

Enter and View Report

Location of visit	Manor Croft Care Home
Service provider	Constantia Care
Date and time	14 th April 2026, 9.30am-1 pm
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Acknowledgements

Thank you to all residents, visitors and staff, at the Manor Croft Care Home, who took the time to speak with us and share their experiences of the service. Thank you also to Caron for arranging the visit and spending time with us on the day.

Disclaimer– This report relates only to the visit carried out on the specified date and is not a representative portrayal of all residents, visitors and staff, only those who spoke with us during the visit or completed our digital surveys or engaged with us online.

What is Enter and View?

Enter and View is a visit to a health or social care setting by Authorised Representatives of Healthwatch Kirklees and Healthwatch Calderdale as a means of gathering evidence of people's experiences.

Enter and View is one of the many tools used by Healthwatch to gather opinion. The visits are not a formal inspection or part of an investigation.

Healthwatch Kirklees and Healthwatch Calderdale have a right to carry out Enter & View visits under the Health and Social Care Act 2012.

Enter and View visits give service users, visitors, carers and staff the opportunity to speak to an independent organisation about their experiences of health and social care services.

They may talk to us about things which they feel could be improved, but we also want to find examples of good practice so that we can recognise and promote things that are working well. The visits may focus on a single issue across multiple settings, respond to local intelligence about a particular setting, explore an area we haven't visited before, or be carried out at the request of a service to better understand how it operates.

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The service

Manor Croft is a two-story, purpose-built home, in Dewsbury. The home is positioned on the outskirts of the town centre, within easy reach and in a residential area near a local park.

It provides residential, nursing and dementia care for up to 40 residents. Respite care is provided when space is available.

Communal areas are situated on the ground and first floor, with residents' bedrooms on both floors. There is a generous car parking area at the front and to the side of the building.

Why did we visit?

This was a 'positive offer' visit, requested by the service to support them to gather feedback from residents, staff, and visitors, to better understand life at the home and highlight what is working well and what could be improved. This supportive visit is part of our ongoing programme of work in adult social care settings.

Staffing and resident numbers

At the time of our visit, the home had 37 residents. Staffing on the day: 17 staff members, including a manager, deputy manager, 1 nurse, 1 team leader, 5 care staff, 1 wellbeing co-ordinator, chef, kitchen assistants, and domestic staff.

What we did

We carried out a prearranged visit which took just under 4 hours. We visited the communal spaces, and spoke with residents, visitors and staff. The visit was informal, and we had conversations about safety, independence, choice, dignity, food, dining and activities.

We invited feedback via our feedback box positioned at the entrance, and an online survey for individuals who were unable to speak to us on the day, and this was made available for one week following our visit.

We spent our time speaking to individuals in lounges and communal areas. Where any residents requested to speak to us in their rooms, we talked to them in pairs. We also used our senses to note our impressions of the home (the '5 senses' approach). All residential areas were visited before lunch.

We engaged with 23 individuals: 16 residents on the day, 5 staff members and engaged with 4 visitors, either in person or through our online option.

Overall impressions

On arrival at the home, we were welcomed warmly at the door and our ID was checked. We were initially unable to locate the doorbell, as it was positioned on the door frame and was not immediately visible. This made it unclear how to alert staff to our arrival.

We were asked to sign in and were given a choice of two options: digitally or using a paper sign-in book. It was positive to see both options available, as not everyone is comfortable using digital systems.

In the entrance area, there was an information board for residents and families. Our Healthwatch visit poster was displayed on the entrance door and around the building.

We noticed that alert bells were ringing when we first arrived, indicating that residents required support in their bedrooms. This reduced as the visit progressed and morning care needs were met.

A 'Champions Board' was displayed, showing who residents or visitors could speak to about different topics. There was also an artistic image of hands in the foyer, representing connection, unity and care. This was a bold and striking piece, although it may not suit everyone's taste.

We were introduced to the manager and shown around the communal areas and outdoor spaces. During the tour, the manager introduced us to residents and staff, stopping to chat with residents along the way. This was positive to observe.

The home had a calm and settled atmosphere. Although the temperature felt warm to us, residents appeared comfortable and relaxed.

Music was playing in the foyer. The manager explained that residents can choose what they would like to listen to as requested. Staff generally play an easy listening radio station.

