



Annual Report 2024–2025

Unlocking Change:

The voices of Rochdale residents.

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

Louise Ansari, Chief Executive, Healthwatch England

A message from our Chair

As I reflect on another year with Healthwatch Rochdale I am heartened to confirm that we have continued to meet our obligations to operate as an independent Healthwatch to champion for improved local health and social care services that represent the needs of residents.

However, from April 2024 into 2025 this has been in a climate of particular staff shortages which has placed pressures and challenges on the small Healthwatch staff team. I, therefore, wish to convey my thanks and appreciation for the hardworking and committed small staff team, led by Kate Jones our Chief Executive, who have adapted their ways of working in order to respond to the specific challenges and have worked tirelessly to successfully deliver the business of the organisation.

The issues identified has led to the need to review our operations, staffing assignments and, unfortunately, close our office base in order to move to full home working arrangement, and enter a new financial year with a strengthened organisation ready to deliver our ambitions for the forthcoming year. We have continued to actively engage with local people in order to seek their views and opinions through the Information, Advice and Signposting activities, the information we receive from speaking with residents informed the priorities we identified for our more in-depth engagement and project work undertaken in the last year and is underpinning our new quarterly themed survey and focus groups work programme taking place in 2025/26.

We have now fully embedded our Enter and View programme of visits in our plan of work activities, which in 2024/25 has focused, in the main, on Care Homes located in the Rochdale area, with one hospital revisit and 5 care home Enter and View visits and later a 6 monthly reviews of progress with action on recommendations.

In addition, we have continued to be an active member of the Greater Manchester Healthwatch Network and significantly contributed to their work programme. In the past year the Network have developed and established systems for collating and reporting intelligence received from across the 10 Healthwatch localities to illuminate the voices of our diverse communities and advocate on their behalf at all levels of the Integrated Care system and strive to hold decision makers to account for delivering improvement to more effectively meet residents' needs for health and care support.

A message from our Chair cont...

We continue to have a strong and committed force of volunteers undertaking a range of activities for Healthwatch, which has been supplemented by several new, and welcome, volunteers in the past year. They are very much the lifeblood of the organisation without whom we could not deliver many of our projects and cannot thank them enough for their time and commitment to the work of the organisation. In addition, I wish to convey special thanks to my fellow Board of Directors for their input in developing the Healthwatch strategic direction, policies, procedures and determining the key priorities and business for the forthcoming year, alongside their personal support and advice to me in my role as chair.

In conclusion we wish to convey our thanks and appreciation to all the Rochdale residents who have engaged with us over the last year and have brought to our attention what is and is not working about our health and social care system for you. We would like to remind you of the importance of continuing to feed in your experience of using health and social care services so we can ensure that we can represent your views to commissioners and providers of health and social care services and influence changes for the better to more effectively meet your needs.



"I am pleased to confirm that we have been re-awarded the FREDIE Silver Award as an organisation in recognition of our work on, and commitment to, diversity. I am also able to confirm that we have formally submitted our application to become a registered charitable organisation and are currently awaiting the decision."

Margaret Parker, Chair, Healthwatch Rochdale



**Investors
in Diversity
Silver UK**

Until
April
2026



About us

Healthwatch Rochdale is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.

Photo Credit, Ian Lord
Rambling Around Rochdale

Our vision

Improved health and social care experiences for everyone in Heywood, Middleton and Rochdale.

Our mission

We are the independent voice of Heywood, Middleton & Rochdale residents. We listen, challenge, and shape local health and social care services.

Our values are

- **CREDIBLE:** We hold ourselves to the highest standards, we are open and honest in everything we do.
- **CO-OPERATIVE:** We maintain a positive, forward-looking focus and work with others to get things done.
- **INCLUSIVE:** We start with local people first; we work for everyone.
- **RESPONSIVE:** We take what we know and translate it into actions.
- **ACCOUNTABLE:** We take responsibility for our actions and stand by decisions.

Our year in numbers

We've supported more than **2500** people to have their say, get information about their care, get a better understanding of Healthwatch and signpost to other services. We currently employ **4** staff and, our work is supported by **21** volunteers.

