

Beechwood Lodge Care Home

Enter and View Report

Contact Details:

Beechwood Lodge Care Home
Meadow View
Norden
Rochdale
OL12 7PB

Date and Time of Visit:

Wednesday 30th August 2017,
9:00am - 11:30am

Healthwatch Rochdale Representatives:

Alex Leach
Jane Jackson
Elaine Grace

V.1.4

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DISCLAIMER

This report relates only to the service viewed at the times of the visit, and is only representative of the views of people who met the Enter and View team on those dates.

1. Introduction

1.1 Healthwatch Rochdale

Healthwatch Rochdale is the independent consumer champion for children, young people and adults who use health and social care services in the borough.

- We work to ensure consumers views about services are represented both locally and nationally;
- We focus on local voices being able to influence the delivery and design of local services;
- We have statutory powers that enable local people to influence Health and Social Care services under the Health and Social Care Act 2012

Healthwatch Rochdale gathers information regarding what people want from their health and social care services such as hospitals, GPs, care homes and pharmacies. This is referenced against at information gathered from health and social care providers, commissioners as well as national and local research sources. Healthwatch Rochdale also produces reports about services visited and makes recommendations for action where there are areas for improvement.

Healthwatch Rochdale has statutory powers to undertake Enter and View visits of publicly funded Health or Social Care premises. Enter and View are undertaken at when Healthwatch Rochdale wishes to address an issue of specific interest or concern. These visits give our trained Authorised Enter and View Representatives the opportunity to find out about the quality of services and to obtain the views of the people using those services.

Our Enter and View policy is available to view at www.healthwatchrochdale.org.uk

You may also wish to look at the The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013 available to view at http://www.legislation.gov.uk/ukxi/2013/351/pdfs/ukxi_20130351_en.pdf

1.2 Acknowledgements

Healthwatch Rochdale would like to thank Jillian Grimbley (Beechwood Lodge Manager) for helping to organise this Enter and View visit on the day. We would also like to thank all service users, visitors and staff who took the time to speak to us on the day and for their contribution to our Enter and View.

1.3 Disclaimer

Please note that this report relates solely to findings observed on the specific Enter and View visit date. This report is not a representative portrayal of the experiences of all service users and staff, but serves as an account of what was observed and contributed at the time of the visit.

2. Visit Background & Purpose

Visit Date/Time:	Wednesday 30 th August 2017, 9:00am – 11:30am
Establishment Visited:	Beechwood Lodge care home, Meadow View, Norden, Rochdale OL12 7PB
Speciality:	Dementia, Old Age
Enter & View Representatives:	Alex Leach, Jane Jackson, Elaine Grace

2.1 Background

Healthwatch Rochdale received intelligence around Beechwood Lodge care home from both resident's family members and professionals from statutory organisations within the Rochdale Borough. Therefore, as the independent Health and Social Care watchdog, Healthwatch Rochdale deemed it appropriate to use its statutory power¹ to Enter and View the providers on Wednesday 30th August 2017.

¹Organisations must allow an authorised representatives to Enter and View and observe activities on premises controlled by the provider as long as this does not affect the provision of care or the privacy and dignity of people using services.

(The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013)

2.2 Visit Purpose

- 2.2.1 To engage with the Beechwood Lodge care home service users and staff members
- 2.2.2 Observe service users and visitors engaging with the Beechwood Lodge care home staff and their surroundings
- 2.2.3 Capture the experience of service users as well as any ideas they may have for service improvement and/or change
- 2.2.4 Identify examples of good and poor working practice

3. Methodology

We spoke to the manager before we spoke to anyone in the care home and took her advice on whether any residents should not be approached due to their inability to give informed consent, or due to safety or medical reasons.

Following a discussion with the manager, Authorised Representatives conducted short interviews with 5 members of staff at the care home. Topics such as quality of care, safety, dignity, respecting and acknowledging the resident's and families' wishes, activities and staff training were explored.

Authorised Representatives conducted two interviews with residents at the care home to speak about their experiences of living in the home and, other topics such as accessing health care services from the care home. A family member was also spoken to as they were with a relative at the time.

A substantial proportion of the visit was also observational, involving the authorised Representatives walking around the public/communal areas and observing the surroundings to gain an understanding of how the home works and how the residents engaged with staff members and the facilities. There was an observation check list prepared for this purpose.