There were many personal items and decorations throughout the home, which created a homely feel. One resident showed us a wooden model they had made, which was displayed in a communal area at staff suggestion. The resident appeared pleased that others could enjoy it.

There were carpeted lounges and dining areas on each floor, with a range of seating options to suit different needs. Seating was arranged around the edges of the rooms. We suggested to the manager that arranging seating in smaller groups may encourage more social interaction. The manager explained that seating is usually arranged in this way but had been moved to accommodate a coffee morning and meetings taking place during our visit.

The ground floor lounge was busy and set up for a social event. The upstairs lounge was quieter at that time, although we later saw residents and visitors using the space. Curtains had been drawn in one area to reduce bright sunlight. All communal areas were of a good size.

Bedrooms are located on both floors, with more mobile residents using rooms upstairs. All bedrooms include a toilet and basin. One team member noted an odour of urine in some corridor areas near bedrooms, while others noticed only a faint smell at times. The manager explained later that during the time of the visit people were receiving personal cares which can leave a lingering odour at some points of the day. They complete a walk round daily, sometimes more, to observe and monitor for odours and infection control concerns.

The outdoor space at the rear of the home was pleasant, with seating, a water feature, and a raised herb garden. One resident was enjoying the space during our visit.

There is also a purpose-built café, Lilley's Café, located in the garden. This provides residents and visitors with an experience similar to going out. It was not open during our visit, but we were told it is used regularly. As the garden is not fully secure, some residents require support to access it safely.

Residents spoke positively about the outdoor space. There were bird tables around the building and some bird houses on resident's windows to watch the wildlife. One resident told us they had taken the role of filling up the bird feeders and valued this responsibility.

At the front of the building, there is a well-maintained blossom tree, which adds to the overall appearance of the home.

What works well at the home or may need improvements

We wanted to know what residents felt worked well at the home and whether they felt any improvements could be made. Residents spoke positively about the home and said they felt well looked after expressing satisfaction with the care and services they received.

One resident described it as a "*decent place*", while many others said they liked living at the home, felt happy there, or commented on how good the home was. Some residents explained that being local to the area before moving into the home had helped them settle in well.

Residents highlighted the following as working well:

- Activities
- Laundry services
- Staff
- Cleanliness
- Overall care
- Caring approach

A couple of residents spoke positively about the laundry system and explained that they could not fault it. They said that occasionally clothes were mixed up, but this was usually resolved easily because all clothing

was labelled with room numbers. One resident who had previously lived in another care home rated this home very highly in comparison.

Residents' comments about what was good about the home included:

"It's clean – I just had my curtains washed and they have cleaned my bedroom floor"

"Lots of friends and I get on very well with the staff"

"It's good. If you have to come to live in a care home this is the one. Very friendly"

"5 out of 5 stars"

Staff were mentioned positively by several residents. Residents described staff as caring, supportive and approachable, a good staff team. With some saying staff felt like friends. One resident said that staff *"try their best"*.

A resident mentioned that a spring clean had recently been completed in their bedroom. They felt this was positive, as it was something they would previously have done themselves.

One resident said they rated the home as *"5 stars in fact 6 stars"*.

Some residents said they would not change anything about the home and said they felt very comfortable living there. One resident felt management could be more visible and said they would like to see more staff available around the home. Another resident shared that they missed seeing family members more often.

Residents also shared ideas about what could further improve the home environment. One resident raised concerns about areas of red brickwork in the back garden becoming chipped and slippery during wet weather. They told us they planned to raise this at the next residents' meeting. Another resident felt that having more opportunities for interaction with animals would improve their experience at the home.

Health and Safety

On arrival we checked to see if there were any areas to avoid due to infection control restrictions and were told there were none.

We were informed that a fire alarm test would take place at 10.30am and were given clear instructions on what to do in the event of an emergency. The alarm went at 11am and staff informed residents in advance and explained that doors would close automatically.

The home uses keycodes for exits and stair access. Residents who are able to move independently are given the code, which is changed regularly for safety.

All residents we spoke to told us they felt safe and comfortable within the home, a couple saying they felt *“very safe”*. A visitor told us they felt the person they visit feels safe. Staff we spoke to felt it was a safe place to work. A resident told us that when they use their call bell, staff respond and provide support as needed.

