the service. The team also recorded their own observations on the environment and staff member interactions. Interviews were conducted one to one, and where necessary, staff assisted with communication. All responses were recorded anonymously.

To retain confidentiality and anonymity of respondents, any identifiable details have been removed from quotes.

Of the residents and family we spoke with we recorded 10 were female and 3 male. Staff respondents included support workers, carers, a care assistant, activities organiser and deputy manager.

Summary

Overall, feedback from residents, relatives and staff was very positive. Hampton Manor is seen as a welcoming, caring and homely environment where residents are treated with dignity, respect and kindness. Communication was highlighted as a particular strength, with residents and families feeling listened to, well informed and involved in decisions about care and daily life.

Residents and relatives praised the staff team for being friendly, compassionate and responsive, often going above and beyond to provide support. The home's personalised approach, flexible routines, varied activities and efforts to meet individual preferences were also valued. Staff described a positive and supportive culture, with strong relationships between residents, families and colleagues.

A small number of areas for improvement were identified. Residents and relatives would like more opportunities for outings and activities in the local community, as well as additional evening activities. Some comments were also made about ensuring meals are always served hot and supporting residents to raise concerns freely.

Overall, the feedback reflects a high level of satisfaction with the care, support and quality of life provided at Hampton Manor.

Findings

Communication...

The feedback from residents and their families suggests that communication at Hampton Manor is viewed very positively. Residents and relatives consistently highlighted open, honest and friendly communication and staff were open and positive in their interactions going above and beyond. Family members welcomed the information on their loved ones care and regular updates, particularly where communication may be difficult with their family. Individual preferences were honoured and care appears to be tailored to individual needs, for instance female staff to take female residents to the bathroom.

There were no significant negative themes relating to communication identified within the comments provided. However, during the visit, our representatives observed an occasion where a manager intervened while a resident was sharing an experience of a man attempting to enter her room and asked her to stop repeating it. While there may have been reasons for the intervention that were not apparent to our representatives, it is important that residents are able to communicate freely during engagement visits and have the opportunity to share any experiences or concerns they consider relevant without interruption. Where clarification or additional context is required, this can be provided to representatives following the conversation to ensure both the resident's voice is heard and the circumstances are fully understood.

"I get updated on my mum's care plan and they're letting me know of any changes"



Environment...

Overall, residents and relatives spoke very positively about the environment within the home. Many described it as welcoming, comfortable and homely, highlighting the opportunity to personalise bedrooms, flexible visiting arrangements and facilities that supported every day living, such as the laundry service and access to refreshments which residents could help themselves to. Residents and families also valued the range of social opportunities, including visits from pets and interactions with people of different generations, which helped create a warm and engaging atmosphere. One relative commented that the home had delivered on everything discussed before admission and consistently felt like the resident's own home. A small number of suggestions for improvement were made, including more opportunities for trips into the local community, a better view from one resident's room and ensuring hot meals are always served on appropriately warmed plates. One resident also raised concerns about another resident attempting to enter her room and speaking negatively to her.

Overall, the feedback indicates that residents and relatives view the home as a positive, caring and comfortable place to live, with only a small number of areas identified where the experience could be further enhanced.

"We all adore the environment, we are able to personalise our rooms"

"All visitors and family members are so happy with the quality of the environment, the home is unbelievable, we have no concerns and they can't seem to do enough"



Social Preferences...

Residents and relatives of Hampton Manor were generally very positive about how the home supports individual preferences. Many commented that food choices were varied, with alternative options available and staff accommodating personal dietary needs and preferences wherever possible. Examples included providing fresh fruit, offering a choice of meals and adapting menus to individual tastes. Our representatives also observed positive interactions between staff and residents, with staff responding promptly to requests, offering reassurance and taking time to engage in friendly conversation.

Residents valued the activities available within the home, including entertainers, bingo and regular coffee mornings. However, the most common area for improvement related to opportunities to leave the home. Several residents expressed a wish for more organised outings, such as visits to the countryside or coast, and one relative suggested that access to a wheelchair-accessible minibus would help make this possible. It was also noted there was a lack of activities in the evening for residents. Some residents also commented that while the food was generally good, they would enjoy stronger flavours, occasional favourite meals or hotter food.

Overall, the feedback suggests the home makes a genuine effort to understand and meet residents' individual preferences, while greater opportunities for community outings would further enhance residents' quality of life.