4. Key Observation Findings

4.1 Environment

- 4.1.1 The building is a purpose built two-storey building split in to 4 living areas
- 4.1.2 In the parking area two disabled parking spaces were available, but one was being used by a staff member who did not display a blue badge within the car
- 4.1.3 The overall impression of the building was calm and, there were lots of pictures mounted on the walls along the corridors as well as items of interest such as typewriters and machines
- 4.1.4 The home was clean and, free from any unpleasant or artificial smell
- 4.1.5 Some of the carpets and chairs are starting to look dated due to wear and tear
- 4.1.6 The reception area felt calm, although the noise levels from the TV were quite loud in relation to the venue
- 4.1.7 The tea room well decorated and themed to 1940/1950's theme
- 4.1.8 Healthwatch Rochdale representatives observed 1 residential bedroom which appeared fit for purpose, although there was a large amount of unused cardboard boxes which had not been removed by staff. Suites appeared fit for purpose
- 4.1.9 All coded doors had the same coded number in place, which visitors on the day were aware of

4.2 Promotion of Privacy, Dignity and Respect

- 4.2.1 All residents appeared well dressed, clean and tidy
- 4.2.2 Staff told us they feel that they get to know residents through chatting and talking about their past, their hobbies and interests and through general conversation. They also explained they gain resident's trust by building relationships and their confidence

4.3 Care Home information and notices

- 4.3.1 Activity information was located on the notice board
- 4.3.2 Notice on a coded door requesting that family members wait for staff to let them out - due to incident of resident going out having an accident
- 4.3.3 Names and pictures of each resident on bedroom doors
- 4.3.4 A complaints procedure was on the notice board
- 4.3.5 Pictures which include day trips for residents were included on the notice board

4.4 Interaction between Staff and Residents

- 4.4.1 We saw evidence of staff interacting with residents in a friendly and positive way
- 4.4.2 We observed that the manager knows residents and visitors by name

4.5 Staff

- 4.5.1 Identification badges were worn by all staff
- 4.5.2 All staff were smartly dressed in an identifiable uniform
- 4.5.3 Staff were courteous, friendly and helpful at all times throughout the visit

4.6 Food

- 4.6.1 There is a 4-weekly menu in which food is produced fresh at each meal time
- 4.6.2 Various diets were catered for and residents can choose alternatives meals.

5. Key Findings from Interview with Staff

Healthwatch Rochdale conducted 6 interviews with different staff members of various positions.

- 5.1.1 All staff informed the Authorised Representative that they have undertaken an induction, although some staff felt more specialised training may be required
- 5.1.2 Several staff members highlighted concerns with the number of staff available on each unit, due to a high sickness rate. Representatives were informed that it was of a usual occurrence that only 2 members of staff would be working
- 5.1.3 Several staff had concerns with pressure mats being unplugged upon a morning shift. Staff members informed Healthwatch Rochdale Representatives that this had been raised with senior management on a few occasions
- 5.1.4 The staff informed representatives of the life history book for each resident which is person centred and has received great feedback from family members
- 5.1.5 The activities timetable highlighted that planning had taken place to ensure there are several activities being carried out.

6. Key Findings from Interviews with Service Users and Visitors

- 6.1.1 We spoke with four service users during our visit. When asked if they like living at Beechwood Lodge, one resident informed the representative *“it’s alright”* and the other residents informed the representative *“Yes”*
- 6.1.2 All resident’s interviewed felt safe in Beechwood Lodge and felt independent in their daily routines
- 6.1.3 When asked what are the staff like at Beechwood Lodge? Residents replied *“always see a selection of staff, there’s been a big change in staff”* and *“make me feel safe and welcome, they sometimes sit and have a chat”*

Healthwatch Rochdale gathered further finding from relatives and friends both whilst carrying out the visit and after the visit had taken place, this feedback has been categorised into topic areas and are the view and experience of those that visit the home and not of Healthwatch Rochdale:

- 6.1.4 **Feedback 1: Topic Area : Quality of Care Individual : Relative**
- 6.1.5 **Feedback 2: Topic Area : Medication Mangement, Quality of Care Individual : Relative**
- 6.1.6 **Feedback 3: Topic Area : Staffing Levels, Safety Individual: Relative**
- 6.1.7 **Feedback 4: Topic Area : Staffing Levels Individual: Relative**
- 6.1.8 **Feedback 5: Topic Area : Quality of Care Individual : Relative**

7. Recommendations

This report highlights some good practice that representatives observed on this Enter and View visit. The observation and interview findings also serve to highlight some areas for Improvement and helpful suggestions to make the experience even better for patients at Beechwood Lodge care home. The recommendations below are made from the findings of the visit only.