Additional resident comments:

“100% safe”

“Yes, you can’t have a better set of staff” (describing feeling safe)

Independence, choice and dignity

We asked residents how their needs were met and if they are supported to be as independent as they want to be, with most saying that they are. One resident said they felt, *“very well supported to live my life”*. Another mentioned that staff take them out on shopping trips which was something they valued.

One resident shared that while they feel mostly independent, there are times when they feel their abilities are underestimated, *saying “it sometimes feels like they think you are daft – some are.”* They explained

they prefer not to use certain communal areas due to other residents being asleep.

One resident felt they were reasonably supported.

One resident shared they had received advice from someone close to them about considering alternative accommodation. However, they said they feel comfortable in the home and value the social connections they have built.

A practical concern was raised about difficulty operating a TV remote control due to an impairment, which limits access to preferred programmes including sports.

A resident was seen receiving an amazon delivery as we were leaving.

A resident said that they *"can't fault it here"*, explaining they had recently decided to give up meat for lent and had felt so supported to do this as they were offered alternative choices, such as baked potato, egg chips beans and fish. They went on to say that the staff have helped during this time suggesting other options to replace meat.

Another mentioned the support and encouragement given to help with their weight loss journey. Although they feel it was their own mindset that enabled them to do this, the positivity and encouragement staff give helps. Staff and external professionals notice the changes and complement them on the success. We could see this this support and acknowledgement meant a lot to them.

We asked if residents felt heard or listened to and if they feel their dignity was respected, the majority said they did. A couple said *"mostly"*.

Here are some resident comments about been heard and dignity respected:

- *"Yes, very much so"*
- *"Yes, mostly and they are good if you need anything for personal use"*
- *"Oh my god, yes, good staff."*

Residents we spoke to said if they need any help during the day or night, they know how to alert staff. One resident said they would go and get help as needed. One resident with limited capacity said they were not sure but did feel safe at the home.

One resident, managing a long-term health condition, spoke positively about staff and the services provided. Another resident mentioned that environmental factors were not always considered in relation to their health needs, although they added that staff were generally responsive when support was requested.

One resident wasn't expecting to stay long at the home, but the planned rehabilitation at another service didn't go ahead due to a lengthy delay. It had made it difficult for this resident to make some important decisions about their own home. This was not the home's fault they said, but the resident was understandably frustrated and blamed the local council.

Some residents talked about feeling cared for and how staff were aware of how they were feeling and checked in with them.

One resident explained they needed extra support from staff but were able to make the choices about when to get up and retire to bed. Another mentioned the great support they had received with their past mobility issues. Another resident explained that physiotherapy support had started after an initial delay. However, they said they were unsure about the next steps in their progress towards improved mobility. We offered to speak to the manager on their behalf, but they said this was not needed.

Residents have the option to decorate their own room with personal items, own curtains and wallpaper choices. One resident told us they had their own fridge in their room. We noticed resident names on doors to identify individual rooms.

Socialisation, activities and entertainment

We were told that the Wellbeing Co-ordinator works full time, Monday-Friday, but is flexible to work weekends at time of special events such as a recent Easter celebration. During our visit, she was busy catering to

residents' enjoyment of the coffee morning. The manager told us that activity plans are displayed and shared with residents.

We were told that individuals living in the assisted living building next door are invited to special events, which supports wider social interaction. The assisted living building overlooks the home's garden, and we were told that individuals regularly wave to residents.

Residents can access local amenities, including a nearby park and pub (the pub provides sandwiches when residents visit). The home is looking forward to a new minibus which they will share with their sister home, Linson court. The manager said this will make it much easier to go out with residents.

The hairdresser comes every other week, on a Friday, to provide hairdressing services for residents. A staff member told us the residents get involved in bingo, garden club and coffee mornings. They felt that activities for residents are better provided in the morning as they often want a nap in afternoon.

Residents mentioned enjoying pampering sessions, with nail painting and face masks. The coffee mornings were mentioned as a positive activity and also the chance to share their views at the residents' meetings. The manager also mentioned the meeting which was called "Running of our home meeting".

