



Millfield Care Home Heywood, Rochdale Enter and View Report

January 2025

Introduction

About Healthwatch

Healthwatch Rochdale is the local independent health and social care champion for the Rochdale borough. We are here to listen to local people's experiences of using health and social care services and we use those experiences to help improve services locally and nationally.

About Enter and View

Healthwatch Rochdale is part of the Healthwatch network which was established by the Health and Social Care Act 2012, with the right to 'Enter and View' places that deliver health and care. The right to 'Enter and View' is a statutory power for Healthwatch.

The objective of an 'Enter and View' visit is to understand the experiences of residents, collect their views and make observations of the site.

As part of an Enter and View visit Healthwatch Rochdale:

- Collect the views and lived experiences of people at the point of service delivery (users, carers and relatives).
- Observe the nature and quality of services being delivered.
- Write up a report which may include recommendations or praise for good practice.
- Share findings and reports with providers, regulators, local authority, NHS commissioners and quality assurers, the public, Healthwatch England and other relevant partners.
- Use insights and recommendations to shape health and care decisions that are being made locally.

Our Enter and View policy is available to view at

<https://healthwatchrochdale.org.uk/news/2023-01-18/our-policies>

The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013 is available to view at

http://www.legislation.gov.uk/ukxi/2013/351/pdfs/ukxi_20130351_en.pdf

Acknowledgements

Healthwatch Rochdale would like to thank The Millfield Home management, staff members, residents, family members and all those who took part and took the time to speak to us on the day.

Disclaimer

Please note that this report relates only to the service observed at the time of the visit. This report is not a representative portrayal of the experience of all service users and is only an account of the views of those who met with the Enter and View team at the time of the visit.

Enter and View visits are **not** inspections but are an opportunity for residents and service users to share their views on the care they are receiving. It is not the role of Healthwatch Rochdale to see evidence of policies, procedures, care plans or any other written evidence.

Enter and View Visit Information

Service address	Bury New Road, Heywood, Lancashire OL10 4RQ
Service Provider	Qualia Care
Type of service	Privately Owned, Registered Care Home for a maximum of 92 residents
Date & time of Enter & View visit	22 nd January 2025 1pm to 4.30pm
Authorised Enter and View Representatives	Naomi Burke, Karen Kelland, Margaret Parker, Anne Taylor & Melanie Tunney

Care Quality Commission rating.

The Care Quality Commission (CQC) monitors, inspects, and regulates services to make sure they meet fundamental standards of quality and safety. CQC publishes its findings, including performance ratings to help people choose care.

- At the time of the Enter and View visit, The Millfield Care Home was rated as: **Good** after a CQC visit **in February 2017**.
- **In October 2020**, there was a targeted inspection around infection control and prevention measures in place. All standards were met and declared compliant. CQC report says Inspected but not rated.
- **In July 2023**, CQC viewed the information and data available and said there was no need to reassess the rating and CQC ratings were all **Good**.

To read these inspection reports please visit <https://www.cqc.org.uk/location/1-4162409508>

Visit Background and Purpose

Background

Millfield Care home is a purpose-built home which is registered for up to 92 people who require nursing and personal care. There are 91 bedrooms, with one double room which can be used for a couple. Millfield is on a main road in Heywood close to public transport networks, local shops and facilities. The home operates with four units; on the ground floor is Wham Bar Unit that provides nursing care for younger adults (aged between 18 years and 65 years): and the Hopwood Unit that provides personal care for residents who have dementia. On the first floor there is the Summit Unit that provides mainly general nursing care and the Pilsbury Unit residents for elderly residents who require care support.

Healthwatch Rochdale visited The Millfield Care Home on Wednesday 22nd January 2025 from 1.00pm to 4.30pm as part of a programme of announced Enter and View visits to care homes in the Rochdale borough. The home was notified of our visit in advance by letter and by email. The manager was given a two-week time frame and informed that the visit could take place at any time within that time frame.



Methodology

The Enter and View team undertook observations round the home and asked pre-prepared questions of the residents and relatives who were present during the visit. The team also received a completed pre-prepared questionnaire from the registered manager of the home.

- Feedback from **three** residents and **six** family members visiting relatives
- Observed areas of the home
- We spoke with the manager and informally with several staff, including two Activities Co-ordinators.

Additionally, we received feedback from five staff members.

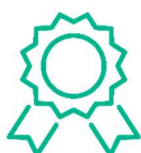
The questionnaires and observations were based on nine care quality indicators developed by the national charity, Independent Age. These were:

- **Have strong, visible management.**
- **Have staff with the time and skills to do their job.**
- **Have good knowledge of each individual resident and how their needs may be changing.**
- **Offer a varied programme of activities.**
- **Offer quality, choice and flexibility around food and mealtimes.**
- **Ensure residents can regularly see health professionals such as GPs, dentists, opticians, or chiropodists.**
- **Accommodate residents personal, cultural and lifestyle needs.**
- **Be an open environment where feedback is actively sought and used.**
- **Provide a physical environment which is suitable for the needs of the residents.**

Copies of the questionnaires used on the Enter and View visit were left with the manager for staff and family members who were not present during the visit to complete and return via FREEPOST to Healthwatch Rochdale.

