

Millfield –Recommendations/Response

The findings in the report were based on nine care quality indicators. The Enter and View visit identified areas of improvement based on these, Millfield provided a response.

	Healthwatch Rochdale Recommendation April 2025	Millfield Response Name & position of responder L Astley, Home Manager April 2025	Millfield Update/Actions/Further comments Name & position of responder L Astley, Home Manager September 2025
1.	We recommend a new smoking shelter is built and the location is away from the entrance to the home	Head office is aware and it is on our action plan.	Still on the action plan – Ongoing
2.	We recommend providing more visible information in the entrance for family and residents e.g. care home funding and independent age booklets	Some booklets have now arrived and some on order.	Have various booklets now in reception,
3.	We recommend displaying pictorial boards in the entrance for activities and menus	Pictorial menus and activity boards for each unit have been ordered. Activity schedule for the month is displayed	Pictorial menus on the units. Activity schedule is on all units.
4.	We recommend fixing plastic trays to the walls to store resident record files near their rooms	Ongoing ordering.	Files should now be kept in the resident bedrooms.
5.	We recommend repainting and repair of handrails	Once the home gets bought, hopefully, we will get a full refurbishment. NB – at time of visit was in administration	Still in administration.
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	Once the home gets bought, hopefully, we will get a full refurbishment. NB – at time of visit was in administration	Still in administration.
7.	We recommend reminding staff about health and safety aspect of key management and keys being removed from locks	Staff reminded in daily meetings and management checked on twice daily walkarounds.	Ongoing.
8.	We recommend a clear visible menu board with picture elements where feasible	Menu boards on order for the walls. Pictorial menus from the kitchen now being used.	Menu boards now in dining rooms.
9.	We recommend replacing the damaged bathroom tile and removing the broken hooks in one of the bathrooms	Once the home gets bought, hopefully we can get a refurbishment. NB – at time of visit was in administration	Still in administration.
10.	We recommend replacing clocks with numbers rather than Roman numerals. (Dementia Friendly)	The picture provided is from the YPD unit, many can understand the clock, but, will check this for the other units.	Still in administration.