



Middleton Hall Care Home, Middleton **Enter and View Report**

February 2026

Middleton Hall Care Home

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 local 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/uksi/2013/351/pdfs/uksi_20130351_en.pdf

Healthwatch Rochdale has used the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2026 Healthwatch Rochdale

Acknowledgements

Healthwatch Rochdale would like to thank Middleton Hall Care 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	Middleton Hall Care Home 205/207 Grimshaw Lane, Middleton, M24 2BW
Service Provider	Horizon Residential Homes Limited
Type of service	Residential Care Home registered for 29 residents
Date and time of Enter and View visit	Tuesday 3 rd February 2026 Between 10 am and 1 pm
Authorised Enter and View Representatives	Naomi Burke, Kirsty Mallinson and Margaret Parker

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.

Healthwatch Rochdale has used the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2026 Healthwatch Rochdale

At the time of the Enter and View visit it was noted that the last full inspection of Middleton Hall Care Home took place on 4th December 2018. The CQC inspection determined that the home was rated as “overall good,” with safe, caring, effective, responsive, and well-led areas of inspection all rated as good.

To read the inspection information and reports for Middleton Care Home please visit: <https://cqc.org.uk/location/1-2096029510/reports>

CQC conducted a review of the data available on 6th July 2023 and did not find any evidence that they would need to carry out a further inspection or reassess the home’s rating at this stage.

Visit Background and Purpose

Background

Middleton Hall Residential Care Home is a registered care home for people aged 65+ situated in the Middleton area, offering both long-term and short-term care for up to 29 residents. The home particularly specialises in dementia and older persons care. The home offers 27 single rooms and 2 companion rooms. The residential care is provided in a detached building, providing accommodation over 2 floors which is surrounded by a large garden, with a small car park to the front of the property.

Healthwatch Rochdale visited Middleton Hall Care Home on 24th February 2026 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.



Healthwatch Rochdale has used the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2026 Healthwatch Rochdale

Methodology

The Enter and View team undertook observations round the home and asked pre-prepared questions of the residents, relatives and staff who were present during the visit.

- Received a completed questionnaire from the manager prior to the visit and spoke with the manager to seek further information on some aspects of the questionnaire and visit.
- Spoke with 6 staff members and received general feedback or comments from staff during the visit and 3 digital feedback forms returned
- Spoke with 8 residents and 6 people visiting relatives or friends and 2 digital feedback forms returned
- Observed areas of the home.

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 also provided to the manager for staff and family members who were not present during the visit to complete and return via FREEPOST to Healthwatch Rochdale and posters with the QR codes provided to display within the home.

Healthwatch Rochdale has used the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

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

- ✓ Good retention of staff
- ✓ The manager and staff team were welcoming, open and accommodating
- ✓ Home was well maintained and decorated internally
- ✓ Accessible, clean, tidy and had a neutral smell
- ✓ Residents seemed “content” and had a variety of things to do
- ✓ Lots of visitors



Recommendations

The Enter and View visit identified the following areas for improvement and therefore recommend:

1.	Residents are reminded that the hairdresser is in throughout the session to minimise confusion around changes to their routine and use of the lounge (??)
2.	That the monthly overview menus are updated and visibly displayed with the relevant month and menu choices for the residents.
3.	The garden area is used more evidently as part of the activity programme and for health and safety reasons that the flooring is cleared alongside being power washed. Adding some bird feeders and plants to areas for stimulation and as a focal point.
4.	A new sign is installed at the front of the home building to clearly identify the residential home and ensure people know that it is the right place.
5.	That signs include images for ease of understanding for residents and that all are laminated for longevity.

Results of the visit

A good care home should:

1. Have strong, visible management.

Manager feedback

Both the manager and Deputy are long-standing employees of the Middleton Hall residential home, both have worked in various roles within the home over the years. The Deputy has worked in the home for 18 years and the Manager for approximately 22 years and during his employment he has worked in a variety of roles, for example as a carer and senior, before being promoted to the registered manager post approximately 8 years ago. He spoke about his enjoyment of the job saying *"Caring for the elderly, providing the best care possible for our residents.... Hopefully bring some comfort and enjoyment to their stay while with us. That's what I enjoy the most."*

Residents Feedback

When residents were asked whether they knew the managers in the home and what they thought about them they said:

- ☛ *Yes, there he is (pointing towards the manager talking with another resident.)*
- ☛ *Yes, he is ok*

Friends and Family feedback

Relatives were asked if they know the manager of the home and what they think about him and they said he was approachable, friendly, caring and was "visible."

Staff feedback

Staff spoke positively about the manager and his approach, with a few saying he is a *"good manager,"* and that they feel there is a good, supportive team working in the home.