“There are activities and games upstairs, sometimes I take part but there's nothing on, on the night time, I used to love to dance Quick Step, Foxtrot”

“The only thing is they don't have an accessible minibus”

Hampton Manor Activity Planner					
May 2026					
ARLINGTON CARE GROUP					
Monday 4th	Tuesday 5th	Wednesday 6th	Thursday 7th	Friday 8th	Saturday Coffee Morning
Chair Exercises F1 10:30	Chair Exercises F1 10:30	Chair Exercises F1 10:30	Chair Exercises F1 10:30	Chair Exercises F1 10:30	Floor 1 Lounge 10:30am
Ping Pong Game From 2pm	Pamper Day From 2pm	Cup/Ball Game From 2pm	Bingo From 2pm	Bean Bag Throwing From 2pm	Tombola & Raffle
Monday 11th	Tuesday 12th	Wednesday 13th	Thursday 14th	Friday 15th	
Chair Exercises F1 10:30	Chair Exercises F1 10:30	Chair Exercises F1 10:30	Chair Exercises F1 10:30	Chair Exercises F1 10:30	
Church Service From 2pm	Marty as Slots Singer From 2pm	Residents Meeting	Pamper Day From 2pm	Movie Day From 2pm	
Monday 18th	Tuesday 19th	Wednesday 20th	Thursday 21st	Friday 22nd	
Chair Exercises F1 10:30	Chair Exercises F1 10:30	Chair Exercises F1 10:30	Chair Exercises F1 10:30	Chair Exercises F1 10:30	
Dominos From 2pm	Pamper Day From 2pm	Quiz From 2pm	Brainbox From 2pm	Ladies Day From 2pm	
Monday 25th	Tuesday 26th	Wednesday 27th	Thursday 28th	Friday 29th	
Chair Exercises F1 10:30	Chair Exercises F1 10:30	Chair Exercises F1 10:30	Chair Exercises F1 10:30	Chair Exercises F1 10:30	
Quizzes From 2pm	Pamper Day From 2pm	Ballroom Volleyball From 2pm	Gentlemen's Day From 2pm	Crafts If Staff Available From 2pm	

Staff and service...

Residents and relatives spoke very positively about the staff and the support provided within the home. Staff were described as approachable, friendly, warm and accommodating, with residents feeling that their needs were listened to and responded to. Several people highlighted examples of staff going above and beyond, including providing additional support during difficult or stressful situations and responding sensitively when concerns were raised. One family shared particularly positive feedback about the care provided at the end of a resident's life, describing how staff supported the wider family, accommodated their needs and provided compassionate care to ensure the resident was comfortable and treated with dignity.

Some feedback highlighted improvements in the service over time. One resident reported that, during the early period of their stay, there had been a higher reliance on agency staff, higher staff turnover and less structure, but felt that the service had improved significantly since then. Agency staff continue to be used at times, particularly when permanent staff are unavailable, and residents had mixed views about this. One resident also suggested that the length of some shifts could affect staff effectiveness and felt shorter shifts may be beneficial. Overall, however, the feedback indicates a strong level of satisfaction with the staff team, with residents and relatives valuing their kindness, responsiveness and willingness to provide person-centred support.

"The staff are all very approachable"

"They go over and above their job"



Staff feedback

Communication

Staff described communication within the home as open and person-centred, with a strong emphasis on making sure residents feel listened to and understood. Residents have monthly meetings where they can raise issues or discuss anything that is important to them, alongside day-to-day conversations with staff. Staff said they make time to speak with residents about their wellbeing, interests, memories and preferences, and aim to adapt their communication style where someone may have dementia, anxiety or communication difficulties. This includes speaking more slowly and clearly, using different words or demonstrations, and taking time to understand why a resident may not agree with something.

Staff also highlighted the importance of good communication between colleagues and with families. Handover meetings, team discussions and day-to-day communication help ensure staff are aware of changes in residents' needs and that concerns are followed up. Staff described working closely with families to discuss residents' wellbeing and care needs, and said concerns raised by residents are listened to and addressed where possible.

Overall, the staff feedback presents a responsive and inclusive approach to communication, with an emphasis on listening, adapting to individual needs and working together to support residents' safety and wellbeing.