The Enter and View Representatives advised that Healthwatch Rochdale would send a report with recommendations which require a response within twenty working days in line with the following legislation.

<http://www.legislation.gov.uk/ukxi/2012/3094/regulation/44/made>



Positive highlights of the visit

- ✓ Staff were friendly and accommodating. They were open, honest and transparent to us as Enter and View Reps.
- ✓ Dementia-friendly décor, signage and flooring on the Pilsbury unit
- ✓ The facility was very clean and had a neutral smell
- ✓ Innovative services co-produced with residents including:
 - "Miller's Shop" with snacks, drinks, and toiletries, generating profits reinvested into providing activities
 - Coffee shop providing lovely refreshments and facilities and well used by residents and visitors. Decorated really nicely, with comfy chairs and afternoon tea trays
 - "Woody's Bar" a pub-like environment for residents to socialise.

- Beauty salon for hairdressing and manicures to improve well-being.
- ✓ The laundry system is well organised, preventing clothing mix-ups and ensuring residents look well-dressed and presentable.
- ✓ We were pleased to observe several positive staff and resident interactions.
- ✓ A wide range of group and individual activities available throughout the year. Evidenced by seeing residents engaging in activities at the visit and by the folder of programme plans and the albums with photos of activities.

Recommendations

The findings in this report are based on nine care quality indicators. The Enter and View visit identified the following areas of improvement and recommend:

1.	We recommend a new smoking shelter is built and the location is away from the entrance to the home
2.	We recommend providing more visible information in the entrance for family and residents e.g. care home funding and independent age booklets
3.	We recommend displaying pictorial boards in the entrance for activities and menus
4.	We recommend fixing plastic trays to the walls to store resident record files near their rooms
5.	We recommend repainting and repair of handrails
6.	We recommend replacing the carpeted and stained flooring in the corridors and stairs and deep cleaning/polishing the marked vinyl flooring in the dining room
7.	We recommend reminding staff about health and safety aspect of key management and keys being removed from locks
8.	We recommend a clear visible menu board with picture elements where feasible
9.	We recommend replacing the damaged bathroom tile and removing the broken hooks in bathroom
10.	We recommend replacing clocks with numbers rather than Roman numerals

Current challenges:

At the Enter and View visit the team was informed that the Company which owns the home (Qualia Care Ltd) was placed in Administration. This came as a surprise and initially created a significant level of uncertainty for the manager and staff

team. The manager expressed the view that they are more confident that their home is financially stable with the potential to have long term sustainability. Recently the Administrators advertised the home for sale and several interested parties have visited the home, so it is hoped that Administrators will be in the position to confirm the appointment of new owners in the not-too-distant future. In the interim, the staff and management team are to be commended for their ongoing commitment to ensure the residents of the home continue to receive the stability, continuity, care and support that they require in this time of uncertainty for them.



Results of the visit

A good care home should:

1. Have strong, visible management.

Residents' feedback

When residents were asked if they knew the manager of the home and what they thought about her, one resident said she did not know the manager, whereas the other residents spoke positively about the manager and said:

☛ *The manager is wonderful. She's great.*

Friends and Family feedback

When relatives were asked if they know the manager of the home and what they think about the manager, two said they did not know the manager, one said they did. They commented:

☛ *Know the manager and she is friendly enough.*

☛ *She is always about and could see her if there were any problems*

Observations

The manager was observed interacting positively with a range of staff and visitors who approached the office and as she moved around the home during the Enter and View visit to the home. The interactions observed were friendly, positive, encouraging, dealing with requests for information, advice or direction in a relaxed manner. Her office is next to the main entrance and the door was open.

Manager Feedback

Mrs Katarzynna Kapalka is the registered manager for the care home. She completed the prepared questionnaire ahead of the Enter and View visit and contributed further information during the Enter and View visit. The manager has worked in her present role at Millfield since May 2022. Mrs Kapalka states that she

strives to be a manager that is visible within the home and says that she *“enjoys being able to make a positive difference to residents’ quality of life”* and *“enjoys working with a very committed and passionate team.”* She trained as a nurse in her home country and initially came to England to work temporarily as a carer. She has been resident in the UK for over 20 years and employed in a management role in various homes, where she has gained considerable knowledge, experience and skills of working in residential settings.

Staff Feedback

From surveys sent after the visit, staff said the following about the manager:

- 🗨️ *Manager always available to discuss any issues that need actioning*
- 🗨️ *Support available when needed – easy to talk with manager*
- 🗨️ *Manager very supportive and always on hand to help with problems. Easy to approach and quick to respond*

2. Have staff with the time and skills to do their job.

Residents’ feedback

When Residents were asked what they thought about the staff, most of the residents responded positively about them and said:

- 🗨️ *Staff are very good and had time to chat*
- 🗨️ *Love all the staff – sometimes had time to chat*
- 🗨️ *Staff are brilliant overall but not so sure about newer staff*

Friends and Family feedback

Relatives were asked if the staff have the time and skills to care for their friend/relative and received the following responses:

