

Enter and View Report

Grundy Day Care Centre

Autumn 2025



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2 Introduction

2.1 Details of visit

| | |
|-------------------------------|---|
| Name of setting | Grundy Day Care Centre |
| Service provider | Persona |
| Date and time | 24 th September 2025 1.30pm 14 th October 2025 1.30 pm 16 th October 2025 1.30pm |
| Authorised representative (s) | Alan Norton Sharon Allen (PA) Florence Sokol Caroline Sutcliffe Andrea Wilson Annemari Poldkivi |

2.2 Acknowledgements

Healthwatch Bury would like to thank the Grundy Day Care Centre, manager, Anna Craig, all staff members, service users and their families for contributing to this Enter and View visit, notably for their helpfulness, hospitality, and courtesy.

2.3 How we gathered the data

This report is based on our observations and the experiences of the users of the day care centre, relatives and staff we spoke to on the days of the visit.

Disclaimer. Please note that this report relates to findings observed on the specific dates set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

3 What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families, and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service, but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first-hand.

Healthwatch Enter and Views are not intended to identify safeguarding issues specifically. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about, they need to inform their lead, who will inform the service manager, ending the visit.

In addition, if any staff member wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission, where they are protected by legislation if they raise a concern. However this was not the case during the visit to Grundy as they are not regulated by the CQC although any concerns could be escalated to the Bury Council.

3.1 Purpose of visit

The purpose of this visit was to offer an independent perspective on the quality and experience of care provided at the day service. While day services are not regulated by the Care Quality Commission (CQC), this Enter and View visit aims to support individuals in making informed choices and to recognise the vital role these services play in helping people live independently at home.

3.2 Strategic drivers

Healthwatch Bury has been set up by the Government with several legislative requirements, which include:

1. Promoting and supporting the involvement of local people in the commissioning, provision and scrutiny of local health and social care services.
2. Enabling local people to monitor the standard of provision of local health and social care services and whether and how local care services could and ought to be improved.
3. Obtaining the views of local people regarding their needs for, and experiences of, local health and social care services and, importantly, to make these views known.
4. Making reports and recommendations about how local health and social care services could or ought to be improved. These should be directed to commissioners and providers of those services, and people responsible for managing or scrutinising local health and social care services and shared with Healthwatch England.

(Section 221 (2) of The Local Government and Public Involvement in Health Act 2007)

Healthwatch have an additional statutory power to Enter and View providers to observe matters relating to health and social care services.

1. **Organisations must allow an authorised representative to Enter and View and observe activities on premises controlled by the provider so 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)

4 Overall summary

Overview

- Located on Wellington Road, Bury; operated by Bury Metropolitan Borough Council as an arm's length company.
- Opened in 1974, celebrated 50 years in 2024; merged with Pinfold Lane Day Centre in 2021.
- Purpose-built for older adults and those living with dementia; average daily attendance: ~70 individuals, mainly aged 80–90.

Environment & Activities

- Calm, welcoming setting with refurbished outdoor areas and themed lounges.
- Wide range of activities: singing, chair-based exercise, arts & crafts, "Knit and Natter," animal therapy, themed days, outings (e.g., Blackpool, heritage railways).
- Practical adjustments made based on feedback (lighter cups, updated tables).

Care Approach

- Strong person-centred ethos: individual choice and control over routines and activities.
- 'About Me' section in support plans captures personal history, preferences, and needs.
- Gentle encouragement for social interaction; reasonable adjustments for dementia, autism, and mild learning disabilities.
- Faith and spiritual needs supported.
- Families involved in planning and reviewing care via six-monthly reviews and quarterly meetings.

Strengths

- Person-centred care with strong focus on individuality and dignity.
- Wide range of activities and community links.
- Experienced, stable staff team.
- Robust safeguarding and risk management.

5 Methodology

The visit was prearranged with respect to timing, and an overview explanation of the purpose was also provided.

The Authorised Representatives (ARs) arrived at 1.30pm and actively engaged with users of the day care centre between 1pm and 3.30pm. They left at 4pm.

On arrival, the AR(s) introduced themselves to the Manager, and the visit details were discussed and agreed. The ARs checked with the provider whether any individuals should not be approached or were unable to give informed consent. The Manager provided the ARs with a thorough tour of the day care service and introduced them to staff and users of the day care centre along the way. The ARs were subsequently afforded access to all parts of the day care centre for the duration of the visit.

