

Lyndhurst –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 Lyndhurst provided a response.

	Healthwatch Rochdale Recommendation October 2024	Lyndhurst Response Rachel Mulvey, Manager	Lyndhurst Update/Actions/Further comments Rachel Mulvey, Manager March 2025
1.	Safety issues notified on the day of visit. On the day of the visit, there were two safety issues raised for immediate action: <ul style="list-style-type: none"> There was an extremely hot Bain Marie with unclear signage and no visible way of stopping people touching or leaning on it, and A fire alarm button that had the front flipped up. Confirmation is needed that action has been taken to address the safety concerns in relation to both these matters.	Safety Issues notified on the day of visit <ol style="list-style-type: none"> The Hot Bain Marie with unclear signage and that was not visible The signage was fitted to the wall and is visible. The front alarm button front flipped was replaced 	A. The Hot Bain Marie has a clear visible sign (16 October 24) B. The front alarm button flipped was replaced (21 October 24)
2.	Visible menu board. Recommend the home provides a suitable visible menu board, with the day/weekly menu choices, with images and photos to assist residents with dementia to recognise what is planned.	Visible menu board Menu boards have been done with images and also on menu boards on tables	We have images of menus we continue to review as weather changes see some menus Nov 2024 to current reviewing Example below
3.	Positive praise/gratitude board It is important to highlight the positive work of the home and staff team. It is recommended that a noticeboard is created to show evidence of positive praise, gratitude and acknowledged good work of the home, all in one accessible place. This should be regularly reviewed and updated.	Positive praise/gratitude board A board with information and gratitude compliments is available	The gratitude and compliments board available on 21st Oct 2024 Example below
4.	Spiritual Connection. It is recommended that a spiritual connection is established within the home for residents e.g. a connection with a local church and or lay person.	Spiritual Connection We have made enquiries with Middleton vicar and few more churches, they will visit per appointment	We are still waiting for the Vicar to visit. Appointments were made November 2024.
5.	Up to date training. It is recommended that the home further strengthens the training offered to staff as a priority, particularly in relation to dementia, with all staff also being trained in fire safety and relevant staff in first aid.	Up to date training We have scheduled training for staff within the month of January face to face and including online training First is scheduled for 30 th January 2025, fire safety and dementia training have been scheduled for early February 25 many more training our staff are up to date with training	Face to face training is ongoing. <ul style="list-style-type: none"> Moving and Handling 28 Jan 25, 30 Jan 2025 First Aid End of Life Course 28 Feb 25, 20 March 2025 COSSH 20 March 2025 Food and Hygiene March 2025
6.	Activities programme: As residents commented <i>“they would like to see more activities”</i> it is recommended that the home continues to review, strengthen and fund the activities programme. To ensure there are suitable activities for residents each day in the home which are advertised on the activities’ board ‘what’s on this week/month.’ For example, introduce more tailored dementia-friendly activities such as memory	Activities Programme Our residents are offered a variety of activities and more training continues to be provided to our activity coordinator and staff, Rochdale council offered in (Nov 24) Some arm chair exercise therapy and Music residents have continued to enjoy various activities a calendar in place on notice Board.	The residents are offered a variety of activities pictures of activities will be sent separately Example below

	boxes and music therapy and connect more widely with local community groups or schools (e.g. choirs).		
7.	Clutter free environment. Given the reduction in storage space in the home and observations on the day of the review, it is recommended the home identifies suitable space that can be utilised as additional storage space and create a more clutter free environment.	Clutter free environment We had a good clean out of some areas to create space in storage areas to avoid clutter the clearing was done effectively.	The Home arranged a deep clean of the home and all items were removed on 17th October 24
8.	Dementia friendly review. To review the home's equipment, environment and staff training so that the home is adapted to meet the needs of residents with dementia. To be done in line with good practice guidance.	Dementia friendly review In reference to equipment in line with residents with dementia we continue to improve and more equipment is in place and this is on going and we continue to ensure the needs of our residents are met. The residents will choose what they want in their bedrooms and prefer the bright colours within the home.	The home is improving in dementia friendly signage and the activity coordinator continues to improve from 20th October – on going



Lyndhurst, 120 Manchester Old Road, Middleton, M24 4DY



Upcoming events

Shrove Tuesday 04/03/25
St Patricks Day 17/03/25
Mothers day 30/03/25
St Georges Day 23/04/25

If family and friends would like to make any donations or contributions to the upcoming events please see senior staff for further information.

Thank you all for your support.
Rachel and Team.

Week Commencing 3rd March	Monday – 3rd	Tuesday – 4th	Wednesday – 5th	Thursday – 6th	Friday – 7th
10am	Newspaper Delivery	Newspaper Delivery	Newspaper Delivery	Newspaper Delivery	Newspaper Delivery
10.15	Good Morning Catch Up & Lunch Menu	Good Morning Catch Up & Lunch Menu	Good Morning Catch Up & Lunch Menu	Good Morning Catch Up & Lunch Menu	Good Morning Catch Up & Lunch Menu
10.45	TV News Or Music Therapy	TV News Or Music Therapy	TV News Or Music Therapy	TV News Or Music Therapy	TV News Or Music Therapy
11am	Balloon Pass Game	Morning Armchair Exercises	Light Weighted Exercises	Morning Armchair Exercises	Yoga Stretches
11.30	Dominoes	Arts & Craft	Easter Preparations	Colouring Club	Singing & Dancing
12.30	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
1.15	Hair Salon	Baking	Painting Club	Bingo	Nail Salon
2PM	Tea & Coffee Social Time	Tea & Coffee Social Time	Tea & Coffee Social Time	Tea & Coffee Social Time	Tea & Coffee Social Time
2.15	1-2-1 Activities	1-2-1 Activities	1-2-1 Activities	1-2-1 Activities	1-2-1 Activities
3PM	Residents Rest Club	Residents Rest Club	Residents Rest Club	Residents Rest Club	Residents Rest Club
4.30	Dinner Time	Dinner Time	Dinner Time	Dinner Time	Dinner Time

Photos shared from Lyndhurst with permission – March 2025



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Podiatry day

Thursday 3rd of April 2025



To all the Lyndhurst Staff

Thank you for taking care of our Mum, through the ups & the (lock) downs, you've all been fantastic.

With Love
Adrian, Lisa, Alison, Andrea, Sue
& all the Blackshaw Family
xxxx

Thank you
LYNDHURST