- 🗨️ *Staff make sure she is not isolated and has company*
- 🗨️ *Staff very good and keep mum occupied. Staff have a very organized schedule. Reassured by alarm signs in communal areas*
- 🗨️ *Staff always have time for you*
- 🗨️ *Lots of time and patience. Always change if any incontinence issue. I only have to tell them, and they clean her straight away*

Observations

- Staff observed being consistently engaged with residents
- Staff frequently interact with residents while walking past
- Staff following proper health and safety protocols (hand sanitising, PPE use)
- Well-organised laundry system with clear labelling
- Adequate PPE supplies available (gloves, aprons, sanitisers well-stocked)

- Staff observed being proactive in addressing cleanliness issues

Manager Feedback

The manager is committed to always ensuring appropriate staffing levels are on duty at the home. The staffing on each unit is assessed by a dependency tool, completed monthly. The management monitors the situation by going on the units daily to ensure residents' needs are met. Employees are also listened to when they raise concerns about staffing levels (e.g. concerns expressed when a resident became unwell and needed additional support.-Efforts are always made to arrange the extra staffing needed.

There is a staff team of 148 including the manager and deputy manager. Staff are divided into four teams with four Unit managers. They try to maintain the same staff team in each of the units in order ensure familiarity with the care and nursing needs of each resident, although on occasion they move between the units to cover staff shortages. They try to manage staff shortages within the four teams. When it is necessary to call in additional agency or bank support, they request staff who are familiar with the home and the residents and, if possible, staff who have previously undertaken their induction in the home. The manager spoke highly of the staff team employed who she says are a *“fantastic staff team and are people who are committed and want to be in the home.”*

The manager confirmed that they are strict about mandatory training which must be completed as part of the staff contracts. The team is mixed depending on their strengths and weaknesses so they can learn from each other. Staff benefit from different career opportunities as the home is part of a larger group. The manager believes it is important to use all opportunities available to develop and learn new skills and encourages this approach with the staff team.

Staff Feedback

From surveys sent after the visit, staff commented on if they had the time and skills to do their jobs.

- *Training courses available and prompted to complete on time*
- *I do online training and practical learning*
- *Ongoing training online. If I feel I need further training this can be arranged*

3. Have good knowledge of each individual resident and how their needs may be changing.

Residents' feedback

Residents were asked 'do the staff know what you need and what you like and don't like?' Residents replied:

- ☛ *Yes (1) Sometimes (1)*
- ☛ *My needs are changing, and I would like an electric wheelchair*

Friends and Family Feedback

Relatives were asked 'Does the home notice and respond when your friend/relative needs change and how do they let you know about these changes?' The representatives received the following information:

- ☛ *The staff talk to my mother and support her. They let me know of any changes by phone.*
- ☛ *They let us know if there is anything different and document everything, even with photos*
- ☛ *They tell us about any changes when we visit or by email*
- ☛ *Staff encourage Mum to go outside with someone with her. Room always decorated for Christmas, Easter and other celebrations*
- ☛ *I think they would spot any changes straight away and phone her daughter*

Observations

We observed several positive interactions between staff and residents when looking around the various units of the home. For example:

- Several of the residents in the Summit Unit were relaxing watching TV, after the bingo session. There was one staff member kneeling next to a lady to ensure full eye contact whilst interacting with a resident and another sitting with and chatting with a resident.
- A staff member approached a male resident asking if he needed his slippers placing on his feet after noticing they had fallen off, after he agreed she bent to replace the slippers and chatted with him quietly while undertaking this task.
- In the Pilsbury dementia unit we observed a couple of staff working together to provide the residents with their medication and chatting with each resident while undertaking this job.

Manager Feedback

A pre-admission assessment is completed to gain a good knowledge and understanding of individual residents by the manager and Unit managers. This

includes Information about the individual's life history, personality, personal and medical care. The information from the assessment is discussed by senior staff before a decision is made on admission to the home. If admission is agreed, then a Millfield unit manager communicates the care plan to the staff with relevant findings from the assessment. Equipment needs are also assessed with equipment provided before admission.

The home ensures a thorough staff handover process is in place as they believe the sharing of information about residents' needs is important needs can change very quickly. Each shift has a daily handover on individual units, so people are aware of any changes. In addition, heads of department meetings are held every day within which changes in residents' needs are discussed and shared.

Staff Feedback

From surveys received after the visit, staff commented about knowledge of each resident and how their needs may be changing:

- ☛ *If a resident is verbal and has capacity, we ask them about their history*
- ☛ *If the person lacks capacity, we ask their family and look at photos they bring in*
- ☛ *Each resident has a care plan that is updated monthly, and a handover is given twice daily*
- ☛ *Wish I had more time to sit with residents as the unit is very busy*

4.Offer a varied programme of activities.