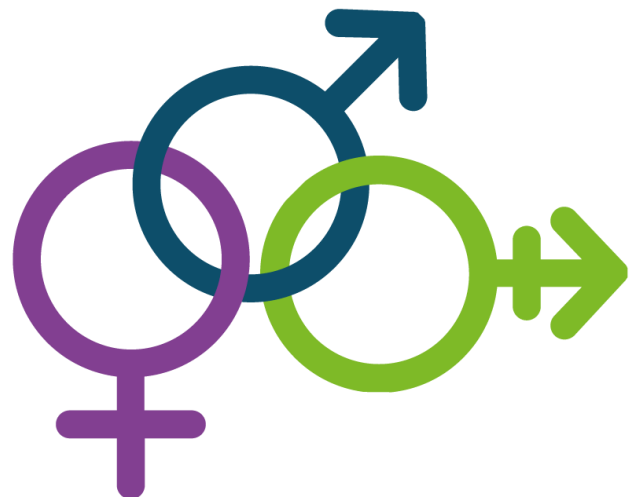
The ARs used a semi-structured conversation approach in meeting users of the day care centre and staff members on a one-to-one basis, mainly in the communal lounges/areas. The checklist of conversation topics was based on the pre-agreed themes for the day care services visits. Additionally, the ARs spent time observing routine activity but were unable to observe the provision of lunch due to the pre agreed arrival time and. The ARs recorded the conversations and observations via hand-written notes.

Service users were approached and asked if they would be willing to discuss their experiences. It was made clear to service users that they could withdraw from the conversation at any time.

A total of seventeen users of the day care centre, four staff members and family member took part in these conversations.

During the visit to Grundy Day Care Centre, feedback was gathered from 17 service users. All individuals identified as older adults, with a mix of female and male participants, the majority being women (13 female and 4 male). Ages ranged from 55 to 94 years, with several users reporting physical or sensory impairments, including wheelchair use, mobility aid reliance, and vision impairment.

At the end of the visit, the Manager was verbally briefed on the overall outcome.



6 Summary of findings

6.1 Overview

The Grundy Day Care Centre, located in Bury is a service provided by Bury Metropolitan Borough Council. It is operated as an arm's length company. Grundy Hub is located on Wellington Road in Bury, Greater Manchester, within a quiet residential area that supports a calm and welcoming environment for service users. The Centre was originally opened in March 1974. The centre recently celebrated its 50th anniversary in 2024, marking five decades of providing support to older people in Bury. Over the years, the building has undergone various updates and refurbishments, including the addition of fully refurbished outdoor areas, but it continues to serve its original purpose of offering a safe, stimulating, and socially engaging environment for its service users. The building was custom designed to meet the needs of older adults and those living with dementia, following the merger of Grundy Day Centre and Pinfold Lane Day Centre in 2021. Its layout and facilities reflect a person-centred approach, with dedicated spaces such as the Pinfold Suite and updated outdoor areas. The Registered Manager, Anna Craig, has been in post for 16 years and is recognised for her leadership and commitment to delivering high-quality care. Her long-standing role contributes to the stability and consistency of the service, which is reflected in the positive feedback from service users. The Centre is not registered by the Care Quality Commission.

- Service users are generally brought to the centre on a specific number of days or half days each week (Monday to Friday) via transport provided by the council.
- Some clients may also choose to make their own transport arrangements.

Healthwatch Bury has undertaken 3 visits to the centre to view the premises and facilities provided along with meeting staff, service users and their respective families and carers.

The information gathered is detailed below to provide a comprehensive overview of the centre.

We asked how the Centre supports **services users, their families and carers in raising concerns or providing feedback**. We were advised the following processes are in place.

- 'You Said, We Did' reports are regularly produced by the centre to reflect feedback received and subsequent actions taken.
- Quarterly meetings are held with attendees and their carers to gather input and share updates.
- Robust safeguarding policies and procedures are in place to ensure the safety and wellbeing of all participants.