Reaching out:



600 people directly shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

43 people came directly to us for clear advice and information on topics such as how to access emergency dental services, making NHS complaints and Mental Health services locally.

14629 people visited our website for information and advice.

We held stalls at **20** events within the Rochdale Borough.

Championing your voice:



We published **5** reports about the improvements people would like to see in areas that included patient participation groups (PPGs), MMR vaccinations, Menopause within the ethnic minority communities and the pathways to CAMHS across greater Manchester.

Additionally, we published **5** Enter and View reports championing the voices of those within the care home settings of the Rochdale Borough and published **1** Enter and View revisit to Royal Oldham Postnatal Department.

Statutory funding:



We're funded by **Rochdale Borough Council** In 2024/25 we received **£140,00** which is the same as 2023/2024. .

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Rochdale. Here are a few highlights.

Spring

Partnership working across Greater Manchester Healthwatch to gather in lived experiences around the pathways to CAMHS.



We celebrated Volunteers Week with our dedicated volunteers in a local venue, opportunity to invite a friend who may be interested in volunteering.



Resulted in 2 new Advisory Group members.

Summer

Publication of "Measles Vaccine Survey Report", creating a better understanding around the barriers to the uptake of the MMR vaccination within the Rochdale Borough. Read it on our [website](#).



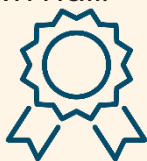
We carried out two Enter and Views in local Care Homes.

- The Willows, Broad Lane, Rochdale
 - Meadow View, Castleton, Rochdale
 - Lyndhurst, Middleton
- Recommendations made.



Autumn

Sponsorship and presentation of Mental Health Ambassador award at the "Educate Rochdale Awards" at Rochdale Town Hall.



Healthwatch Rochdale CEO, Kate Jones presented a "Healthwatch Mythbusting" at the Greater Manchester Listening for Change seminar.



Winter

Healthwatch Rochdale participated in a number of Quality Visits to local GP Practices within the Rochdale Borough.



We carried out an Enter and View on a local Care Home.

- Millfield, Bury New Road, Heywood.
- Recommendations made.





Working together for change

We've worked with neighbouring Healthwatch to ensure people's experiences of care in Greater Manchester are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at Greater Manchester ICS

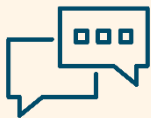
This year, we've worked with **9** Healthwatch across Greater Manchester to achieve the following:

A collaborative network of local Healthwatch:



We have progressed into the second year of our partnership agreement with the ICS, as part of a network of 10 local Healthwatch to amplify the voices of people across the region. We've contributed to regional strategies, produced GM-wide reporting, and launched shared platforms to strengthen our insight. Our representative ensures lived experience is heard and influences decisions across the ICS.

Voices from our communities:



We listened to thousands of people across Greater Manchester on topics like ADHD, Menopause, Pharmacy, Urgent Care and CAMHS. These insights were shared with the ICS and used to inform strategy, consultations, and influence service design. By working together across the region, we've made sure the experiences of individuals and communities are central to how health and care services are planned and delivered.

Building strong relationships to achieve more:



In November, Healthwatch in Greater Manchester hosted a conference, bringing together ICS leaders, Healthwatch staff, the VCSE sector and communities. We presented our work across the network, the importance of Healthwatch work and explored new ways of working, including stronger patient representation and co-production at ICS level. Healthwatch Rochdale CEO guest presented a session on "Healthwatch Myth Busting".

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

Here are some examples of our work in **Rochdale** this year:

Creating empathy by bringing experiences to life



Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.

Healthwatch Rochdale highlighted gaps in BSL translation services within Dental Care, and within Primary and Secondary Care by holding spaces in partnership with Northern Care Alliance with BSL translators for our Rochdale d/Deaf community. This gave them an opportunity to highlight the barriers they face and problems that arise.

Getting services to involve the public: MMR Vaccinations



By involving local people, services help improve care for everyone.

Given that measles cases are on the increase in England, Healthwatch Rochdale wanted to understand better the reasons why people do or do not have measles vaccinations. As the local health champion, Healthwatch Rochdale committed to sharing the anonymised survey findings on its website and with local health commissioners. Recommendations based on local resident input were added to the report.