Therefore, considering this visit we recommend:

Recommendation ID	In reference to report section	Recommendation
1	4.1.2	Enforce stricter parking measures within the car park to enable those with a blue badge to park in the disabled bays
2	4.1.8	Ensure all large rubbish items are removed from resident's room to comply with Health and Safety standards and regulations
3	4.1.9	Review unit security by changing numbers on all coded door to ensure appropriate security and safety within Beechwood Lodge for both residents and visitors
4	5.1.2, 6.1.4, 6.1.5	Review long term staffing levels within each unit to decrease turn over and sickness levels of current staff
5	5.1.3	Carry out quality checks within residential rooms on a frequent basis to ensure pressure mats are being used appropriately to decrease falls risk
6	6.1.4	Ensure residents are checked frequently and that any unexplained event is recorded appropriately, through the correct pathways
7	6.1.5	Review and ensure all staff members are following the correct policy and procedures to maintain effective infection control
8	6.1.5	Review and ensure all staff members are following the correct policy and procedures to maintain effective medication management
9	6.1.6	Ensure that at least one staff member is in the communal area whilst residents are present

The Report and findings will be shared with Beechwood Lodge, Rochdale Borough Council, Heywood Middleton and Rochdale Clinical Commissioning Group, Care Quality Commission and Healthwatch England.

8. Service provider Response

Thank you to the Healthwatch staff for their observations, all of which are very positive. I am very proud of the home which people say is like a 5 star hotel and we try to provide care to match. The CEO of Healthwatch England herself says its not easy running a care home but we strive to deliver the highest quality care we can through above average staffing levels, emphasis on training, superb facilities and the dedication of the staff. We recognise that the home is not an institution but a real home to a large number of people and we put them at the heart of shaping how the care home runs.

We have huge support and tremendous feedback from nearly all our 66 residents and their families. Along with all care homes we are heavily regulated and closely monitored by the local authority and by the Care Quality Commission (CQC), which acts in partnership with Healthwatch. Representatives from the local authority visit regularly for various reasons including unannounced inspections and we respond promptly to any issues raised. We welcome all inspections and recommendations from anyone as a tool for improving the home.

CQC make unannounced comprehensive inspections. They inspected earlier this year. As part of their process they have feedback from the local authority and Healthwatch. During their inspection they made their own observations of the care and spoke with many residents, 17 visitors and 15 staff. The report's summary concluded:

- *All the people we spoke with were positive about the staff and the caring nature of the support provided. People told us staff were gentle, friendly, cheerful and listened to them. We found the atmosphere in the home to be relaxed and friendly. The service placed great importance on maintaining and promoting peoples dignity. We observed that people were well presented. The registered manager and staff were caring and responsive with people who used the service and their visitors. Staff were patient and spent time with people. They all knew people well.*
- *There were a range of activities and social events on offer in the home and community to reduce people's social isolation and promote their well-being. Individual activities were also offered to people who didn't want to join in group activities. People were very positive about the activity coordinator and told us they enjoyed the activities on offer.*
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- *All the staff told us they enjoyed working at Beechwood Lodge. They were very positive about the registered manager, the support they got from her and the way she ran the service.*
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- *Staff received the training, support and supervision they needed to carry out their roles effectively. People's rights and choices were being respected.*
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- *The home was very clean, tidy, brightly decorated, well maintained and well furnished.*

Extracts from the body of the report are:

- *Visitors we spoke with said, "It's a relief to find a home like this. It's spotless. We feel that [relative] is safe here and receiving a good standard of care", "My [relative] looked ten years younger within a week of being here." Others said, "I am absolutely contented with the care my [relative] gets. We looked at 80 care homes. This stood out, the atmosphere, the staff are fabulous", "We are going on holiday. We have no quibbles about leaving our [relative] here, they would ring if anything happened" and "My [relative] loves it here. At the last home [relative] cried all the time, not here, not once. [Relative] loves it." People told us that staff gained their consent before providing support. A visitor told us, "The staff always give [relative] a choice. I have seen them ask and offer choice every time. They always go back if they need to and check."*
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- *We looked at all communal areas of the home and with their permission in several people's bedrooms. We found each bedroom was numbered and had the photograph and name of the person whose room it was on the door. All the bedrooms that we visited had been brightly decorated and had a small fridge, personal items such as photographs, games, books and small pieces of furniture. The premises were well maintained and furnished and decorated to a high standard. We saw that there was LED lighting in place as well as good use of natural light on wide corridors, which had window seats available for people to look out. There were grab rails along the corridors. There were quiet lounges where people could meet with visitors privately. There were photographs and pictures in all communal areas to help support peoples orientation around the home.*
- *Visitors we spoke with told us the home was always clean. They said, "There's none of the smells that can be associated with some care homes. Any mess or spillages get cleaned up immediately" and "It is very clean here. I'm aware of this carpet being cleaned sometimes three times in one day. There is no odour or unpleasantness and staff are so cheerful whilst going about their business."*
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- *Records we reviewed showed that staff employed in the service had received training to help ensure they were able to safely care for and support people. Staff we spoke with told us access to training at the home was good. Some staff told us they were undertaking National Vocational Qualifications (NVQ) in social care. There was an NVQ assessor visiting the home on the first day of our visit.*
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- *One staff member told us, "I have worked here for 18 months, having worked in other care homes before. I think this is one of the best places I've worked in. I'm able to raise any concerns with the manager, who is approachable and fair with staff. We have different opportunities to ask questions and make suggestions. It helps build a good team." Another said, "[Registered manager] is brilliant support, she is always available if you have concerns."*
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- *We saw that the kitchen was well stocked with food, which included fresh vegetables, fruit and salad. We spoke with the chef on duty; they told us that they could order anything that they needed. The chef said, "They are very good here. We have never been told we cannot order anything." They told us that most of the food was homemade. We saw that there was a four week rotating menu in place to help ensure that people were provided with a variety of meals. The*

service had received a 5 star rating from the national food hygiene rating scheme.

- - *We observed breakfast and dinner on one of the suites were people needed additional support. We saw that where people needed additional support to eat their meals there was good eye-to-eye contact from staff and people were encouraged to eat as much as possible. There was a choice of what to eat and drink at both meals. Tables were nicely set with table clothes and napkins, with attractive artificial plants. People also used special cups and plates to help support them to eat and drink as independently as possible. There were plenty of staff available to ensure that people received their meals in a timely manner. Staff were attentive, discreet and efficient in a relaxed way.*
- - *People who used the service said "The food is nice, it's as good as I would have got at home", "The food is very good, you can have anything you want. It's homecooked and good", "I like the food here, there's always fresh veg and good meat. Mealtimes are a chance to talk to others and are pleasant" and "This food is really quite good. I enjoy mealtimes and like having choice. It's really like being in a hotel."*
- - *Visitors told us, "The food is lovely. They get fresh fruit for elevenses; strawberries and melon. They get a cooked breakfast every day and cake brought to their rooms" and "My [Relative] will eat things here that [they] would refuse to eat at home, so having given staff [relatives] food preferences, it's made me look as if I didn't know what I was talking about. It's remarkable really."*
 - *The district nurse spoke positively about the home. They thought that the service offered by the district nurses was flexible as they were able to work round people's routines, gave good continuity and was preventative and reduced the need for GP visits.*
 - *People we spoke with told us they were supported with their health needs. One person told us, "I've got a problem with [medical condition] at the moment, only when I lie down in bed though. The staff have called in two or three times to see how I've been today and they always call the GP if I need one."*
 - *Visitors we spoke with were positive about the way the service supported people who lived at the home with their health needs. One visitor told us, "Here they are changing [personal care] and turning [relative] three or four times a night, which is maintaining [the persons] skin integrity. Sadly, we've had a different experience in another home, where [person's] health suffered." Another visitor said, "My [relative's] health has improved significantly in the last few months. The staff are good here and have taken the initiative to make referrals when needed. For example they call the GP if there's any change in health and they always let me know."*
 - *All the people we spoke with who lived at Beechwood Lodge were positive about staff and the caring nature of the support provided. People said, "I like it here" and "I definitely can talk to the manager and often do. They are all so good here. Staff know you very well.*
 - *Visitors we spoke with said, "The staff here are marvellous. Nothing seems to be too much trouble for them and [person who used the service] seems to have*

settled well in a short period of time" and "It's a chilled, relaxed atmosphere in here. Because the unit is small, there is a homely feel." Visitors we spoke with said, "My [relative] loves the staff [person] and smiles when they come in", "They are lovely, very gentle in their approach", "The staff are so cheerful and friendly", "The staff are generally kind and caring and they do seem to listen." Another visitor said, "The staff are kind and caring and they do listen." Another said, "The level of gentleness and respect has surprised me."