Observations

During the visit the manager was observed moving around the home interacting with residents and staff in a relaxed, friendly and easy way. He was also observed helping his staff with deliveries, serving brews and tidying up.

Healthwatch Rochdale has used the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2026 Healthwatch Rochdale

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

Manager feedback

The manager uses the “Dependency Tool” to calculate the number of staff needed to support the number of residents each day given their assessed needs. This tool is regularly reviewed and updated to take account of changing needs and number of residents (which is currently 25).

There is strong staff retention in the home creating a stable staff team familiar with their roles and responsibilities. All new staff undergo a 2-week induction to the home when appointed to become familiar with the home, including the systems, residents and their routines. Regular in-house and online training is offered for all staff, as well as opportunities to attend external training and development. They all keep current with the relevant mandatory training (e.g. first aid, moving and handling) and there is also a commitment to ensure staff continue to develop their skills and remain up to date with best practise. Complete records of all individual training undertaken by the staff team is maintained by the manager.

The manager advised the Enter and View team that the staff team was a little low on the day of the visit. Two of the housekeeping staff were attending a morning training session offered by the NHS Infection and Control Team and were due to come back on duty in the afternoon. In addition, as it was not possible to arrange a bank staff member, an Activities Co-ordinator (who worked previously as a carer in the home) agreed to cover the care staff duties and responsibilities for the day.

Residents Feedback

When asked what they thought about the staff and if the staff have time to stop and chat, some residents replied:

- ☛ *They all look after you*
- ☛ *They come round and talk with you when they can*
- ☛ *Alright at times. They are short staffed to be honest.... Don't think they have any time*
- ☛ *Yes, the staff are great*

There was a common positive theme that all residents we spoke to said that they liked the staff and they were friendly and cared for them well.

Friends and Family feedback

Relatives were asked for their views about the staff and how they felt about the care their relative/friend received in the home and one visitor said:

"I wouldn't leave X somewhere that I didn't think had caring or skilled staff. You hear so many horror stories and thankfully – you don't hear them about here!"

Staff feedback

During informal conversations with the staff, they talked about the work with residents in the home, and commented:

- ☛ *It is challenging but rewarding.*
- ☛ *It is fulfilling. There are some right characters!*
- ☛ *Worked in 3 other care homes and this one if by far the best one I've worked in – we all get on and feel valued*
- ☛ *I would put my own family in here, everyone works here as they actually care*
- ☛ *It's helpful that we have a good team working here, and lucky that we have our own handy man who is here full time and knows the home well*

One staff member told us that although she was now in a cleaning role in the home, she had worked her way round roles at Middleton Hall over around 4 years – starting as a carer. The Management team have worked with her to upskill herself and find a role she feels she is more suited to at the current stage in her life.

Observations

During the visit the staff were highly visible and busy doing their work around the home and were seen interacting positively with the residents.

The Reps observed the Hairdresser washing, cutting and styling residents hair. She wheeled the residents in and out of the allocated room, and she has been the homes hairdresser for a number of years and had also done training such as lifting and handling.

The Homes "Handy Man" was observed during the visit inspecting areas, moving cardboard to the bins, working on repairs within his "man cave" and when speaking with him, he spoke of his work within the home with pride. Whilst there we noticed a loose carpet rod, and he immediately got to work fixing it.

We observed staff working flexibly between a variety of roles with a sense of teamwork. Systems seemed to work well as they had a consistent approach, routine and procedures that they were all adhering to.

Observing and speaking with the Homes Cleaner, she had a well-stocked area, a clear system and routine in place and spoke highly of the Manager and that she always has everything she needs to fulfil her role.

Within the kitchen, we observed staff pulling together to swiftly log and put away a large shopping delivery, rotating stock and checking stock dates etc.

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

Manager feedback

Care assessments of all residents are received from Adult Services before residents are admitted to the home and are reviewed by the manager to check their suitability for admission to the home. Visits are no longer made into hospital settings; however management will undertake visits to people's home. Although it was noted that most people will visit with a relative to look around the home before the final decision with respect to admissions are made.

The initial assessment by Adult Services is supplemented by staff chatting with the resident and family on admission to complete a "this is me" booklet and update information on their "like and dislikes." A care plan is in place for all residents, and their information is recorded in individual files as well as on-line into an accessible app for all staff to see as and when needed.

Care plans are kept up to date and information shared through regular team meetings. The home also utilises a staff 'whatsapp' group for information sharing on the residents and a range of issues related to the home.

The manager highlighted that a 'statement of purpose' is kept in each resident's room and that he was updating their 'likes and dislikes' on the computer for displaying in all the residents rooms (NB. it was noted these information sheets were completed and printed by the end of the Enter and View visit ready for placing in every resident's room).

