

The Mews –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 Mews provided a response.

	Healthwatch Rochdale Recommendation June 2024	The Mews Response Nicola Blackshaw, Manager June 2024	The Mews Update/Actions/Further comments Nicola Blackshaw, Manager March 2025 All images are shared with The Mews consent.
1.	Lift not working. We recommend that the lift repair is done as soon as possible. The lift was out of order on the day of the visit and had been for three weeks. We observed staff walking the long way around with supplies on trolleys as too many stairs to take up boxes.	Lift Not Working- I can confirm the lift is back up and in service and has been since July 2024.	I can confirm that both lifts to the home are in full, functional working order.
2.	Smoking area. We recommend upgrades needed for chairs, blinds and compliant to health and safety rulings around fire resistant materials. Also, a health and safety review of the emergency exit as that was currently locked.	Smoking area- I can confirm we have replaced the chairs with Fire resistant material, and we have sourced some new blinds for this area.	See Photo of new chairs, and we have removed the new blinds, obtained as they had a rip in. The fire exit to the smoke is break glass. The pad lock on the door is to keep the Glass lock in place, See Photo.
3.	Display boards. We recommend the boards are regularly reviewed, laminated and use blue tack or flat drawing pins. Displays to have covers over them to reduce risk of harm. Push pins to be removed.	Display boards- We have removed push pins from Notice boards and the management team are to devise a program to replace all noticeboards within the home, to ones that have covers over them.	See Photo of three large display boards we have replaced. We have a rolling program to complete the rest, throughout the home.
4.	Repair of window. We recommend the repair of the smashed window on the main doors to the Huntington's rooms.	Repair of window- I can confirm that this is with our head office department to be ordered and completed as soon as safety glass is made.	Still awaiting head office to complete window. This has been on hold due to IPC Closure due to infection within the home. We are now back open to admission from week commencing 14th March. We will now get this completed.
5.	Communal bathrooms. We recommend deep cleans, removal of clutter, reinstatement of cleaning logs, installation of bathing and toilet aids. Also, installation of appropriate shelving and hooks for residents bathing items.	Communal bathrooms- I can confirm that bathrooms are deep cleaned each morning by domestic staff and mopped after every use by staff. All clutter has been removed and we have taken on board and all shower rooms have a rail and shower cady in them.	See Photo of shower caddies and rails that we have put up in the bathrooms. Staff continue to clean bathrooms. We had an industrial clean of the Home at the beginning of March, and we have a program to replacing flooring throughout the home. We have also obtained a Scrubber Machine, to further deep clean the floors in the bathrooms.
6.	Communal toilets. We recommend suitably adapted toilets, and grip handles in the communal toilets and bathrooms to have adaptive aids	Communal toilets- On inspection all communal toilets have adaptive aids.	See Photo of adaptations we have in the toilets.

The Mews, 1 Fenton St, Rochdale OL11 3TH

7.	Walk-in shower wet room. We recommend a deep clean of the sink unit and review of the plugs used.	Walk-in shower room- We have two units that are on our list to be fully replaced. One on Oakview unit and One on Hollyview Unit. These shower rooms are on the program to be upgraded.	We have replaced one of the wet rooms sinks and vanity unit. One shower room on Holly View and Oak View to be fully refurbed with new flooring.
8.	Kitchenette labelling. We recommend labelling of items within kitchens so staff can easily identify items for special diets.	Kitchenette Oakview- I can confirm we have taken the recommendation and have purchased new containers and labelled them.	I can confirm that the kitchen on Oak View has been fully replaced, and stickers are being used. See Photo of the kitchen and stickers.
9.	Lift flooring uneven. We recommend this is replaced as it is a potential trip hazard. This is in the lift in the Huntington's wing.	Lift Floor uneven- I can confirm this has been replaced and was on our program to complete.	The lift on Oak View flooring was replaced. See Photo



The Mews, 1 Fenton St, Rochdale OL11 3TH



The Mews, 1 Fenton St, Rochdale OL11 3TH