"Some of our residents have had amazing lives and I love to listen to the stories"

"Some residents may need additional support due to their dementia diagnosis, language barriers, or anxiety, we make time to listen to concerns, memories, preferences and experiences"

Environment

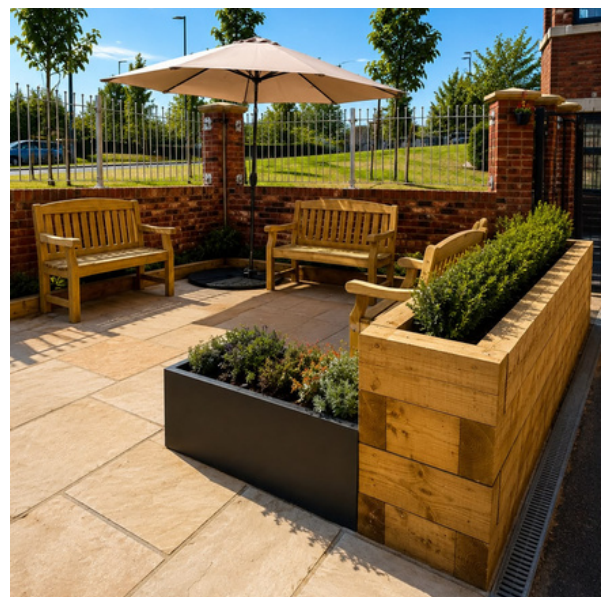
Staff described the home as warm, welcoming, clean and homely, with considerable emphasis placed on creating an environment that feels personal to each resident. Residents are encouraged to bring in photographs, artwork, furniture, bedding and other personal belongings to make their rooms feel like home. Staff also highlighted a range of communal spaces, including lounges, a Namaste/relaxation room and corridor seating, which provide residents with different options depending on whether they want to socialise or have a quieter space.

The garden was a particular positive feature, with staff highlighting a recently improved outdoor area with seating and a water fountain. Residents are encouraged to access the garden regularly, either independently or with support from staff or family members. Staff

also spoke about supporting residents to maintain their independence and dignity wherever possible, including enabling them to spend time outdoors and make choices about where they spend their time.

Overall, staff felt that the physical environment, alongside the positive relationships between staff and residents, contributes to a friendly, personalised and supportive atmosphere. Particular emphasis was placed on ensuring residents feel valued and that the home remains a place where both residents and their families feel welcome, including during end-of-life care.

“The best thing about the home is the good energy that the staff pull out, even though they are so busy during the day and sometimes as expected with this job it can be stressful”



Social Preferences

Staff described a person-centred approach to understanding and supporting residents' social preferences; information is gathered through conversations, life histories, care plans and regular reviews. Residents are asked about their likes, dislikes, hobbies and interests, and staff aim to use this knowledge to offer activities and experiences that are meaningful to each individual. Residents are invited to participate in a range of daily activities, including bingo, dominoes, exercise sessions, music and visiting entertainers, alongside regular coffee mornings and seasonal events. Staff emphasised that participation is a matter of individual choice, with residents able to choose to join in.

There was also evidence of flexibility around food and mealtime preferences. Staff described offering residents a choice of meals each day, providing alternatives where the menu does not meet their preferences, and adapting portion sizes for those with smaller appetites. Snacks and drinks are available between meals and residents can request food outside normal mealtimes where needed. Staff also highlighted

opportunities for residents to maintain their religious and cultural preferences, including regular church services and Holy Communion for those who wish to participate. Currently there are no residents with religious or cultural needs outside of the Catholic Church or Church of England, however they would be accommodated if required.

A key area identified for future development was opportunities for outings beyond the home. Staff acknowledged that organised outings are not currently taking place regularly, although plans are being considered to improve transport and provide residents with more opportunities to access the local community. Overall, staff felt that residents' individual preferences are well understood and supported, with choice, flexibility and personal interests incorporated into daily life within the home.

Staff/Service

Staff continuously described a supportive, caring and resident-focused culture within Hampton Manor. They explained that staff are encouraged to get to know all residents, with staff rotating across different areas of the home and wearing name badges to help residents recognise them. Staff said they make time to sit and chat with residents throughout the day, building positive relationships and responding promptly when support is needed. Family members are also encouraged to speak with staff, with many maintaining regular contact to receive updates about their relatives.