Residents Feedback

Residents were asked if the staff know their likes and dislikes and whether they knew what they needed (e.g. your daily routines, personality, lifestyle, clothing etc)

- ☑ *Yes, they are good. I go to bed early and they take me for wash at night*
- ☑ *Yes, they help me to dress*
- ☑ *Yes, I can't fault them. It is like a family here*
- ☑ *Yes, I am well looked after*
- ☑ *I like it here. It is like a hotel*
- ☑ *I like to sit in the same seat in the lounge, the staff save it for me*

4. Offer a varied programme of activities.

Manager feedback

The manager confirmed that there are 3 Activity Co-ordinators employed within the home between the hours of 10am and 6pm to provide activities 7 days a week. He highlighted that a monthly activity plan is prepared in which there are a wide variety of activities; ranging from bingo, baking, reminiscing games, exercising, singing, dancing, disco afternoons *"which is a favourite,"* and singers.

A selection of outings is also offered, including visiting a local shopping centre, pub lunches, walks to the park, walks to local shops, visiting a local café and once a year a trip to Blackpool or Southport is arranged.

The activity programme varies according to the needs and wants of the residents. A resident and family meeting is held at the end of each month, which is utilised as an activity review. They also hold a meeting every 3 months to co-produce plans for future activities.

All residents are encouraged to participate in activities. However, it is their choice. Nobody is pressured into joining in with activities, but the manager believes *"most want to because they want something to do."*

Staff let all residents know each morning what is on the activity plan for the day or staff ask if they prefer to do something else," It's *their choice, but there is always something going on."*

When a resident shares information about their hobbies with home staff, they do their best to encourage them to continue with these and, if possible, the hobbies will be *"incorporated in with activities (plans) to see if others are interested in trying it."* The Manager referred to one gentleman who enjoyed model plane making and this encouraged others who also took it up for a while.

Residents Feedback

Residents offered a very open and positive approach when asked around their thoughts on activities offered in the home:

- 🗣️ *I join in everything going on*
- 🗣️ *I don't do activities. They ask me to join but I never want to.... I don't know why. I used to do things before coming to the home... I'm awkward*
- 🗣️ *Oh yeah, I like the exercises and music activities*
- 🗣️ *I am always in the garden, especially when the weather is better and I join in whatever I can*



Friends and Family feedback

A visitor said that they appreciated the things that went on in the home, they commented that the staff made things fun and listened to the needs of the residents. One example they gave was the residents all watching football wearing their football scarves and tops.

One man's son told us that he visited daily and was happy to see the variety of things that is going on for such a small home. His dad joins in some things, but even if he is observing staff are always involving him in small ways and interacting with him.



"The staff always make us feel very welcome whenever we visit. They are friendly, always remember who we are and who we are visiting and always have a tale to tell us of what Dads been up to..."

Family Member, Middleton Hall Care Home, Rochdale



Observations

On the day of our visit we did not observe specific activities taking place as when the hairdresser is in, she needs one of the rooms that is usually used and on this particular day, staff were on training, leave or covering other roles.



There were notice boards with information on about activities taking place, photographs of past activities and events.



In the conservatory area, there was a wide range of activities stored which included games, jigsaws, arts and craft materials, musical instruments, teddies, instruments and dolls.

In this area we also observed some of the residents work such as handmade keyrings, paintings and other craft items on display.

One female resident said she likes to sit in the other lounge, generally in the same seat, but had to move for the hairdresser and sit in the dining area. We observed her friend who also came through to join her sitting in the dining room. They both appeared to be a little disorientated/put out by this change to their daily routine. Additionally, one of residents became confused about the fact she was not getting her hair done and was asking why she wasn't.

Therefore, we recommend that residents are reminded that the hairdresser is in throughout the session.

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

Manager feedback

The Chef prepares 4 weekly seasonal menus. The menu is displayed in the dining room with picture menus for the residents and family members to view. Personal preferences, likes, dislikes and health information is shared with the Chef and other kitchen staff and recorded in a 'link folder.'

Although not regimented, there are regular mealtimes throughout the day. Mealtime is a "quite popular" social occasion for residents. They are asked by staff before each mealtime if they would like to sit in the dining room for their meal. A

Healthwatch Rochdale has used the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2026 Healthwatch Rochdale

few prefer to stay in their room; whereas others may want to stay where they are in the lounge/s and staff will accommodate their wishes wherever they are.

There is always flexibility around the menu to accommodate resident's changing needs and/or preferences. The kitchen staff go round after breakfast each morning with the choices for the day's food and will always offer alternatives if what they like is not on the menu. When it's identified that a resident's dietary needs are changing, this information is recorded and the proposed alternative arrangements are recorded and shared with all the staff. For example, if a person is struggling with their weight or losing weight, the resident's diet will be reviewed and monitored to either place the person on a diet and fluid chart or offer a fortified diet, with regular snacks and encourage the resident to eat throughout the day.