One resident said there were lots of activities to join in with. Another said they didn't get involved in the activities as they were happy to just sit. They explained that they don't feel they need to do anything at this age, as they've done things all their life. One person talked about building a wooden Eiffel tower which was displayed in the lounge and how they enjoy this type of thing.

A resident mentioned they had suggested the higher wooden planting pots/area in the garden with herbs in. They wanted something suitable for residents' using wheelchairs, at an accessible height so people could smell and touch the herbs. This idea has since been introduced and their husband helped by painting them.

Other activities residents enjoyed were:

- Listening to what's going on (happy to observe)
- Making friends
- Gardening
- Keep fit

At the time of our visit there was a coffee morning taking place in the lounge on the ground floor. We were told this happens every Tuesday for residents and visitors to get together. Tea and cake were served during this event. The residents seemed to be enjoying this social time together. Staff were actively engaging with individuals during this time.

Due to the layout of the room, residents were able to comfortably talk to those at either side of them. We felt it was a shame not to hold it in the garden café where the environment is more focused on sitting and interacting.

The television was playing during the coffee morning which may have been distracting. We mentioned our thoughts on this with the manager later as background noise and images can be distracting and spoil social interactions.

We had conversations with residents about the social side of living here and friendships. Many told us the home was a friendly place with friendly people. One resident said they had made lots of friends, as there were some very nice people. Another resident noted that they had made a couple of friends among the other residents, but they felt this was relatively uncommon.

A resident living in a sister home comes to volunteer at the home weekly. They chat to residents and make tea and coffee.

We asked residents if there was anything they missed doing. Some residents felt there was nothing they missed. One resident said they missed having pets, another said they missed family.

A visitor told us they would rate the range of social activities for the person they visit as average, but they have never thought of suggesting any ideas or different things to do.

Food and drink

Food is cooked in-house at the home. Breakfast starts at 9am, but we were told residents can have this whenever they want it. The main cooked meal is served at lunchtime, apart from Tuesday as they have found the coffee morning reduces appetite at lunch time, so the main meal is served at evening time on these days. Light tea and supper are also served. We were told that menus are displayed in communal areas.

The manager explained although there is a protected mealtime this is only to encourage visitors not to arrive at this time, so that mealtimes are not disturbed and residents get the best experience. Visitors are not asked to leave if they are already in the home at mealtimes. Visitors can, and do, eat with residents at no extra charge, in the dining room.

Residents told us they can eat where they like, in their rooms or in the dining room. One resident said there can sometimes be a delay when eating in own room.

A few residents mentioned that the temperature of food served in their room was not always warm enough. They felt this was due to timings, cold plates or staff shortages. They all said they don't make a fuss at the time, but it was something that needed improving. We agreed to mention this to the manager later, who made a note of this issue. Another resident shared a different opinion, saying, *"Nothing wrong with the food here"*.

One resident said they wished the breakfast was earlier as they were an early riser but explained they could have a cooked breakfast daily with bacon, egg, beans, which they said was all good. Another resident explained they were currently choosing to eat salads, as this worked better for them overall. Although they had enjoyed meals over Christmas, Easter and at weekends, they said they were now back to their plan and felt supported by staff to maintain this.

Many residents expressed high levels of satisfaction about the food and dining experiences, explaining about the variety of food and choice at mealtimes. The chef was described as “*fantastic*” by one resident.

One resident mentioned that some meals had previously been blended when they did not feel this was needed. They said they wanted more choice and involvement in decisions about their meals. They felt this had now been resolved satisfactorily.

One resident, who described themselves as “a foodie”, said they like to purchase meals from Wiltshire Farm Foods, which they feel are very good. They explained that, as the meals are microwaved before being brought to their room, they usually arrive warm.

Additional comments from residents:

“It’s ok but they need to be providing more bananas”

“Food good, staff will always accommodate with alternatives if you ask”

“Decent food, set menu”

“Foods very good here – I love bacon”

A visitor told us they felt the food was good at the home for the person living there.

Visitors to the home

We were told that visitors have open access to the home. One resident told us their family can come to see them when they want.

Visitors said they could visit at a time suitable to them and they feel welcome. The signing-in book for visitors is provided in two different formats, enabling people to choose digital or pen and paper options.