A strong theme throughout the feedback was that staff feel valued and supported by the management team. Many highlighted regular appraisals, recognition schemes, bonuses and paid birthday leave as examples of how their contributions are acknowledged. Staff also described managers as approachable, caring and supportive, particularly during periods of personal difficulty or when additional support is needed. Several staff commented that feeling appreciated helps them provide the best possible care for residents.

One member of staff reflected that increasing administrative and regulatory requirements can reduce the amount of time available to spend directly with residents. Despite this, staff expressed a strong sense of pride in their roles and described the greatest reward as seeing residents safe, happy and well cared for. Overall, the staff feedback reflects a positive and supportive working environment, with a clear commitment to delivering compassionate, person-centred care.

“We get thanked all the time from our manager and also our directors. I was nominated for Employer of the Month for going over and beyond and I got a beautiful bunch of flowers and a bottle of wine”

“In my role I love caring for people and making them happy and smile and giving the best care to them I can”

Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from residents, relatives and staff.

- Continue to build on the strong, person-centred relationships between staff, residents and families, ensuring residents feel listened to, respected and involved in decisions about their care and daily lives.
- Continue to provide opportunities for residents to express their views, preferences and concerns through regular resident meetings and day-to-day conversations, ensuring residents are able to communicate freely and in a way that suits their individual needs.
- Continue to support and recognise staff, maintaining the positive culture described by staff and residents and ensuring staff have the time, resources and support needed to provide high-quality, person-centred care.
- Explore opportunities to provide more accessible outings and activities outside of the home, including progressing plans for suitable transport.
- Consider ways to ensure meals are served at an appropriate temperature and provide greater variety, including options for residents who prefer stronger or more varied flavours and favourite meals.

Provider response

Continue to build on the strong, person-centred relationships between staff, residents and families, ensuring residents feel listened to, respected and involved in decisions about their care and daily lives.

We are delighted that the positive relationships between our residents, families and staff were recognised within the report. Knowing our residents as individuals is at the heart of how we work at Hampton Manor. We will continue to involve residents and their families in care planning and everyday decisions, while making sure their individual wishes, choices and preferences remain central to the care and support we provide.

Continue to provide opportunities for residents to express their views, preferences and concerns through regular resident meetings and day-to-day conversations, ensuring residents are able to communicate freely and in a way that suits their individual needs.

We will continue to encourage residents to share their views through resident meetings, care plan reviews and, importantly, the everyday conversations that take place throughout the home. We would also like to clarify the observation regarding the manager's interaction with a resident during the visit. The resident, who lives within our dementia unit, appeared concerned during the conversation, so the manager approached to check that she was comfortable. Once reassured, the manager moved away and the conversation continued. This was simply a welfare check based on knowing the resident and recognising when she may need reassurance and was never intended to influence or restrict what she wished to say.

Continue to support and recognise staff, maintaining the positive culture described by staff and residents and ensuring staff have the time, resources and support needed to provide high-quality, person-centred care.

We are incredibly proud of our team and were delighted to see the kindness, warmth and genuine relationships they have with our residents reflected in the feedback. We will continue to value and support our staff, recognise the difference they make every day and ensure they have the training, resources and support they need to provide the best possible care for our residents.

Explore opportunities to provide more accessible outings and activities outside of the home, including progressing plans for suitable transport.

We have listened to our residents, and we would love to give them more opportunities to get out and about, enjoy days out together and remain connected with the wider community. We will continue to explore options for accessible transport, with our residents involved in choosing where they would like to go and the outings and experiences that would be meaningful and enjoyable for them.

Consider ways to ensure meals are served at an appropriate temperature and provide greater variety, including options for residents who prefer stronger or more varied flavours and favourite meals.

We have listened to the feedback around our meals and will continue to work closely with our residents and catering team. We will monitor meal temperatures and encourage residents to tell us about their favourite meals, flavours and foods they would love to see on the menu. Food is such an important part of daily life at Hampton Manor, and we want mealtimes to be something our residents genuinely enjoy and look forward to.

We would like to thank Healthwatch for visiting Hampton Manor and for the lovely feedback received from our residents, relatives and staff. We are very proud of our home and our team, but we will always continue to listen, learn and look for ways to make life at Hampton Manor even better for the people who live here.

With warmest regards,

Kirsty Minchell, Registered Manager

On behalf of the residents and team at Hampton Manor



healthwatch

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