- Staff we asked told us that they would recommend the home to a family member. Staff we spoke with told us, "I love looking after the residents and making sure they are happy and well looked after", "It's a relaxed environment I love working here" and "It's very person centred. We get to know people and there are fifteen individuals on this suite. It's all about the residents."
- We found that the registered manager, and all the staff we spoke with, spoke very fondly about people who used the service. They knew them well and knew their likes and dislikes. They were able to tell us about people's life histories and what was important to them.
- We found the service placed great importance on maintaining and promoting people's dignity. We observed that people were well presented. The home had their own hairdressing salon and nail bar. People could ask their own mobile hairdresser to come into the home and use it. Mondays were pamper days.
- Visitors we spoke with told us they were made to feel welcome. One told us, "We feel that we can come at any time without any restrictions. Sometimes we come later to fit my [family members] shift patterns, but it doesn't seem to matter. I think that's brilliant." Another said, "We can book a room here for family occasions. This is good because it's not always possible for my [relative] to eat out with [their] particular support needs. This is really helpful in keeping the family links."
- A visitor told us, "Staff seem to be friendly and approachable. They treat my [relative] with dignity and respect [persons] privacy. I feel that [relative] is supported to be independent here."
- Other visitors told us, "[Registered manager] listens to us, She usually put things in place [if a complaint is made] and comes to tell me what has been done", "I feel they listen. [Registered manager] takes on board what I say" and "We don't have problems, just bits of things. They get it sorted."
- We looked to see what activities were offered to people that lived at Beechwood Lodge. A person who used the service told us, "I join in with some activities. I like singing, dancing and, of course, chatting at lunchtime." A visitor we spoke with said, "They go and get my [relative]. [Activity coordinator] knows just what to do. She encourages my [relative], It's wonderful to see." Another visitor said, "My [relative] has always done arts and crafts. They do it with [person], there are loads of activities, they are always doing things. There are group's and one to one activities."
- We saw that there were items available for people to pick up and use on the dementia suite, for example, dolls, books, puzzles and soft toys, which included a

pet animal that breathed to make it appear life like and could be brushed which was popular with residents and visitors.

- *We spent time with the full time activities co-ordinator. They told us that they were well resourced and could have any equipment that they needed. They completed an activities timetable each month and tried to incorporate new ideas and suggestions from people and their relatives. The activity co-ordinator knew people well and their likes and dislikes and also the way the suites worked so was able to plan activities accordingly, moving from suite to suite throughout the day. They said that they would set up a group activity in the lounge/dining room area with staff and then spend time doing 1:1 with people who preferred to stay in their rooms. On the first day of our inspection, we saw that the activities coordinator was using a sensory product. This included an audio CD so people were encouraged to connect the noise, for example a baby crying, with the smell of talcum powder. They also used bigger piece jigsaws and 'magic' paints that everyone could use. Board games were popular, people could get very competitive, and this included a recent 'best Christmas Decorations' competition on the suites. There were plenty of books available for people to read and the local authority mobile library visited the home every two weeks. An exercise group who used streamers and pom poms visited every two weeks. A theatre group visited twice a year to give a performance. Last year it was 'Mother Knows Best' in May and 'Alice in Wonderland' at Christmas. Trips were being arranged for 2017; for afternoon tea on a steam train, the Sea life Centre, an art gallery, a military museum and an arts and heritage centre that did reminiscence work, which they also received reminiscence boxes from every two weeks. People were supported on local walks and to nearby shops. Birthdays were celebrated and the chef told us that they made cakes for people. The Orchard Tea Room could be used for family parties and also for messy play with the children from local schools who visited the home on a sessional basis. It was planned that the children would start a garden project in February 2017. Music was very popular. The maintenance person was a gifted electronic piano player who was clearly popular with people. We saw people singing together and also a beautiful theatrical performance of "Somewhere over the rainbow." One visitor told us, "I come in on a regular basis to play the piano for the residents on the Oak unit. My [relative] derives so much pleasure from listening to the piano. [Person] enjoys a lot of the old time music hall songs and the other residents will join in and sing along.*
- *Most people we spoke with told us they thought the service was well-led. One visitor said, "Its 100% fantastic", "This home is well led. There have been improvements since [registered manager] arrived." Others told us, "I think this is a friendly and caring place, it comes from [registered manager]" and "It is well run." We found the registered manager knew the names of residents and their visitors. We found the registered manager to be caring and approachable. We observed they interacted politely with everyone and people responded well to them.*
- *Staff we spoke with were very positive about the registered manager. They told us, "[Registered manager] is all about the residents", "Brilliant manager. Very supportive, friendly and approachable", "She's a diamond, she's a good manager", "[Registered manager] is a great manager. Always helps out." Other staff said, "[Registered manager] is really approachable. If I had something to complain about I am sure she would listen", "[Registered manager] has an open door policy and both she and [deputy manager], have been very supportive both at work and to me*

personally."