Improving care over time: Children Adolescent Mental Health Service



Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.

The Healthwatch Pathways to CAMHS Report underscores the urgent need for clearer communication, streamlined referral processes, and coordinated service delivery. Improving outcomes hinges on reducing waiting times, creating a single point of entry for families, and ensuring ongoing support while awaiting assessment or treatment.

By addressing systemic disjointedness and enabling easier navigation—particularly for neurodiverse families—the service can become more responsive, equitable, and better aligned with the real needs of children, young people, and their carers, this will take time.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of health and social care help us know what's working and what isn't, so we can give feedback on services and help them improve.

We have used a variety of techniques to ensure residents can share their experiences such as our online offer, web form, on the ground engagement, telephone conversations, focus groups and text messaging service.

We would like to thank the amazing Voluntary, Community and Faith groups and networks within Rochdale for welcoming us into their spaces and for facilitating the space for Rochdale residents' voices to be heard and thank you to all the Rochdale people for sharing their experiences of health and social care with us. Your voices matter!



Unlocking Change – PPGs

Healthwatch Rochdale published their final findings on Patient Participation Groups (PPGs) in Heywood, Middleton, Rochdale and the Pennines after an 18 month piece of work.

GP practices in the United Kingdom are contractually required under the NHS General Medical Services (GMS) contract to establish and maintain Patient Participation Groups (PPGs). These groups ensure meaningful patient engagement through regular meetings, implementation of feedback, and annual activity reporting. Practices must ensure their PPG represents their patient population while providing necessary resources and documenting how patient input influences practice decisions.

What did we do?

The first deep dive into PPG's was completed in September 2022 when work was carried out after receiving feedback from Rochdale Borough residents that their GP practices did not have an active PPG.

Over the past 18 months, Healthwatch Rochdale has delivered a series of structured online training sessions tailored for practice staff. In addition, we have provided personalised support through one-to-one telephone consultations and in-person meetings with individual practices. Furthermore, we have actively supported Patient Participation Group (PPG) Chairs in strengthening and developing their groups to enhance community engagement and patient involvement. This success ensures that all local residents can have a voice in the continuous development of primary care delivery.

The final report highlights our collaborative approach with general practices across the borough, including the delivery of tailored training, one-to-one support, and development resources for PPG Chairs.

The work undertaken provides valuable insight into PPGs and the positive outcomes it continues to deliver for our local communities.



You can read The Final PPG Report on our [website](#).

Listening to your experiences

Championing community concerns to kick start PPGs across the Rochdale Borough

PPGs give patients the opportunity to meet with staff to discuss practice issues and use patient experience to improve service. With the changes that are currently taking place within Primary Care we recognise that PPGs are one of the best ways to get people involved and have a say when decisions are being made that affect their healthcare. We welcome the response we have received from our findings and look forward to working further with these groups.



The support Healthwatch Rochdale has provided to our practice over the past few months has been fantastic. Our Patient Participation Group is now fully established, and we have even recruited a Chair, thanks to the informative pack shared by the Healthwatch Rochdale team.

Key things we heard:



22%

GP Practices with an active PPG in 2022

43%

GP Practices with an active PPG in 2024

100%

GP Practices with an active PPG in 2025

Our work showed how a complicated bureaucratic process and poor communication across services can leave communities without access to basic healthcare.

What difference did this make?

We are proud to report that this sustained effort has resulted in 100% PPG compliance across all GP practices in Rochdale—an important milestone in strengthening patient voice and engagement in primary care services.

Hearing from all communities

We're here for all residents of Rochdale. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Attending themed events such as the South Asian Heritage Festival and Africa Day events.
- Linking in with local food banks and the Rochdale Food Poverty Network.
- Building a strong connection with the older people of the Rochdale Borough, partnership working with HMR Circle in hosting a Winter Keep Warm and Well event and being a stakeholder of the Rochdale Council Leaders older person forum.



Reaching Out- Making a difference in our communities.

Through strong partnerships and event networking, we have gathered Rochdale residents' voices about barriers and health inequalities by speaking to people whose experiences aren't often heard.