The Chef is always a part of the resident's and family monthly meetings each month, where they are asked if they enjoy the food, any particular likes and dislikes as well as their input on any fresh ideas. The menu is easily changed according to the feedback that is received.



Residents are encouraged to ask for drinks anytime during the day and evening. However, the home offers a permanent hydration station, which is supplemented with a variety of different snacks each day. The main one is in the dining room area of the building ("and residents are always made aware of this") and cold drinks are also left in each of the two lounges, plus the staff provide a regular hot drinks trolley in between mealtimes.

Residents Feedback

When the residents were asked what they thought about the food, and if there are choices in the menu the views expressed included:

- ☛ *The food is alright...I have what comes*
- ☛ *Food is good. I like cheese...You get a choice and tick off what you want*
- ☛ *Yes, it is alright. I always eat everything*
- ☛ *Yes, there is a choice. I am having pie and chips today, not fish and chips.*

Healthwatch Rochdale has used the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2026 Healthwatch Rochdale

A resident told us that the kitchen staff are good with him, if he doesn't fancy what is on that day, they always make him something else.

Friends and Family feedback

When relatives were asked what they think about the quality and choice of food, one visitor said: *"I always get a brew when I visit and a cheeky biscuit. The staff in the kitchen are really nice, and the care staff always know what X has eaten when I ask, as I do worry he doesn't eat properly as he didn't when he was living on his own."*



Observations

The team visiting was advised that the kitchen staff were preparing to undertake a deep clean of the kitchen, so the residents were being offered a 'chippy lunch.' It was observed that during the morning residents were asked for their preferences and as the team were leaving the staff member responsible for the collection returned from the chip shop with the food for the residents, a number of whom were sitting around the small tables in the dining area talking in social group settings. It was noted that at least one resident was provided with an alternative food choice on a tray in her room.



Staff were observed filling up the hydration station alongside the biscuit barrel and snack box alongside it.

Reps observed the homes "Hydration Station" with a variety of drink choices and cups including adaptive cups for residents needs. 2 residents were observed pouring their own juice at the station and sitting together to drink it.



The Reps noted that the residents hydration intake was measured and logged by staff members on duty, and they continually encouraged residents to have a hot or cold drink.

Within this area there was a display of old/vintage/antique biscuit tins, OXO tins etc which staff explained they are used as memory boosters and conversation starters, many coming from residents homes when they move into Middleton Hall.

There were menus on display, however some of these were outdated for 2025.

Therefore, we recommend that the monthly overview menus are updated and visibly displayed for the relevant month and menu choices for the residents

There were also food hygiene and allergy information, hand sanitiser and disposable gloves in this area.



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

Manager feedback

It was confirmed that although the home does not have a designated dentist, they receive regular visits from a range of health professionals as and when needed; namely GP's, optician's, podiatrist/chiropodist, audiologists for hearing checks. The home is registered with five GP practices as the residents generally prefer to retain their links with the practice they were registered with prior to their admission.

Residents are monitored daily by the care team and, for instance, if they need a GP visit this will be arranged for them. If it is judged by a staff member that the resident needs a visit by a health professional this will be communicated to them, so they understand what is happening and being planned for them.

Residents Feedback

There were slightly differing experiences and awareness when the residents were asked if they had recently seen a health professional and whether the doctor visits them in the home and referred to the support they received from staff and relatives, with one resident saying *"the doctor will come into see me if I want t see him"*

Friends and Family feedback

A family member told us that they are always well informed around the care that their family member receives. If anything changes the manager or staff, contact them straight away by phone or update them as soon as they visit. They commented that this level of care was highly appreciated.

7. Accommodate residents personal, cultural and lifestyle needs.

Manager feedback

As part of the original assessment and ongoing review of the residents individual care plans, the 'This is me' form that is completed with each resident and their family member highlights the personal, cultural and lifestyle needs of each person. The home has also introduced a resident of the day, where they are asked "if they are happy or not" and about their care. The care file is updated at least each month to ensure the records remain up to date and any specific needs have been adjusted or changed.

The manager acknowledges that learning and understanding about diversity and the religious beliefs and cultural needs are ever changing and there is a need to update with developments in this area to ensure residents needs are being met and staff understand equality and diversity. Therefore, the home includes this as an important element of the online and inhouse training programme for all staff. Also, the manager believes that good communication and information sharing is important to ensure the staff team meet all beliefs and cultural within the home.