We asked the Centre **how they support new service users during their transition into the day service** and to understand the referral process

- We were advised that referrals are generally through word of mouth, Bury Council directly, or self-referral. An initial financial assessment is carried out to determine eligibility for Bury Council funding. Some individuals choose to pay privately.
- The centre offers complimentary taster sessions from 11am to 2pm, and if the individual is happy to proceed, a start date is arranged. There is no formal waiting list, although on occasion there may be a short delay.

We asked **how the centre addresses clients who may have challenging behaviour** and were advised that the service is a group-based support service and does not offer one-to-one sessions.

- An assessment is made of how an individual engages in a group setting. In some cases, the service will signpost individuals to more suitable services or offer a reduced attendance, such as half a day.
- The centre works in partnership with the Council and collaborates with organisations such as the MS Society and Bury Society for the Blind. In addition, a weekly meditation group makes use of the building.
- If service users fail to attend their booked sessions this could be an indication of a wider concern. We asked the centre what steps they take and were advised that they would in the first instance raise the concern with the individual to ensure they are well and notify their next of kin if there are any serious concerns.

If there are repeated instances of non-attendance, their place may be cancelled—but only after a discussion with them and associated parties, making it clear they are always welcome to return

The centre **provides a wide variety of activities** available throughout the day across different smaller lounges, offering something for everyone.

- Clients are encouraged to suggest new activities and recommend outings.
- Facilities include accessible bathing, a spacious outdoor area, and themed lounges for different interests.
- Regular activities include singing sessions, chair-based exercises, themed days, afternoon teas, arts and crafts, 'Knit and Natter' groups, and animal therapy.
- Social events and outings are also popular, with trips to garden centres, heritage railways, transport museums, and even Blackpool.
- Dancing and a warm, welcoming atmosphere make every day enjoyable and inclusive.

We asked **how service users are made aware of and how they can access wider community services** and were advised that clients are signposted to other relevant services when appropriate, such as respite care and the centre also provides information leaflets when observation has highlighted that additional

support may be needed—for example, referring clients to the Bury Society for the Blind.

- If a client arrives with visible injuries, such as bruising for example, staff approach the situation sensitively, seeking to understand what may have happened and monitoring for any changes in behaviour. Follow-up is essential, and the centre may contact a family member to discuss concerns.
- Bruising can sometimes result from unintentional poor manual handling practices. However, if a pattern of concern emerges, we will raise a safeguarding alert.
- Most of the people who attend the centre are in their 80s and 90s, although the centre supports individuals in their late 50s.
- In some cases, the centre may suggest alternative services that are more age-appropriate, such as the University of the Third Age (U3A). On average, the centre supports around 70 individuals per day
- As clients may need access to specific medication during their visit this can be administered, when necessary, typically by visiting district nurses who attend the premises to provide this support. (a bit more clarity required here as clients may be taking regular medication during the day and not sure who administers this? the clients may do this themselves perhaps?)

Which external professionals visit the service (e.g. physiotherapists, social workers, mental health practitioners), and how are these visits arranged?

- The centre has access to a wider range of healthcare professionals with Physiotherapists and occupational therapists providing support and guidance tailored to individual needs, helping to promote mobility, independence, and overall wellbeing.
- If the centre feels that service users need access to additional services, they will contact the individual's next of kin to ensure appropriate support is in place and that their needs are being met.
- Individual recognition is important and Service users' preferences, interests, and dislikes are recorded and reflected in their support plans.
- All attendees have an electronic support plan in place. Families can access these plans to stay informed and can flag any concerns or updates as needed.
- We noted that encouraging service users to share their life experiences and interests is an important aspect of the ethos of the Centre and as part of the support plan, an 'About Me' section is completed by speaking directly with the service user to understand their preferences, needs, and personal history.
- Individual choice and control over their daily routines and activities is an important part of the service provided, and clients are free to choose whether they prefer to sit on their own or with others, but staff will always

encourage gentle participation in activities to help promote social interaction and a sense of community.