Breaking Barriers: BME Women's Health Inequalities Conference

It's important for services to see the bigger picture. Hearing personal experiences from women from the BME community and the impact on their lives provides a better understanding of the problems faced.

Healthwatch Rochdale were honoured to be guest speakers at this event, hosted by Rochdale Women's Welfare, sharing their Menopause Phase 2 findings and leading a focus group around barriers to GP's and hospital services giving women a voice and allowing us insights into their issues which was shared to wider stakeholders.

Talk English: What's In Rochdale Health Event

Services need to understand the benefits of involving local people to help improve care for everyone and understand language barriers.

A very successful event was held at Deepish Community Centre to bring together people new to the UK to learn more about our health and social care systems in Rochdale. We helped residents locate GP's within their primary care network areas and the offer of volunteering roles.



Reaching Out Event

Healthwatch Rochdale is proud to have hosted a stall at Rochdale Infirmary's "Reaching Out" event for the third year running—an inspiring initiative bringing together local health organisations to support people experiencing homelessness.

Attendees were offered hot meals, toiletries, and clothing. Healthwatch gathered vital feedback on health and care experiences, ensuring seldom heard voices are truly listened to. It was a powerful opportunity to offer advice on local services, share information, and make a meaningful difference in our community.

Hearing from our communities

Healthwatch Rochdale received feedback from Rochdale residents around their reluctance around the Mumps, Measles and Rubella (MMR) vaccination programme.

Given that measles cases are on the increase in England, Healthwatch Rochdale wanted to understand better the reasons why people do or do not have measles vaccinations. As the local health champion, Healthwatch Rochdale committed to sharing the anonymised survey findings and recommendations on its website and with health commissioners.

What did we do?

Healthwatch Rochdale coproduced a snapshot survey that was co-designed with Rochdale residents to get feedback around the uptake of measles vaccinations from Rochdale residents.

The results brought together the views and experiences of Rochdale residents. There were thirty responses from a variety of communities and backgrounds.

The free text sections of the survey provided rich feedback from a grassroots level, telling the system what matters to residents and possible changes needed to increase vaccine uptake.

Example of questions asked were about:

- Where local people go for health advice about their child or children.
- Reasons why their child has not had the MMR vaccine.
- Changes needed to help Rochdale residents decide about MMR vaccination.



You can read The Measles Report on our [website](#).

Hearing from all communities

Improving understanding of Menopause with ethnic minority communities

We investigated barriers to menopause health information and support for ethnic minority women.

People told us about language barriers, a lack of cultural understanding among service providers, and failure to address concerns about religious and dietary needs. Other concerns involved the stigma surrounding women's health.

The Phase 2 Menopause report is on our website:

<https://www.healthwatchrochdale.org.uk/report/2024-07-18/menopause-matters-phase-two-report>

Key findings of the report:

- There was a consistent message that there is lack of information, support and awareness of menopause.
- Some people experiencing perimenopause/menopause weren't aware of all the symptoms associated with this period of life and put their symptoms down to other issues.
- Perimenopause/ menopause affected areas of life including family life, intimate relationships, work life and mental health.
- Not all health professionals were knowledgeable about perimenopause/ menopause and HRT and information provided was often generic and not personalised.

Helping older Rochdale residents get information and advice

At Healthwatch Rochdale we had seen an increase in requests from older Rochdale residents leading up to the Winter months around health information, advice and signposting and their need for hard copy information.

To help reduce barriers and help with accessibility of information, we worked in collaboration with HMR Circle, a local organisation who offer support and community based activities for older people. (<https://hmrcircle.org.uk/>)

We held an "Older person keep warm and well" event in Kirkholt, an area with a high amount of older residents with 12 additional stallholders also offering support or services for the older residents such as energy efficiency advice, Winter vaccinations and Flu advice.

Alongside this John Shaw, founder of Rochdale charity Help4All supplied bed socks, hats, scarves, gloves and fleece blankets. Much appreciated items to help residents keep warm, lower energy prices and keep well in the colder months. A wonderful example of working together!

Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a GP Practice in your Primary Care Network— you can count on us. This year **43** people have reached out to us specifically for advice, support or help finding services.