A regular hairdresser has been coming to the home every Tuesday morning for a number of years and operates a salon arrangement, with residents sitting together in the separate small lounge area chatting whilst waiting for their appointment.

All residents are supported with their personal care and lifestyle throughout the day and night according to their individual care plan needs. Residents are offered a shower daily in the separate shower rooms available on the first and ground floors. They are all encouraged to do what they can for themselves to maintain independence, and staff will assist with personal hygiene needs where required.

The laundry is carried out on site for all residents and is co-ordinated by the housekeeping staff. It is operated through two separate small rooms on the ground floor, one room where the washing and drying machines are located and the second room is where the individual resident baskets are retained and any ironing takes place. The residents and their family members are asked to ensure their names are ironed or written into their clothes prior to being admitted to the home to reduce the potential issues that may arise with mixing up clothes.

The laundry is collected from residents rooms each morning and, wherever possible, returned daily.

The housekeeping staff, who generally work an 8am to 4pm or 8am to 2pm shift, are also responsible for maintaining the cleanliness around the home, including residents bedrooms.

Residents Feedback

One resident told us he had been placed in Middleton Hall following a hip replacement, and although he liked it, he would prefer to go home. He said he liked the Bingo and they always ask him if there is anything he wants to do.

Many of the residents we spoke to on our visit spoke about the laundry system and how effective it was:

- ☛ *Yes, they do wash in the home. My granddaughter sorts it for me.*
- ☛ *Yes, my washing is done here. They take my laundry every morning in a box and when returned -it is placed in my wardrobe*
- ☛ *My sister looks after my things*
- ☛ *I used to get my clothes lost in the last place I was in, always get my own things back here, smelling nice and all ironed!*

The Hairdresser was well known by the residents, and we asked 6 ladies and 3 men if they used the service and they all replied yes with one stating *"I go but she always tries to drown me..."*

When asked if they use or go into the garden or outdoor area one resident stated they did not go into the garden, whereas another resident said they only went into the garden when it was warm and sunny – *"which isn't often in Middleton!"*

Friends and Family feedback

A family member commented that they appreciated the fuss that had been made for their family member when it was his birthday. They spoke about a "Birthday Box" that had party hats, banners etc and their family member had really enjoyed their Birthday Tea that had been prepared.

Another told us that they had used the Homes Conservatory for personalised time with their relative for an afternoon tea and that had been enjoyed.

Staff feedback

A staff member told us that the Hairdresser had been coming to Middleton Hall for many years, knows residents well and very good at "reading" them on the day

Healthwatch Rochdale has used the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

they are booked in with her as at times can be difficult or their mood can be interchangeable. She knows how to interact with them well and has additional training that helps her.

Observations

One of the residents expressed a little frustration/confusion that his clothes for the laundry had not been collected as usual – and so it was explained to him about two of the housekeeping staff attending training that day, so the routine had to be adjusted for the day.

The Reps observed a member of staff who was covering the laundry that day and she had a very well established and organised system going.

The Laundry area was observed with staff retrieving residents dirty laundry from their rooms in clearly labelled baskets and taking to the laundry area. When asked who takes responsibility for returning items staff told us that when the homes care staff go to a residents room each morning to wake them, they take clean laundry with them and put it away with the resident and take dirty laundry back with them. This seemed like an efficient system.

There was a TV on in the “day room/lounge” and music playing in the other room. A resident was dancing and another singing to self.

Rep observed Hairdresser wheeling a resident back to the main room, upon entering resident in wheelchair banged leg, Hairdresser did not check if was OK or seemed to notice. The incident was reported to the Manager on the day.

The Home had a vast outdoor area which was spacious with even flagged flooring, a variety of good quality, sturdy seats and tables, some raised beds and planters, a small, grassed area with garden ornaments. There was additionally washing lines which laundry staff used.

However this area needed some maintenance, there was cardboard observed in piles, raised beds needed attention, and the floor had a lot of debris in need of sweeping. We did not observe any residents using the garden area.

The garden is visible from the conservatory area also, but no bird feeders or plants in view from this area.

Therefore, we recommend; Garden area is used more evidently as part of the activity programme and for health and safety reasons that the flooring is cleared alongside being power washed. Adding some bird feeders and plants to areas for stimulation and as a focal point.

On the day Reps observed busy staff, positively interacting with residents, helping them moving around the home, chatting and conversing with residents and there was a very friendly atmosphere heightened by the music that was on and residents dancing.

There were clocks within the home including a clock with calendar. The lounge areas had a variety of chairs for residents needs and comfort.

On the bedroom doors there were photos of the residents and throughout the home we observed no displays of the residents artwork or display boards on the walls but (as highlighted earlier) the team did see some crafted items in the conservatory area.