We were told that visitors are invited to events, coffee mornings and family and resident meetings. Staff members mentioned family and resident meetings as something positive about the home.

There are notice boards aimed at visitors in the foyer and on the staircase leading to both floors. There is a system call Familio where families can post things and share memories on an individual basis.

A visitor told us that they felt the overall service for the person living here was, good. Another said the home was excellent. One visitor was unsure if the individual needs of the person they visited were catered for. Personal care for residents was rated as good by one visitor.

Staff at Manor Croft Care Home

Staff were welcoming, visible, and engaged positively with residents. They appeared happy in their roles. We noted warm interactions with residents, and, during our visit, we saw a staff member chatting to a resident in their bedroom. Staff appeared well-motivated and carried out tasks in a friendly way.

Many staff have worked at the home for several years, with one having been there for 20 years. This supports continuity of care for residents.

We were told the home sometimes uses agency staff when the need arises, but they use the same agency. They also have a team of 6 nurses to support the home.

Residents told us they have positive relationships with staff, who were described as caring and easy to approach. One resident was full of praise for the staff and the care received. Another resident explained they are unable to do much due to limited mobility and the staff help and support them if they want to do anything. Another mentioned giving boxes of chocolates for staff to share as they appreciate the care so much.

There was mixed opinion on the time staff had available to have a chat with residents. Some felt staff always had the time to chat, with others explained, *"Yes, but limited on a one-to-one basis"*. A couple of residents felt more staff were needed, with one saying sometimes they (staff) say they will come back to see them (in their room) and don't. They felt this was due to staff shortages.

A visitor felt an improvement would be if there was more time for staff to be able to socialise with residents, or to have schemes for outside visits from volunteers or organisations to come and socialise with residents regularly.

One resident said they knew the staff well, in fact, very well. But one resident said they felt the staff didn't really know what they liked or disliked.

Additional comments from residents:

- *"Staff are fantastic and like friends"*
- *"Caron is like the fairy on a Christmas tree – the care filters down – all good staff and management alike".*

The home manager was described as approachable by residents.

Visitors' comments:

- *"They are good girls here"* (talking about the staff) they explained that they are local to the area and many of the staff are too. *"We will know their grandparents, which is nice"*
- *"Overall Manorcroft staff do an excellent job"*
- *"The staff seem to really care and aren't just going through the motions of doing a job."*

A visitor spoke positively about the home, explaining the resident has gone from strength to strength since they came here- and the resident agreed they had.

Staff were positive about working at the home, telling us *"Its lovely, I like it"* or *"I love working here"*. One staff member explained it must be good as they had worked there for a very long period of time, explaining that there were many longstanding staff working here.

Staff told us they felt supported in their roles. A staff member who had worked in different areas of the home said the support was good and consistent in all the different roles they had worked in. One staff member said the support was even better now. Staff said the manager and the clinical lead provided staff with good support. The manager said they felt supported by Contantia Care.

Training was mentioned as good by staff and that there were lots of it to access. A staff member we spoke to had just returned from a break and said they were able to take breaks appropriately. They explained they preferred to complete their tasks first and then take their break afterwards.

Staff told us they knew who and how to report concerns if the need arises. The management team were described as approachable, a couple of staff members said that support was at the end of a phone at any point if needed. One explained that if they have a question or concern, even on a weekend when they are not on shift or not in work they can speak to someone and get support.

A resident said that they feel comfortable talking to staff or going straight to Caron if they had a problem. A visitor also said they would feel comfortable talking to a staff member or manager if they had a concern or issue. They also said if they needed more information on how to raise a concern or issue, they would like this information sharing via email.

The majority of staff we spoke to rated working at the home as 5 out of 5 stars or very good. Many staff also feeling the service for residents is also 5 stars out of 5.

Additional comments from staff:

- *“Good manager – really hands on. As she has worked her way up to the role, she knows what to do and when to jump in. She mucks in as needed”*
- *“It’s a warm environment it feels nice (to work in) friendly”*
- *“It feels like home, I’ve worked here 6-7 years”*
- *“I’m happy”*

Staff told us what they felt worked well at the home – support and good management were talked about, again and again by staff. They valued how good the staff team was and how they worked together well.