- The Centre makes reasonable adjustments for individuals with learning disabilities, autism, dementia, or other additional needs and currently a small number of attendees have mild learning disabilities and are supported appropriately within the service.
- The centre provides opportunities for service users to engage with faith or spiritual practices if they so wish. Jewish representatives attend from the Nicky Alliance Day Centre,
- The centre can accommodate service users of all faiths.
- The Centre welcomes families and carers in planning and reviewing the support provided via the 6 monthly review of the service users care plans
- The Centre welcomes community groups, volunteers, or therapy animals into the service. The centre currently has an as informal therapy dog who is well-received by service users and while the centre does not currently have a formal volunteer programme it welcomes members of the community who are interested in volunteering.
- The centre hosts work experience students from Tottington High School, Derby High School, and St Gabriel's. These intergenerational interactions have proven beneficial for both the younger and older participants, fostering mutual understanding and connection.
- The Centre holds quarterly meetings with families and carers
- We were advised that should a service user have a fall or medical incident while attending the service then a falls procedure is in place to ensure prompt and appropriate response. If a fall occurs, staff will contact emergency services by calling an ambulance, complete an accident report, and notify the individual's next of kin. Additionally, a defibrillator is being installed on-site to enhance emergency preparedness
- We were advised that preventative measures are in place to reduce the risk of falls or accidents with comprehensive risk assessments in place to maintain a safe, hazard-free environment. The centre actively encourages movement and mobility in a secure setting to support wellbeing and independence.
- The centre listens to and acts on feedback received from service users and highlighted some recent practical adjustments to improve comfort and accessibility, including switching to lighter cups and updating tables. A quarterly questionnaire is also shared to gather feedback from attendees and their families.
- We were advised that all staff complete regular mandatory training through a combination of face-to-face sessions and online e-learning. It is also a requirement for all team members to hold an NVQ qualification.
- The centre has a well-established team of staff many having worked at the centre for many years so providing a familiar face for service users.

6.2 Premises

Based on feedback from service users at Grundy Day Care Centre, the overall impression of the premises remains consistently positive, with the latest insights further emphasising the centre's reputation for accessibility, comfort, and personalised care.

The layout continues to be praised for its accessibility, especially for those with mobility aids or vision impairments. The centre accommodates wheelchair users and ensures ease of movement, with staff offering support when needed. Outdoor areas are used for games and gardening, such as growing tomatoes, though weather can limit access.



6.3 Staff interaction and quality of care



Persona Director and Finance Director, knitted by Grundy service users to celebrate Persona 10 years

Based on feedback from the service users at Grundy Day Care Centre, staff interactions and the overall quality of care are consistently described in highly positive terms.

Service users feel safe, respected, and well-supported, with many highlighting the staff's attentiveness, kindness, and responsiveness to individual needs. Staff are approachable and engage warmly with users of the day care centre, not only providing practical support but also fostering a friendly and sociable atmosphere. Several users noted that staff know their routines and preferences well, and are quick to assist with mobility, personal care, and daily activities.

Cultural and personal needs, such as dietary preferences and mobility aids, are respected, and users feel they can be themselves and express their personalities freely. While most users receive personal care at home, those who use the centre's facilities report satisfaction with the support provided. Users consistently expressed confidence in knowing who to speak to if something isn't right and felt that concerns would be addressed.

Overall, the staff at Grundy are seen as excellent, caring and responsive to people's needs, contributing significantly to the sense of safety, dignity, and belonging experienced by service users.

6.4 Social engagement and activities

Based on feedback from service users at Grundy Day Care Centre, social engagement and activities are a central and well-loved aspect of the experience. Users consistently reported feeling included and able to participate in a wide variety of activities suited to different interests and abilities. Popular activities mentioned include quizzes, Bingo, Play Your Cards Right, balloon games, musical sessions, horse racing game, gardening, and chair-based exercises.

These activities are offered throughout the week and help keep both minds and bodies active, with some users noting that they attend daily from Monday to Friday and always find something engaging to do. There is a strong sense of community, with users forming friendships and enjoying shared routines. Staff are actively involved in organising and facilitating activities, and their efforts contribute to a lively and inclusive atmosphere.

Outings such as trips to Blackpool and seasonal events like Christmas concerts further enrich the programme. These events are held in the evenings, with the dining room transformed into a venue for service users and their families, demonstrating effective use of the building and a commitment to family involvement. Those with mobility or sensory impairments reported being supported and included. Users also mentioned that their families were involved in helping them access the centre.

Overall, the social engagement at Grundy is vibrant, varied, and responsive to the needs and preferences of its service users.