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

Manager feedback

Manager welcomes the views and opinions of residents and relatives to inform the activities, menu's and other work to support residents that goes on in the home. In addition to undertaking an annual survey, all residents and their families are invited to attend a regular monthly meeting, where they encouraged to input their views and recommendations on aspects of running the home. The information from the meetings is summarised and shared widely, including with the provider. The home also has a QR code they promote for carehome.co.uk to provide feedback and reviews on the home.

The manager meets regularly with the owner of home and is ~~also~~ able to have a strong influence about the running of the home through these meetings. The staff's also undertake an annual survey and are able to feed through their views both informally and via the regular team meetings.

It was stressed that the home is keen to learn from the feedback they receive and are committed to implement and build on any recommendations received "if it can be achieved," with the manager stating, "as a care home we are always looking to improve."

In addition, the relatives are given the access code to the doors in the home as they are welcome “to come and go” and visit their family members at times that suit them

Residents Feedback

All the residents Reps spoke to said they felt able to speak with the staff about any issues they had.

Staff Feedback

“During Covid we had to adapt and used SKYPE to ensure that we could communicate with relatives and ensure that we had a two-way feedback opportunity as well as a way to update friends and family.”

Staff told us that there is a monthly friends and family meeting with residents that all are welcome to attend to give feedback or ask questions, but people do **not** really need it as they *“just say it how it is when they need to.”*

Friends and Family feedback

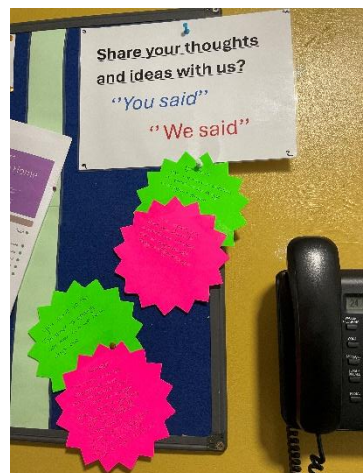
❶ *I'm not too sure how I would give our feedback, I would presume go straight to manager?*

A family member told us that the home has a facebook group and they use Whatsapp which you have to give your consent to both to be added to, enabling you to use.

We were also told that the home manager is always approachable and if they had any issues or cause for concern, they felt able to approach staff and give feedback openly.

Observations

We observed a notice board that encouraged visitors to share their feedback and had examples of “You said, We did.”



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

Manager feedback

The manager carries out both daily and weekly “walk rounds” to ensure the environment is satisfactory and the systems established within the home are being carried out and suitable for the needs of the residents.

Healthwatch Rochdale has used the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2026 Healthwatch Rochdale

A handyman is employed, between 8 am and 2 pm during the week to undertake the general repair and decoration of the home. In addition to the work the handyman identifies for attention, there is a maintenance book in which staff and managers record any repairs and/or work they have seen. The handyman is very flexible and aims to help wherever he can and will return to carry out work outside his core working hours if this was found to be necessary. The home also has a development plan for the building, and it was highlighted that the roof had recently been repaired and they are currently considering extending the conservatory to provide day care for people in the community.

They try to create a safe, homely and easy understood environment, which is suitable for all residents, including those with dementia, using contrasting colours and personalising rooms. The home provides adapted cutlery and encourages social interaction and reminiscing activities to help develop a sense of home.

The representatives were also advised that there is *“good central heating within the home”* and they have *“comfy blankets”* for residents who may want the extra warmth and comfort.

Residents Feedback

Said the home was kept clean and was generally warm, although a couple did refer to the fact they felt the cold more keenly now they were older!

Friends and Family feedback

A family member told us that their relatives needs are met well within the home, they had hoped that he would join in more with activities, but he finds this difficult which the staff are understanding about and accept.

A family member stated that their dad was Catholic and the home always ensured that his religious needs were met and respected.

- *Since X has been in here we have learnt to adapt what they wear to ensure they can maintain as much independence as possible for example we don't buy tops or shirts with lots of button now its plain round neck t-shirts. The staff have been really helpful in ensuring independence and motor skills keep going which is possible with something as simple as a different style of top.*

Staff feedback

The homes Handy man over his years working at Middleton Hall had adapted things for residents needs and helps create an environment that works for their needs as well as ensures things are well maintained in line with health and safety regulations.

Observations

The home had an established postal system. They had a designated wall space with pockets affixed with residents names on that was used to add residents post to. This ensured that the residents' friends and family could help retrieve the mail and had proved successful in ensuring appointments with health services or check ups were not missed. A query was asked around "confidentiality" and staff reassured us that this system had never been abused and worked very well.



General Observations

Outside the Building and Location

At the time of our visit, the entrance to Middleton Hall was easy to miss, as although on a road in a quiet, residential area, it didn't look like a typical care home as a more modern and smaller building. There was some parking, but this was limited. A bus stop was also within a short walking distance of Middleton Hall.