- *Staff said of working for the service, "I really like working here. The manager is good; she listens and encourages good teamwork", "I know I can go to anyone. I have never known a place like it. We are such a team", "[Registered manager] is excellent and very approachable. It's encouraging that we get good feedback for our work here too", "I feel valued here", "Everyone is approachable here and there is a very good atmosphere, as we all work as a team" and "There are many experienced staff working here and there's good teamwork."*
- *We saw that staff meetings were held regularly. We saw that recent meetings had been used to discuss checking pressure alert mats, completion or recording charts and checks and timely answering of calls bells. We saw that staff had used one meeting to discuss how recording and updating people's records could be improved.*
- *The activities co-ordinator was responsible for conducting residents meetings with no other staff members present. This was so people could raise any concerns more comfortably. The activities co-ordinator then set out to address any issues raised, fed back what action they had taken and checked that people had seen an improvement. We reviewed records of these meetings and saw they were well attended. We saw that issues discussed included a recent request from a person who used the service for certain food to be added to the menu, we were told this had been arranged. We saw that another person had been unhappy that some of their clothes were missing. We saw that the activity coordinator had looked for and found the clothes. We also saw that a discussion had been held to find out what times people would prefer activities to be arranged, we saw that people had expressed a preference for afternoons; the activity coordinator had said they would reflect this in their timetable of activity.*
- *We saw that the service also produced a newsletter that gave information about activities that had happened, planned activities in the home and community based activities that people could book onto. One newsletter we saw included the service response to comments and suggestions people had made on improvements they would like within the service. One suggestion we saw included ordering smaller and lighter cups and glasses. We saw from the response that as a result the service had ordered these. A visitor said "[Registered manager] is marvellous. She listens and endeavours to support any request."*
- *We looked at the arrangements in place for quality assurance and governance. We found there were a number of good daily, weekly and monthly checks and audits. Records we looked at showed these included cleaning, safeguarding, health and safety, daily recordings, care records, falls and maintenance.*

We also monitor the views of people who use the service and their visitors. Our feedback is overwhelmingly positive. These are just some extracts:

- **Feedback 1:** I would recommend anyone to consider living at Beechwood Lodge as they would be well cared for due to the staff's positive and caring attitude which cascades from management to all members of the team. (From a visiting nurse)
- **Feedback 2:** Jilly is fair minded and always available to listen to any problems or issues

- Feedback 3: My mother is well cared for by staff under Jillian's management
- Feedback 4: A big thankyou to all the staff at Beechwood for caring for my Dad. The fact that residents at Beechwood are treated as individuals is very important
- Feedback 5: To all the girls at Beechwood who look after (resident). They are so caring and patient. Its amazing how well they have settled here.
- Feedback 6: You all do a wonderful job with patience and care. You are all amazing. My (relative) is really happy here and loves all the staff.
- Feedback 7: Thank you for taking the time to reposition (resident's) pillows hundreds of times until she is comfy, for stroking her face, brushing her hair and for showing her affection. For seeing past her age and the fact that she is coming to the end of her life and allowing her to do that peacefully and with dignity. I have spent long periods of time here and have seen the long hours you do. Being a carer isn't always easy and requires patience and dedication. You do it well! This is a really hard time for us. I am so thankful that we have (resident) safe and cared for by all of you.
- Feedback 8: Lovely home, friendly and very helpful staff.
- Feedback 9: I am happy with my mother's care. I have peace of mind that she is well looked after physically and mentally. I do not have set days for visiting but whatever day I visit my mother the staff always look relaxed and going about their care with the residents in a pleasant manner. If I need anything they are more than happy to help.
- Feedback 10: Overall I find the staff to be excellent. Very caring and compassionate. It is a huge comfort knowing that my mum is in such good hands

Thank you again to Healthwatch for highlighting the good practice they observed.

Jillian Grimbley
Registered Manager
Beechwood Lodge

Contact Us



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