Residents' Feedback

Residents were asked about what activities there are in the home for them and how easy to join in. Their responses were:

- ☛ *Yes I can join in when I want to*
- ☛ *Go on shopping trips*
- ☛ *Enjoy the coffee morning*
- ☛ *Can go in the garden but can't take part in the trips out*
- ☛ *Staff put so much work into Christmas and summer fayres and family really enjoy these too*
- ☛ *Go to the pub on a Friday but prefer 1-2-1 rather than group activities*
- ☛ *Trips to Bury and Heywood but garden not accessible now*

Friends and Family Feedback

When friends and relatives were asked what they think of the activities inside and outside the home, they said:

- ☛ *Not sure as mother unable to move on her own but staff take great care with her*
- ☛ *Mum enjoys Woody's bar on a Friday- mum likes a brandy coffee*
- ☛ *Mum enjoys painting, puzzles and bingo*
- ☛ *Would be good to see a suggestion board to allow own interests to be organised*
- ☛ *Resident not well enough to take part but when there is an artist on, they take her in*

Observations

During the Enter and View visit, there was a bingo session observed on the first-floor dementia unit and residents from all the units being encouraged to join in. The Pilsbury Unit had music playing in one of the lounges. There was a staff member dancing with a resident and several other residents dancing alone. Some residents were also in the room watching, with a few moving in time to the music, and a staff member chatting to another resident. Representatives said the atmosphere felt pleasant, relaxed and enjoyable.

There were photo albums on a coffee table in the entrance. One of these had photos of residents and visitors enjoying Christmas activities. Other albums had photos of activities in the home throughout the year e.g. residents baking and doing crafts.

Activity Weekly Planner

ACTIVITY WEEKLY PLANNER						
WEEK COMMENCING : 20/01/2025						
MONDAY	TUESDAY	WEDNESDAYS	THURSDAYS	FRIDAY	SATURDAY	SUNDAY
COFFEE HOUSE 9-4	COFFEE HOUSE 9-4	COFFEE HOUSE 9-4	COFFEE HOUSE 9-4	COFFEE HOUSE 9-4	COFFEE HOUSE 9-4	COFFEE H 9-4
HAIRDRESSER 10-2PM	1-2-1 WELLBEING SESSIONS 10-12PM	1-2-1 WELLBEING SESSIONS 10-11AM	ARMCHAIR EXERCISES 10.30-12PM	RESIDENTS MEETING 10.30-12PM	BURNS NIGHT HAGGIS AND WHISKEY ON EACH UNIT	
NAILCARE 2-4PM	ARTS AND CRAFTS 1.30-3PM	BINGO 1.30-3PM	GENTLEMEN'S CLUB 1:30-3PM	WOODY'S BAR 1:30-3PM		FIL AFTERN EACH LOU

We observed a daily record of the activities recorded on the 'You said, we did' board in the main entrance. This was to keep visiting family and friends informed about what is happening in the home and encourage them to join in if they wish to. The Enter and View team was given a copy of a typed activity weekly planner ahead of the visit; each unit displayed a colour coded weekly

activity planner. We were advised that the planner information is also supplemented by staff verbally communicating the planner detail to residents daily, so they can express interest in what is available and encourage residents to join in activities.

Activities Co-ordinator Feedback

The Activities Co-ordinator enthusiastically described the range of activities that were provided within the home over the Christmas period including:

- Choirs and bands being invited in.
- Setting up a Santa's grotto in the secure garden area.
- Arranging a Christmas celebration event.
- Providing smaller individual unit parties and ensuring every resident received a present from Santa.
- There were decorations and a tree in each of the units and smaller trees in residents for anyone who requested this.

Activities in the Home

The Millfield home has three dedicated Activities Co-ordinators. The home offers a variety of activities for the residents; for example: a coffee house, hairdresser, nail care, bingo, baking, art and crafts, 1-2-1 wellbeing sessions, armchairs exercises, gentleman's club, celebrate birthdays and Woody's bar on Fridays. An effort is also made to celebrate individual events according to a yearly calendar such as Easter.

The Activities Co-ordinators plan activities on a monthly and weekly basis according to the seasons and residents' needs. In each of the weekly sessions they offer both group activities and individual time for residents, which are called 1:1 well-being sessions.

Outside activities and trips are planned depending on the weather and the need and choices of residents. In addition, the Activities Co-ordinators encourage the residents to take advantage of the extensive gardens surrounding the home and accessible via the units on the ground floor and, weather permitting, will arrange gardening and group exercise activities to take place in the garden. At the request of the residents, they obtained six chickens, but sadly a fox got into the pen and killed them. The residents are still keen to keep chickens, so the plan is to build a more secure pen and get more chickens.

They continually seek feedback from the residents about what they would like to do through the regular residents' meetings, asking individual residents, and reviewing the participation and views of residents after the group activities.

The Co-ordinators maintain a folder of the Activities plans and related information, including a review sheet they have developed with space for resident's signatures and a range of 'smiley faces', which they complete when

Feedback form

providing group activities. This also helps the team evaluate what worked well in the activities programme and what improvements could be made in the future.

The Activities Co-ordinator gave the following examples of activities provided to match what residents used to do:

- Residents wanted to go to the pub so Woody's bar was built within the home and opens every Friday so residents can socialise
- Residents liked to go out with relatives for a coffee so a coffee bar was built within the home so people can spend time away from their unit
- Residents like to go to have a hair done so a hairdresser visits the home every Monday
- Salon facilities are provided for residents to have their nails done
- Residents like to watch sport, especially big football matches or boxing fights, so a sport lounge has been opened with a large TV
- "Miller's Shop" allows residents to shop for snacks and essentials, simulating a real-world shopping experience. This was an important facility as it helped to maintain independence for residents.

