

The Willows –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, The Willows provided a response.

	Healthwatch Rochdale Recommendation September 2024	The Willows Response Tracy Dempsey, Business Support Manager GP Care Services Ltd	The Willows Update/Actions/Further comments March 2025
1.	Activities programme: On our visit there were no activities observed and no dedicated activities' co-ordinator. Activities are important to help support residents living with dementia to retain the abilities they still have as well as improve the quality of their daily lives. We recommend that activities for residents are reviewed to ensure there are increased activities for residents each day in the home and these are advertised better (both in the home and with relatives).	<p>Activities Programme – as you have mentioned in your report our residents are in the main at quite an advanced stage of dementia which makes finding appropriate engaging activities challenging. Therefore, we don't plan our activities in a regimented way and nor do we have an activities co-ordinator as our residents are so changeable. We have skilled carers who know the residents very well and who know what they like to do and what they are capable of doing. When a resident is having a good day our carers will encourage them to do what they enjoy, be it playing the guitar and singing and dancing (which one of our residents does) or doing quieter activities such as jigsaws.</p> <p>We do, however, have some planned activities, such as the Hale coming in regularly, pantomimes at Christmas, school children coming in to sing and interact with the residents.</p> <p>Our day care service has back-to-back activities starting with movement and music in the morning to wake everyone up, to games and music and dancing throughout the day, to calming activities towards home time.</p>	<p>We are currently planning the following activities:-</p> <p>The Global Tea Party on the 19th March – staff, residents and family members will be bringing cakes in. The residents will taste the cakes and judge which is the best cake. The purpose of this activity is to encourage residents to improve their nutrition and hydration.</p> <p>Summer days out in our minibus for those who are safe to do so – Hale Orchestra on the 7th May to the dementia friendly concerts at the Hale's venue.</p> <p>When the weather improves the residents who are interested in gardening will be helping plant Spring flowers. Due to our close relationship with Sacred Heart School the children will be providing the residents with plants and help them to plant them.</p>
2.	Improved Room Number Signage. Make room numbers clearly visible with consistent signage. Ensure that all staff are aware of the room numbering system, especially in case of emergencies.	<p>Room numbering – we do have room numbers high on the door frame so that staff can identify which rooms are which. As our residents have advanced dementia room numbers don't really mean much to them. We have found that pictures are the best way for them to way find, so we put pictures that are meaningful to each individual resident outside their room. We have found this very successful.</p>	<p>We are currently looking into creating a 'high street' feel to our corridors by putting mock letterboxes and door numbers on the doors.</p> <p>This is a work in progress.</p>

The Willows Dementia Hub, Broad Lane, Rochdale OL16 4PP

3.	Upgrade Signage for Visitors and Staff: While fire exits were clearly marked, other key areas need clearer signage for the benefit of new staff, visitors, and temporary workers. In addition to fire exit signs, consider adding directional signs for key areas (like comfort day services) without making the space feel overly institutionalised.	<p>Signage – we do have signage on the relevant doors to direct patients towards the NHS areas.</p> <p>We will consider the guidance for other areas and use where appropriate.</p>	<p>Comfort day service has now relocated to Moss Bridge house so no signage is necessary for this. https://www.gpcareservices.co.uk/services/comfort-day-service/</p> <p>We have now created a double function room called “The Woodlands SuiteT and these rooms are fully signposted.</p>
4.	Secure High-Risk Areas and Key Management: Ensure that all high-risk areas, such as the meter room, are locked when not in use with a regular check to ensure they remain locked. Implement a more secure key management system, such as a locked, tamper-proof key cabinet with restricted access, ensuring that keys are only accessible to authorised staff members.	Secure high risk areas and key management – thank you for your observations on this matter and we have duly actioned them to make all secure.	The key box has now been locked at all times and the Manager checks this periodically during the day because it is outside her room.
5.	Improve the Staff Induction Process: Conduct a review of the current induction programme, including shadowing, and gather feedback from staff to identify any gaps in training to coproduce an updated Induction.	Improve staff induction process – this is an area that we continually review, improve and amend where appropriate and is an ongoing process. We will take your comments into consideration.	The induction programme has now been improved so that there is an initial induction, then 4-6 weeks after the induction is reviewed and re-emphasised to all new members of staff.
6.	Privacy for Monitoring Systems: Review the live monitoring system with a view to relocating or obscuring live monitoring screens from communal areas to protect residents' privacy.	Privacy and Monitoring Systems – Our monitoring system has now been moved on the staff tablets and viewed as and when necessary, by the appropriate staff members. This is no longer visible to anyone except the appropriate staff.	The monitoring continues to be done on the small tablets by the appropriate staff and is still not seen in the lounges.