Outside there was a sign with the homes name on, but this was weathered and difficult to read.

Therefore, we recommend; A new sign is installed at the front of the building to clearly identify the residential home and ensure people know that it is the right place.



Entrance area.

On first impression the home looked clean, homely and welcoming. There were no unpleasant odours.

The main entrance had a doorbell. Upon entering the care home, we asked if we needed to sign in to which we were shown a sign in book in the main entranceway. It was explained that there is a new digital system in the home, but this was taking staff some time to get used to.



There was a hand sanitiser. The main door did have a keypad lock for safety. It was clean and clutter-free. There were no obvious unpleasant odours. And in the entrance area there were Lavendar Bags and handmade cards for sale that the residents had made during an activity to fundraise.

Facilities and Accessibility The Representatives thought that the area directly around the home was very accessible for visitors or staff. Parking was limited as within that area is also a community centre and residential area.

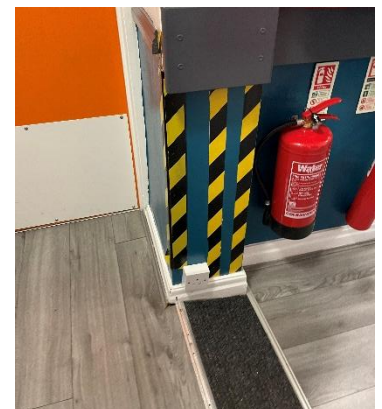
Within the home, it was accessible for wheelchairs and had adaptive aids. There was a lift, and external doors all had key codes for safety.

Toilet and bathroom areas were observed to contain handrails, emergency pull ropes and adaptive toilet seats/aids.

Along the hallways were wall mounted handrails that were all sturdy and in a good state of repair.

Health & safety. There was a Defib within the home, areas were clutter free, no trip hazards were observed, the staff used yellow spill hazard signs if flooring was wet. There was a stair evacuation seat observed for 'in case of emergency' and the corners of walls were clearly marked with yellow and black tape to ensure residents reduced trips, falls and bangs.

A rep had noticed that a carpet rod was slightly loose in a hallway, and within 5 mins of the observations it was being repaired by the Handy Man.



All stations had ample and various sizes of disposable gloves, and there were areas with disposable aprons.

Staff were observed using the correct bins (EG Red for heavily soiled items) and cleaning staff were observed sweeping, wiping surfaces and taking rubbish outside.

Throughout the home there was clear laminated signs for areas designated to staff only, reminders for things, relevant contact numbers if needed in case of emergency, warning signs, caution for ramp areas and things of danger or hazard.



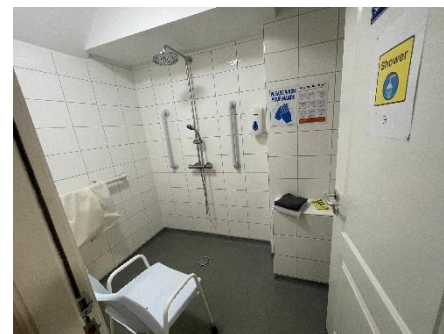
Fire safety. We observed a fire blanket and there were ample signs designed to light up in case of emergency. We also observed clear fire exit doors, a consistency in the “Fire Exit” signs colour/wording and variety of checked fire extinguishers.

There was one Fire Exit sign that was observed not working, the Handy man informed us they had all recently been tested and some had failed, but replacement batteries were on order and these “broken” ones were clearly marked with stickers.

Bathrooms/WC. Consistency of signage. These areas were all plain and clutter free, with adaptive equipment within them such as hoists, adapted toilet seats and handrails.

The wash/shower rooms and toilets were all very clean and well maintained.

The home does not have any baths, it has showers with a range of seats, handrails and adaptive aids. They do have a “pop up bath” if needed.



Bedrooms. On the day of the visit, we did not enter any of the bedrooms although we spoke in doorways to visitors and residents and observed through the doorway, many seemed to have personal items and were of various sizes and configurations, with many of them spacious, clean and tidy. They had a homely feel with adequate storage, made beds and doors had residents’ basic information on including forget-me-not symbols for dementia identification. Staff were observed interacting in a friendly and familiar manner with residents whilst in their rooms.

Décor. Throughout Middleton Hall decor was clean and modern. Doors were a different colour, flooring was even and mainly wood effect lino.

Healthwatch Rochdale has used the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

We did observe a TV installed on a wall and a radio/juke box playing music in another area.

Doors were labelled in consistent colours and fonts as to what rooms they were e.g. Toilet, Shower but the laundry room did not have a clear sign nor lock on the door.