Community links. Strong links have been established with the local community e.g. the local nursery and children came in each Tuesday; their visits are welcomed and enjoyed by residents. The activity programme is supported by fundraising by the home with regular events and stalls in the car park.

5.Offer quality, choice and flexibility around food and mealtimes.

Residents' Feedback

When the residents were asked what they thought about the food, whether there is enough choice and what is good at mealtimes there was a mixed response. Responses to the question about food and choice included:

- *Food not bad, enough choice and can eat when I want*
- *I like the food and there is enough choice and have something when I want*
- *Enjoy talking to staff and other residents at mealtimes*

- *Buy a lot of my own food when go shopping but I prefer expensive food so get my own – food could be hotter, use the microwave*

Friends and Family feedback

When relatives were asked about the quality and choice of food, they said:

- *The food is good, and my mother enjoys it. She likes porridge for breakfast and staff make sure she gets fruit and soft food at mealtimes. She enjoys food and is supported eating it as she struggles to eat unaided.*
- *Mum likes the food but if she doesn't, they ask her what do you fancy.*
- *Daughter says she can make a brew when she wants for her mum.*
- *Has pureed food – not really seen it. Absolutely confident staff feed her.*
- *Had food at Valentine's meal together – husband invited to have meal with his wife.*

Observations

There are four dining areas, one for each of the units in the home, with modern kitchen cupboards and work surfaces in each of the rooms. The Pilsbury Unit was recently redecorated and had tables around the room in smaller social seating settings.

Menus need updating



- Residents can request specific meals e.g. full English breakfast, and meals are tailored to dietary needs (e.g. halal, gluten-free).
- Dining areas are welcoming
- Small menus and snack choices were on display in the dining areas, but the printed menus were out of date and did not relate to the specific menu choices for that week or day.
- We observed a staff member bringing a drink for a resident and helping them drink it.

Coffee Shop Observations. There was a "Coffee Shop" called Millie's. This was an area where residents encouraged to use alongside friends and family access to it. There was a wealth of snacks (cakes, biscuits, flapjacks) on offer alongside a wide variety of drinks (tea, herbal tea, coffees, hot chocolate). This was developed in coproduction with the residents, and funds raised to create and maintain this popular facility. It was an appealing part of the home, allowing residents to maintain independence, feel like they are doing something different and encouraging the reduction of loneliness and isolation. This space offers a variation in having a brew and gives residents ownership of their own choices. They are encouraged to wash their cups and clean the area after use.

We recommend that outdated menu boards are replaced with up-to-date pictorial and visible menus for residents and visitors.

Manager Feedback

The manager said the *“Chef works hard to provide a menu suitable for all residents”*. The home surveys residents about the food and changes are made according to residents’ requests. The Chef speaks with residents every day about menu options. Each unit has a feedback book so staff can communicate with the kitchen about the food and make requests from residents what they would like.

The manager was confident that the staff were fully aware of all residents’ needs and who requires assistance and encouragement at mealtimes. She ensures this is provided as required. Residents are encouraged to eat meals in the dining room but if they request to have meal in the room this is respected. Each unit has a satellite kitchen within the dining areas, so snacks and drinks are always provided. The kitchen units are accessible by everyone during the day and night, through which the residents can be served hot and cold drinks, e.g. tea, coffee, hot chocolate, milk, juice and cordial.

Dining rooms in each unit are set before meals with low background music playing during the mealtimes. Conversation is encouraged to make it a sociable occasion. However, the manager stressed that the home ensures this music is low so residents can relax and enjoy their meal.

6. Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists.

Residents’ Feedback

The residents said:

- *Staff take me to doctors and the doctor visits the home*
- *Saw podiatrist to check my feet. Family or staff take me to appointments. The doctor visits the home.*
- *Need to see a podiatrist as carers are not allowed to do my feet and they need doing. Have seen a GP and dentist.*

Friends and Family Feedback

The family members said:

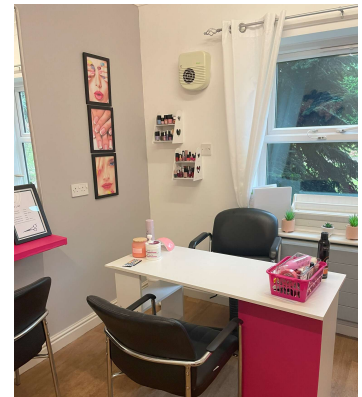
- *They weren’t sure about health professional visits*

- *Their relative had visited a dentist*
- *The optician comes to check – resident does not have glasses*
- *Used to have nails done but now daughter does it and her hair.*

Manager Feedback

The manager confirmed that appointments take place as and when needed for residents with the GP, optician, podiatrist, chiropodist, and hearing services. There is a hairdresser every Monday and the home has its own Beauty Room/Hairdressers. The podiatrist and optician visit the home on a regular basis. However, the home is struggling to book dentist appointments for residents, especially for people that are unable to attend the dental practice. She highlighted a few examples of resident's dental problems that the home has found difficulties in arranging dental care to support in a timely manner. Referrals are completed but they have found the waiting lists for NHS treatment is far too long, with sometimes up to a 12-month waiting time.