6.5 Dining Experience

Based on feedback from users at Grundy Day Care Centre, the overall dining experience is described as positive, sociable, and well-managed. Mealtimes are seen as an enjoyable part of the day, with users appreciating the opportunity to sit with friends and engage in conversation. Most users reported being able to choose where to sit and felt comfortable with the

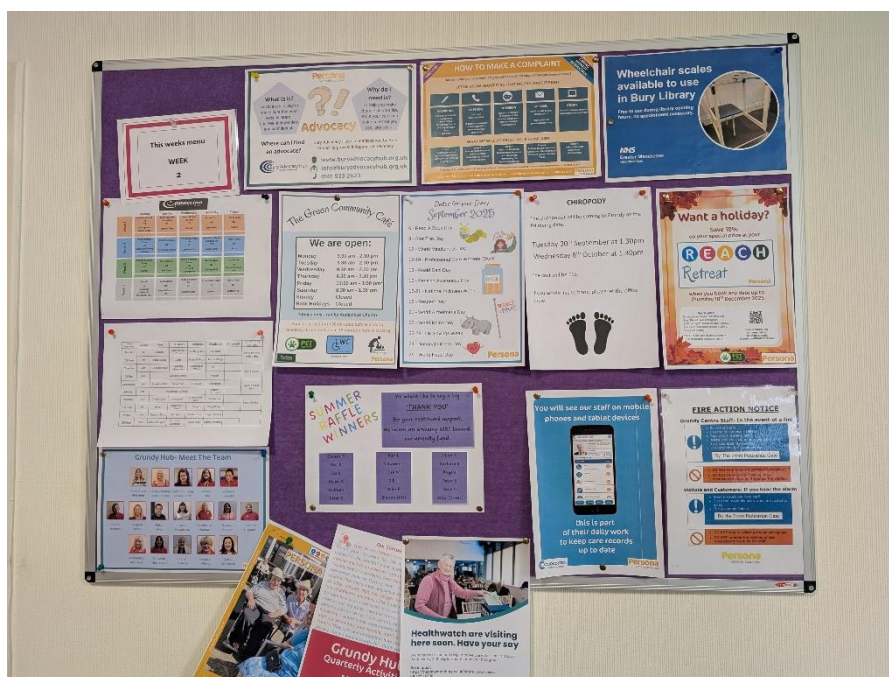


arrangements. The food was generally well-received, with comments highlighting generous portions, good variety, and appetising presentation. While some users bring their own food due to dietary needs or preferences, others noted that their requirements, such as diabetic considerations, were respected.

Menus appear to rotate, and new options are introduced regularly, which users appreciated. Snacks and drinks are available throughout the day, including biscuits and hot or cold beverages, helping maintain hydration and comfort. Feedback received from day care service users with mobility or sensory impairments reported receiving appropriate support. Overall, the dining environment contributes positively to the centre's warm and inclusive atmosphere, supporting both nutritional needs and social wellbeing.

6.6 Choice

Based on feedback, users of the day care centre appear to enjoy a meaningful level of autonomy in their daily routines and personal choices. Many users reported being able to choose their activities, seating arrangements, and meals, with flexibility to express preferences and make changes when needed. While most users



receive personal care at home, those who use the centre's facilities noted they could access showers with the help from one of the staff members and bring their own toiletries. Users felt confident in choosing what to wear and when to engage in activities, and several mentioned feeling respected and able to be themselves. One service user, who still drives themselves to the centre, was permitted to bring their well-behaved dog along. This was warmly received by other attendees and contributed positively to the social atmosphere. All necessary health and safety precautions were followed to ensure the comfort and safety of everyone present. This flexible approach reflects the centre's commitment to enabling better access and inclusion for all service users.

Service users consistently expressed that staff were approachable and responsive to their needs in the moment, whether adjusting room temperature, offering snacks, or responding to requests. The overall impression is that users of the day care centre are encouraged to voice their preferences.

7 Staff feedback

We spoke to four staff members during the visits. Staff at Grundy Day Care Centre shared thoughts on their roles, the working environment, and the care provided to service users. Collectively, their feedback highlights a strong team ethos, a commitment to person-centred care, and a proactive approach to supporting wellbeing and independence.