There was a number of signs around the home, but some were non pictorial and some not laminated.

Therefore, we recommend; That signs include images for ease of understanding for residents and that all are laminated for longevity.

Temperature. The home seemed to maintain a regular temperature that was set just right.

Maintenance. The Reps did observe the homes full time “handy Man” who does a “bit of everything.”

There was a large outdoor area designated as a workshop/shed/office and additionally a large secure storage locker that contained bulk housekeeping items. We noticed him very busy throughout our time spent there.



Conclusion

The Enter and View visit found that Middleton Hall Care Home provides a warm, welcoming and person-centred environment where residents are treated with dignity, respect and genuine care. Throughout the visit, residents, relatives and staff consistently spoke positively about the home, highlighting the approachable and visible management team, the strong sense of teamwork amongst staff, and the caring relationships that have been developed over many years. Staff retention was notably strong, contributing to continuity of care and a good understanding of residents' individual needs.

Residents appeared comfortable, settled and well supported, with many describing the home as being “like a family.” Relatives expressed confidence in the quality of care provided and praised the communication from staff and management. The home demonstrated a commitment to maintaining residents' independence, accommodating personal preferences, and providing opportunities for meaningful activities, social interaction and community engagement.

The environment was observed to be clean, homely, accessible and generally well maintained, with effective health and safety measures in place. Positive examples

Healthwatch Rochdale has used the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2026 Healthwatch Rochdale

of good practice included the hydration stations, personalised approaches to care, strong involvement of families, flexible meal choices, and the dedication of staff who were observed supporting residents in a friendly and compassionate manner throughout the visit.

Whilst the overall findings were very positive, the visit identified a small number of areas where further improvements could enhance residents' experiences. These included improving communication around hairdressing sessions to reduce confusion for some residents, updating displayed menus, making greater use of the garden area, improving external signage, and ensuring internal signage is more dementia-friendly through the use of pictures and laminated displays. These recommendations are intended to build upon the many strengths already evident within the home.

Overall, Healthwatch Rochdale found Middleton Hall Care Home to be a caring, friendly and well-managed service where residents appeared happy, respected and supported. The positive culture within the home, combined with a willingness from management and staff to listen, learn and continually improve, provides a strong foundation for maintaining high standards of care and enhancing the quality of life for residents.

Response from the Provider

Below response received from Christopher Hayes, Manager –Middleton hall Care Home, Middleton.

	Healthwatch Rochdale Recommendation February 2026	Middleton Hall Response Name & position of responder	Middleton Hall Update/Actions/Further comments on recommendation Date: June 2026 To be reviewed and updated in 6 months – December 2026
1.	Residents are reminded that the hairdresser is in throughout the session to minimise confusion around changes to their routine and use of the lounge.	Christopher Hayes, Middleton Hall Manager	Fair point – We have now decided to use the conservatory for the hairdressing as this space is not used as frequently and only mainly gets used for activities so this space is now the permanent home for the hairdresser, also we have now put in a place a chalkboard to be displayed on the day on the main corridor leading to the conservatory, displaying a pictorial sign indicating that hairdressing is in progress. This remains visible throughout the time the hairdresser is on site, helping residents understand the activity taking place.
2.	That the monthly overview menus are updated and visibly displayed with the relevant month and menu choices for the residents.		Yes, we already have plans to improve our pictorial menu and our relevant month and menu choices for the residents to something more appropriate this is nearly completed.
3.	The garden area is used more evidently as part of the activity programme and for health and safety reasons that the flooring is cleared alongside being power washed.		Since February, the garden has been jet-washed and is now used daily. Fresh plants and flowers have been added to the back garden, with residents actively involved in the planting activities. Several bird feeders have also been installed, which residents enjoy watching while spending time outdoors.

Healthwatch Rochdale has used the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

	Adding some bird feeders and plants to areas for stimulation and as a focal point.		Residents consistently benefit from and enjoy the garden during the warmer months. However, due to colder weather at the time of the visit, the garden was not in regular use. From March onwards each year, the garden becomes a hive of activity and is well used by residents throughout the spring and summer.
4.	A new sign is installed at the front of the home building to clearly identify the residential home and ensure people know that it is the right place.		Care home currently gaining quotes to put brand new signage on the front and the sides of the care home, aiming to hopefully complete within next 4 weeks.
5.	That signs include images for ease of understanding for residents and that all are laminated for longevity.		Care home will actively change any signs that need images within the next few days.

Contact Us



Healthwatch Rochdale

Tel 01706 249 575 |

info@healthwatchrochdale.org.uk

www.healthwatchrochdale.co.uk



© **Healthwatch Rochdale LTD 2026.**

Registered Company Number: 08429721

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format, please contact us as above.