Beauty Room & Hairdresser



7. Accommodate residents personal, cultural and lifestyle needs.

Residents' feedback

When residents were asked about their religion or culture in the home, one said Catholic but there had no specific needs, another who was Catholic said there was respect for their beliefs. All three residents mentioned the hairdresser and ability to get nails done when asked about their lifestyle needs.

Friends and Family Feedback

Family members mentioned the hairdresser.

Manager feedback

The manager stressed that *"people's lifestyle needs are very important to us, and we will support them as much as possible."* Information is collected about the residents before admission.

- Activities Coordinators said an 'About Me' form is completed with residents and relative to get to know interests, hobbies, personal and lifestyle needs.
- Prior to admission the kitchen staff are made aware of any specific nutritional or dietary needs for the menu plans, and they are notified of any changes or specific requests as and when they arise.

- The manager confirmed that there is mix of cultural and lifestyle needs which they try to respect and accommodate e.g. setting aside a quiet room each day to enable residents who need to pray twice a day.
- The manager had made several attempts to arrange for a priest or vicar to visit the home regularly for pastoral support. She was keen to organise a monthly mass and communion but has not been successful to date.

Observations

On the visit, representatives observed that residents appeared well groomed and clean with neat, combed hair.

8. Be an open environment where feedback is actively sought and used.

Residents' feedback

When asked if they are listened to and feel safe, all residents spoken with said they felt safe. When asked about how they would make a complaint about the home, residents said:

- ☛ *I know I can tell the management and there is even a phonenumber and I can speak with someone*
- ☛ *Would tell the staff*
- ☛ *Would tell my granddaughter*
- ☛ *At the residents' meeting in Woody's bar and you can say what you want then*

Friends and Family Feedback

When asked about how they would raise any issues, they said:

- ☛ *If needed via the manager or if more serious via adult social care*
- ☛ *I would go to the desk and if not, I'd take it to the manager if not satisfied*
- ☛ *I would have a word with one of the carers – if I say anything it gets sorted.*

Observations

The 'You said, we did' board at the entrance highlighted:

- residents' requests which were accommodated during December 2024
- the date of the next residents' meeting in January
- the donation that residents decided to make to the Heywood toy appeal following their last fundraising activity

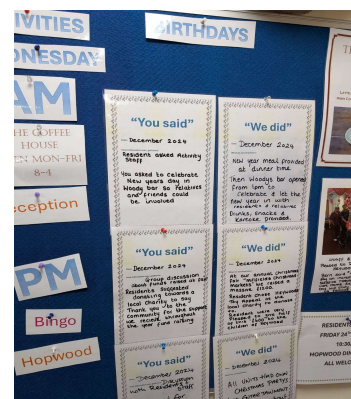
The representatives also observed a range of poster displays with information on how to raise a concern or complaint with the Qualia team, Posters for Rochdale Together Advocacy Hub, and a process around mail received.

Manager feedback

The manager said that Millfield *"is a home which has an open-door policy, where everyone is welcome to visit her and discuss any concerns"*.

- Relatives are encouraged to complete feedback forms displayed in the reception area next to the signing in book.
- There are regular residents' meetings with an open invitation for family and friends to join them. Feedback is discussed in the daily heads of department meetings and decisions are cascaded to rest of the team. The manager also discusses issues or new ideas with Regional Manager
- Friends and family feedback sessions were discontinued as they were poorly attended.

You said, we did notices



9. Provide a physical environment which is suitable for the needs of the residents

Residents' feedback

All the residents we spoke to during the visit said yes to the question asked about the cleanliness and tidiness of the home with comments such as *"yes, it is clean and tidy"* and one saying they are *"in everyday cleaning"*. One said, *"Cleanliness OK but could be improved."*

When asked if they were ever too cold or too warm the residents said:

- ☛ *Sometimes too warm (2) Temperature OK (2)*

Friends and Family feedback

When asked if the home well maintained, well decorated and clean and tidy and how is the temperature, family members replied:

- ☛ *Always very clean. Well decorated and especially in the last year. Always well maintained*
- ☛ *Always very warm but do open the windows. Home always clean and tidy. Main lounge newly decorated*
- ☛ *Felt cooler on day of the visit. Always clean and tidy and well decorated.*

- ☛ *This is the best home she has been in out of the three she has been in and wouldn't want her to be moved – it feels personalised*
- ☛ *Home is cleaned daily and usually smells fresh and clean, even near the toilets*
- ☛ *The home is kept at a regular temperature, we have never arrived and thought it is too or too cold*
- ☛ *We feel the home is well maintained -some we visited were not as nice as this*

Manager feedback

The manager said the following about aspects of the home's environment.

The Dementia unit had been recently decorated to ensure the environment is friendly for people living on this unit and visitors. The dining room is designed to look like restaurant, so people feel like they have been out for a meal. The environment is low stimulation to minimise the risk of residents becoming distressed or anxious. Appropriate signage is provided, with names on bedroom doors to help people to move around the unit.

Cleaning and laundry. The home's policies and procedures are followed by staff to ensure the home is hygienic and clean. There is a domestic team and laundry team trained to ensure good practice is always followed. Cleaning systems are in place and high standards are maintained and monitored by carrying out daily walk round checks, as well as spot checks on night shifts.