Additionally, we have spoken to hundreds of Rochdale residents at events or within community settings and shared information or given advice.

This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health and partnership working with those assisting in preventative health
- Signposting people to additional support services



Our Vital Volunteers

Our fantastic volunteers have given an outstanding **995+ hours** to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving within our locality.

This year, our volunteers:

- Upskilled themselves via tailored training specific to their roles
- Collected lived experiences and supported Rochdale communities to share their views directly to us
- Carried out enter and view visits to local care homes to help them improve
- Shared our social media posts to help raise awareness of Healthwatch Rochdale
- Shared celebrations together to build connectivity



Showcasing volunteer impact

At the heart of what we do

Offering work experience placements for young people was one of our key priorities in 2024-2025.

Fatima joined us to help build her skills and practical knowledge as a work experience student from Falinge Park High School.



"I loved the opportunities it gave me; it allowed me to learn about other organisations in our community and meet with Rochdale Councillors. The team were very kind and helpful, I loved so many aspects of the organisation."

Matthew joined us to complete a work experience placement which saw him accumulate over 350 volunteering hours as part of his T-Level course with Hopwood Hall College in Middleton.

One of the skills he had built on whilst on placement was his interpersonal skills and being able to talk about the business to Rochdale residents both young and old he found rewarding. The skills he learnt and knowledge he built on, helped him greatly in understanding different perspectives on many different health or social care topics.



"My time at Healthwatch Rochdale has really boosted my confidence when it comes to talking to people as I feel like I am a lot more comfortable when approaching people now thanks to the help of Healthwatch and exposing me to all areas of the business, especially the information and signposting aspects to help people more."

Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



www.healthwatchrochdale.org.uk



01706 249 575



info@healthwatchrochdale.org.uk

Enter and View

**A year of
transformation**

Enter and View is a statutory function of Healthwatch allowing them to enter health and social care premises to hear and see how people experience the service.

Healthwatch Rochdale's Enter and View visits are your local health and social care watchdog in action, ensuring care homes across our borough are providing good care for residents. Our staff and trained volunteers have the legal right to visit care homes unannounced to observe daily life, chat with residents and their families, and gather honest feedback about what is working well and what could be improved. We are an independent voice, listening to what residents and their loved one's experience and turning those insights into recommendations to make a real difference. Our visits focus on the things that matter most to you: whether residents feel safe, respected, and genuinely cared for. We share our findings publicly to help families make informed choices about care and to encourage homes to continuously improve their services.



Visits in 2024/2025

Five Enter and View visits were carried out:

- The Mews, Rochdale June 2024
- The Willows, Rochdale Sept 2024
- Meadow View, Castleton Sept 2024
- Lyndhurst, Middleton Oct 2024
- Millfield, Heywood January 2025



Putting Residents and Families First

We have shifted our approach to place residents, friends, and family feedback at the top of our reports.

Their voices continue to drive our findings and recommendations, ensuring the people who matter most are truly heard.

Smarter, Less Disruptive Visits

We have transformed how we gather information from staff and managers, significantly reducing the impact of our visits on busy care environments. Staff need to spend their time with residents, so we have focussed more on observation with capturing manager and staff feedback in surveys completed before the visit to streamline our processes.

Evidence-Based Reporting

Our improved approach includes:

- Managers completing pre-visit surveys covering nine key care quality indicators
- Pre-visit delivery of posters and notification letters
- Reports with photographs and more resident and relatives' feedback
- Clear, easy-to-find recommendations that drive action

Surprises and Delights

- Some moments from this year have reminded us why this work matters:
- A Dolly Parton tribute act in full swing, bringing joy to residents in celebration of LGBT
- Discovering a pub, tearoom and shop at a care home, creating a homely atmosphere
- Witnessing innovations that inspire other care homes across the borough

Influencing the Wider System

Our work extends beyond individual care homes:

- ✓ Increasing our team of experienced, trained and DSB checked Enter and View volunteers
- ✓ Active participation in key committees shaping adult care policy e.g. Care Home Forum, Adult Social Care Commissioners
- ✓ Stronger partnerships with local teams to ensure our findings reach decision-makers
- ✓ Working with the Care Quality Commission to coordinate visits and reduce stress on care homes

Partnership Working

Our evidence-informed approach – working closely with managers before visits and producing recommendations – ensures we share information on the care provided while maintaining our focus on what matters most: the experiences of Rochdale residents and their families.