- *“It’s good we all work at the same level, to do the best we can for residents. The residents come first.*
- *“Clinical lead nurse – I can contact whenever if needed, on day off when not working – supportive.”*

- *“They do a lot with residents here (more than where I worked) something every day.”*
- *“The residents are well cared for”.*

A staff member told us that the residents themselves are a big part of what makes the home such a positive place. *“They make the home, or a good part of it”.* They explained.

Another staff member said that residents can share their views at any time – often a resident will ask to speak to Caron, and she will stop and pull up a chair or go to their room, get some biscuits and a coffee and chat and hear their views. They felt this was the right approach as *“It’s their home (residents) they should be listened to”.*

Many staff felt there wasn’t anything to improve or they were happy. Others felt more staff were needed and one said perhaps the décor could do with refreshing.

Health professionals supporting the home

The majority of residents are registered with the Earlsheaton Medical Centre, unless they choose to remain with their existing GP when moving into the home. We were told that the relationship with the GP service is currently working well following positive changes made after concerns were raised about previous systems and processes.

There are face-to-face visits by the GP practice every 28 days and a paramedic from the service provides a video call 3 times a week to speak to residents who need advice and support. They have a direct line and email access to the practice.

Residents keep their own dentist if they have one and Locala’s service is used for the rest. It was recognised there was a long wait for Locala’s dental service. Healthwatch passed on the name of a service which supports care homes with dental access.

A visitor told us they felt external support services could be improved for people living with diabetes, particularly around nail care. They also felt

there could be better access to specialist support for people with visual impairments to help meet their individual needs.

Conclusion

Overall, this was a positive visit. We observed a calm, welcoming environment where residents appeared comfortable and well cared for. Staff interactions with residents were warm and respectful, and many residents spoke highly of the care they receive.

Residents valued the friendly atmosphere, the support from staff, and the range of activities available. There were also examples of personalised care, particularly in supporting individual choices and wellbeing goals.

Feedback from staff was overwhelmingly positive. Staff described the home as supportive, friendly and well managed, with many speaking highly of the management team and teamwork within the service. Several staff members told us they enjoyed working at the home and felt well supported in their roles.

Some areas for improvement were identified, including consistency in food temperature, opportunities for increased social interaction, and ensuring all individual needs are consistently recognised and responded to.

Recommendations

Recommendations	Managers comments
<p>Review processes for serving meals to ensure food is consistently provided at an appropriate temperature, particularly for meals delivered to bedrooms.</p>	<p>I have reviewed the meal service processes to ensure food is consistently provided at an appropriate temperature, with particular attention to meals delivered to bedrooms. This included assessing delivery times, use of heated and insulated equipment, and staff responsibilities during mealtime</p>

Recommendations	Managers comments
	service. Temperature monitoring checks and mealtime audits have been reinforced, and resident feedback is being used to identify and address any concerns regarding meals arriving cold or below acceptable standards.
Review use of televisions during group activities to reduce distractions.	I reviewed the use of televisions during group activities and reduced unnecessary screen use to minimise distractions, improve participation, and encourage better communication and engagement among group members, with consent from all Residents
Continue to monitor staffing levels to support more one-to-one interaction time with residents	Introduced a twilight member of staff to improve staffing levels during peak times, enabling increased one-to-one interaction and enhanced support for residents
Address feedback regarding outdoor surfaces to reduce slip risks	External surfaces were inspected and quotes have been obtained for repair work to be carried out to reduce slip risks and warning signage installed where necessary. Ongoing monitoring and maintenance have been implemented.
We feel that the positive support that staff and residents have highlighted	Thank you sincerely for sharing this feedback. It is genuinely heartening to hear that the

Recommendations	Managers comments
<p>should be celebrated praised and continued.</p>	<p>positive support being provided has been felt and recognised by both staff and residents. This kind of reflection means a great deal, as it speaks to the care, compassion, and commitment the team brings every day.</p> <p>I will make sure this feedback is shared with the staff, so their efforts are properly acknowledged and celebrated.</p> <p>They work hard to create a supportive and respectful environment, and it is incredibly rewarding for that to be seen and appreciated.</p> <p>We are committed to continuing this standard of care and building on it further, always striving to make a positive difference to those we support.</p>