Personal care of residents. All care staff are trained to provide high standards of personal care and to make certain residents are clean and appropriately dressed and "look presentable and are comfortable at all times". "This is under close supervision by shift leaders" as well as the manager who visits units regularly when on a shift. Laundry is undertaken by the in-house laundry team. The residents or relatives arrange for the clothes to be labelled, and the laundry team have established a system for collecting and returning the clean laundry to the residents. The laundry team place the clean items in a trolley with named drawers for each of the residents and units. The trolley is returned to the units each day and the care staff place the clothes in each of the residents' rooms.

Temperature. The home aims to maintain a comfortable temperature for the residents by undertaking regular walk rounds and listening to both residents and staff views. The heating is always on during the winter and radiators can be adjusted depending on needs and any views expressed.

Maintenance. The home employs a full-time maintenance person as well as a part time gardener in order that all aspects of the inside and outside physical environment is well maintained. The home operates a repairs book system “so staff can report any issues or repairs to the maintenance team. This book is checked multiple times during the day”. Any repairs or decorating that cannot be done by Millfield team is reported to head office through the Home Development Plan on the IT system being utilised for recording all data and information regarding the residents and the home.

General Observations

Outside the Building. There were two car parks and a disabled park in the front of the building.

At the front entrance of the building was where the staff were smoking. The manager said the old shelter had become unstable during the recent storms and was pulled down. She had discussed this with head office. She said there are no residents who smoke.

Smoking shelter



We recommend a new shelter and location are provided for the staff smoking area.

Entrance area was very clean, warm and welcoming. There were some information boards and some leaflets in a folder. These were not very visible e.g. the activities board had three little cards on it, but this wasn't easy to read.

We recommend providing more visible information in the entrance for family and residents e.g. care home funding and independent age booklets

We recommend displaying pictorial boards in the entrance for activities and menus.

Resident files. Outside some of the bedrooms on the first floor, the residents' files were propped on the dado rail near the door. It would look better and be easier for staff to have an affixed plastic tray to slide the files into.

We recommend fixing plastic trays to the walls to store resident record files near their rooms.

Resident file storage



Facilities and Accessibility.

The building is spacious, with wide doorways, even floors, and no trip hazards. There are lifts available and a stair lift in place. Handrails were present in corridors but need some repainting or repair due to chips.

Handrail maintenance



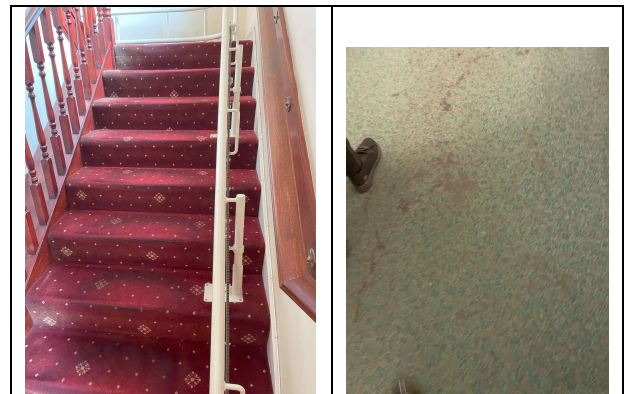
We recommend repainting and repair of handrails.

Flooring. We observed carpeting in the corridors and stairs that was worn with stains and needed replacing. The other floors were wood-effect vinyl and were very clean. There was a small area of vinyl in the dining area on the first floor that was noticeably marked and needed deep cleaning or replacing.

Flooring needs deep clean



Stained carpets



We recommend replacing the carpeted and stained flooring in the corridors and stairs and deep cleaning/polishing the marked vinyl flooring in the dining room.

Dining area. There was a large bright room that was half lounge and half dining room. It was well ventilated. There was a radiator with the side panel hanging off with quite sharp edges on it. This was flagged up with the manager, who immediately contacted the handyman, and he put it in his book to action straight

away. It felt very warm and welcoming, with residents chatting with one another, seeing their friends and family. We observed visitors helping themselves to brews. The staff confirmed they were available all the time. The tables had tablecloths and contrasting napkins and was set out very nicely.

The dining area within the Dementia Unit was pleasing to observe. It was light, nicely decorated with a homely feel without too much clutter. The tables had tablecloths and contrasting napkins and was set out very nicely. They made good use of the space in its layout with many of the seating arranged to enable to residents to look out of the windows into the gardens.

Key left in lock



Staff also explained that the locked cupboards were to store thickeners. The cupboard had a notice on it saying it must be always locked. We observed that the key was left in the door. We reported this to the manager who sent somebody up to go and check. We asked other staff in two different areas about keys to locked cupboard and they replied that the manager was very strict about this. *'As soon as you use that cupboard, you put the key back where it goes.'*

The Summit dining room had a list on the wall with everybody's dietary needs which were colour coded or highlighted to say whether they needed thickener or were diabetic. The staff said that the menu boards needed replacing as they were out of date, however residents are asked every day what they would like at mealtimes.

We recommend reminding staff about health and safety aspect of key management and keys being removed from locks.