Finance and future priorities

We receive funding from **Rochdale Borough Council** under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income	
Annual grant from Government	£140,000
Additional income	£7,500
Total income	£147,500

****estimated costs****

Next steps:

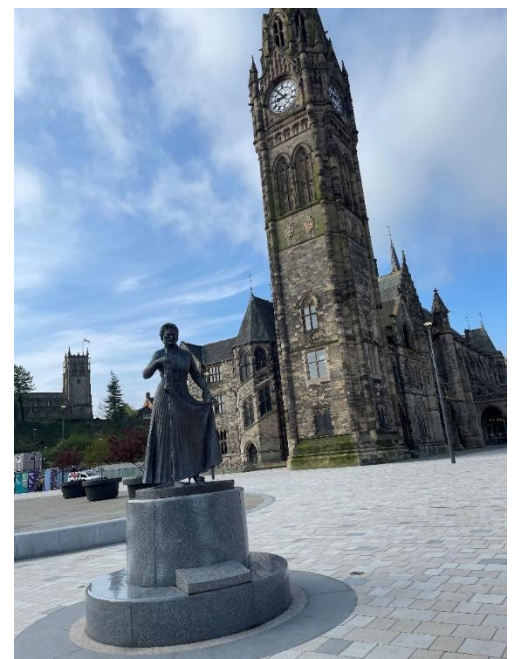
Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas of the Rochdale Borough, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Additionally, we will focus on organisational growth and sustainability.

Our top three priorities for the next year are:

1. NEW GP Enter and View programme.
2. Barriers to health care: Hospital Appointment Letters, Digital Divide and Travel.
3. Care Home Enter and View programme.



Statutory statements

Healthwatch Rochdale uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch Board consists of **5** members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the Board met **20** times and made decisions on matters such as Business planning and workplan approval. We ensure wider public involvement in deciding our work priorities by holding open public board meetings where questions can be asked by the public.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2024/25, we have been available by phone and email, text messaging service, provided a web form on our website and through social media, alongside attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and paper copies will be available throughout the Rochdale Borough or upon request.

Statutory statements

Responses to recommendations

There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to the Primary Care Commissioning Committee, Health Overview & Scrutiny Committee and the Mental Health transformation Board.

We also take insight and experiences to decision-makers in Rochdale. We also share our data with Healthwatch England to help address health and care issues at a national level as well as having data sharing agreements with the local health and social care system to share our local intelligence and feedback.

Healthwatch representatives

Healthwatch Rochdale is represented on the **Rochdale** Health and Wellbeing Board by Margaret Parker, Chair.

Healthwatch Rochdale is represented on **Rochdale** Integrated Care Partnerships by **Kate Jones, CEO** and **Margaret Parker, Chair**.

Statutory statements

Enter and view

This year, we held **five** Enter and View visits to care homes across the Rochdale Borough. Each report has its own set of recommendations.

We received updates on **four** of them after 6 months.

We carried out **one** revisit in partnership with Healthwatch Oldham.

Full reports are on our website
www.healthwatchrochdale.org.uk



Location	Reason for visit	What you did as a result
The Mews Care Home, Rochdale	Partnership working within Rochdale with Adult Care Services.	Wrote a report with recommendations – the service followed up on these.
The Willows, Rochdale	Partnership working within Rochdale with Adult Care Services.	Wrote a report with recommendations – the service followed up on these.
Meadow View, Castleton	Partnership working within Rochdale with Adult Care Services.	Wrote a report with recommendations – the Service did not provide a follow up on these.
Lyndhurst Care Home, Middleton	Partnership working within Rochdale with Adult Care Services.	Wrote a report with recommendations – the service followed up on these.
Millfield Care Home, Heywood	Partnership working within Rochdale with Adult Care Services.	Wrote a report with recommendations – the service followed up on these.
Royal Oldham Hospital Post Natal	Revisit to review recommendations	Wrote a review report highlighting update to original recommendations.

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