We recommend a clear visible menu board with picture elements where feasible.

Garden. The gardens were well maintained, including sensory features, bird feeders, and clean, accessible pathways. It was accessible by double doors and ramps. Residents told us they enjoy seasonal events and activities outdoors. One resident told us that the fat balls for the birds were made by residents during an activity. It was also used for fundraising activities such as a Summer Fayre and BBQ.

Fire safety and Hygiene. All areas had appropriate dispensers for aprons, and a variety of sized gloves, and had filled hand sanitiser and soap dispensers. We observed a very high standard of fire safety measures on the day of the visit. This included fire drill details at every exit door, policies, procedures fire blankets and fire extinguishers. Within the dementia unit these items were in tamper proof boxes. There were light up fire exit signs. They also had fire boxes with the information needed in case of a fire. The garden area had clearly marked fire assembly points.

Bathrooms. Generally, spotlessly clean. Toilets all had rails, one had a variety of different seats and emergency pulls plus hand sanitisers, soaps, hand washing instructions. It was observed in one bathroom that there was a ceiling tile covered in damp that may have come from a previous leak and a couple of hooks that had snapped off and had sharp edges.

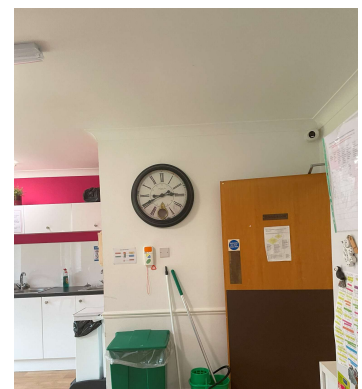
Bathroom maintenance



We recommend replacing the tile and removing the broken hooks.

Dementia-friendly design. The dementia unit had been refurbished with themed corridors with shopfronts like a bakery, boutique, and fruit and veg stall. The staff told us that some of the residents had helped choose the items for these themed areas. Residents' doors were made to look like front doors, complete with names, letterboxes, and vacancy indicators. The staff said that the décor had been well received, and it provides stimulus and interactivity for the dementia residents, especially as some wander along the corridors.

Clock Faces



Corridors were clear, with wide doorways and handrails. Bathrooms had dementia-friendly elements like large visual signs, Velcro door indicators (red/green for occupied/unoccupied), and emergency pull cords plus height-adjustable seats and rails. We observed that most of the clocks in the home had faces with Roman numerals rather than numbers. Numbers are more accessible to people with dementia.

We recommend replacing clocks with numbers not Roman numerals.

Laundry system. We observed a staff member distributing the laundry. It was an excellent system. There was a trolley with boxes with resident's name and room number plus a hanging rail. She took the items into the bedrooms and put them away.

Bedrooms. The area within the dementia unit where the bedrooms were was decorated with a red brick look wallpaper and the resident's doors were made to look like front doors with a number and pretend letter box. They had the resident's name and a vacant/engaged sign. We did not observe inside any bedrooms to respect the privacy of residents. Looking into the bedrooms from outside, they were very well presented, with a good use of space and storage. Rooms were tailored to the resident e.g. big collection of dolls, big collection of Teddy's. One had a Manchester United theme. They had adapted beds, some with bed rails or safety mats on the floor.

Response from the Provider

Below is the response received on 17th April 2025 from the Millfield Care Home to the ten recommendations made following the Enter & View visit.

	Healthwatch Rochdale Recommendation April 2025	Millfield Response Name & position of responder	Millfield Update/Actions/Further comments 17.04.2025
1.	We recommend a new smoking shelter is built and the location is away from the entrance to the home	L Astley Home Manager	Head office is aware and it is on our action plan
2.	We recommend providing more visible information in the entrance for family and residents e.g. care home funding and independent age booklets	L Astley Home Manager	Some booklets have now arrived and some on order
3.	We recommend displaying pictorial boards in the entrance for activities and menus	L Astley Home Manager	Pictorial menus and activity boards for each unit have been ordered. Activity schedule for the month is displayed
4.	We recommend fixing plastic trays to the walls to store resident record files near their rooms	L Astley Home Manager	Ongoing ordering
5.	We recommend repainting and repair of handrails	L Astley Home Manager	Once the home gets bought, hopefully, we will get a full refurbishment

6.	We recommend replacing the carpeted and stained flooring in the corridors and stairs and deep cleaning/polishing the marked vinyl flooring in the dining room	L Astley Home Manager	Once the home gets bought, hopefully, we will get a full refurbishment
7.	We recommend reminding staff about health and safety aspect of key management and keys being removed from locks	L Astley Home Manager	Staff reminded in daily meetings and management checked on twice daily walkarounds
8.	We recommend a clear visible menu board with picture elements where feasible	L Astley Home Manager	Menu boards on order for the walls Pictorial menus from the kitchen now being used
9.	We recommend replacing the damaged bathroom tile and removing the broken hooks in one of the bathrooms	L Astley Home Manager	Once the home gets bought, hopefully we can get a refurbishment
10.	We recommend replacing clocks with numbers rather than Roman numerals	L Astley Home Manager	The picture is from the YPD unit, many can understand the clock, but, will check this for the other units.

Contact Us



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