Working Environment

Staff described the centre as a safe, clean, and welcoming environment. The atmosphere was consistently characterised as positive and supportive, with open communication among colleagues. Staff members highlighted the collaborative nature of the team, noting that they support one another during absences and work flexibly across different areas of the centre. Several staff members have long tenures at Grundy, with one celebrating over 15 years of service, demonstrating a sense of pride and dedication to the centre's purpose-built facilities and its evolving role in the community.

Staffing and Continuity of Care

Grundy Day Care Centre does not rely on agency or temporary staff, which contributes to consistency and familiarity for service users. Staff are assigned to lounges on a rotating basis, typically monthly, allowing them to build relationships with service users while maintaining flexibility. Monthly and four-week rotas are used to ensure adequate coverage. Staff also interact with service users during mealtimes and transitions, helping to maintain continuity and rapport. Care plans and risk assessments are regularly reviewed to support consistent and safe care delivery.

Training and Professional Development

Staff receive a broad range of training both at induction and throughout their employment. This includes statutory annual training in moving and handling, safeguarding, fire safety, first aid, food hygiene, and GDPR. Additional training is available upon request, and staff attend workshops to stay informed about developments within Persona. Training also covers the use of bathing and shower facilities, which are available to service users for a small fee. Staff expressed interest in further specialised training, particularly for conditions such as stroke and Parkinson's, and reported receiving dementia and challenging behaviour training.

Activities and Social Engagement

Activities are a central and well-organised part of the day centre experience. Maria, the Acting Senior, leads the planning of weekly and monthly programmes, which include quizzes, physical exercises, creative sessions, and seasonal events

such as Halloween pumpkin carving and Christmas celebrations. Trips to Blackpool, local parks, and Radcliffe for dance and sing-along sessions are regularly organised. The centre also welcomes student placements from Bury College and local high schools, which enrich the social environment and promote intergenerational engagement. Service users are encouraged to bring hobbies with them, and popular groups such as “Knit and Natter” are well attended.

Health and Wellbeing Support

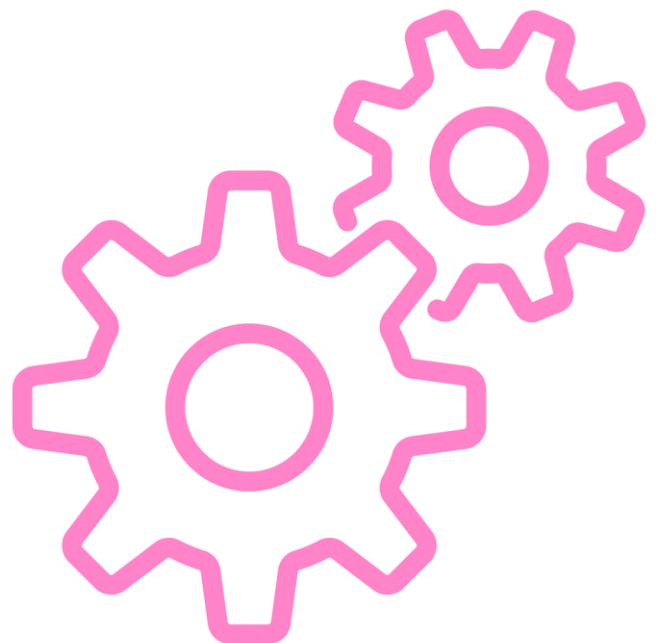
While families typically manage external health appointments, the centre facilitates access to health services including chiropody, district nurses, and eye care. Nurses attend the centre to provide injections and dressing changes, and chiropodists visit twice a month. Staff maintain good relationships with social services and external health professionals, ensuring that service users’ needs are met promptly and effectively.

Safeguarding and Supervision

Safeguarding procedures are firmly in place, with regular training provided to all staff. Supervision sessions are held throughout the year, and staff are alert to any concerns, with clear reporting protocols in place. Risk assessments and care plans are reviewed consistently to ensure safety and compliance with best practices.

Personalisation and Feedback

Service users are given choice in their routines and activities. They can move freely between lounges, access outdoor spaces, and opt for quiet time in designated areas. The outdoor garden is particularly appreciated, with service users encouraged to participate in seasonal planting and harvesting. Staff are responsive to feedback from service users and families, and managers regularly engage in conversations to identify areas for improvement. Changes to the service are made where possible, based on this feedback.



8 Family and Friends feedback

Alongside our visits to Grundy Hub, we also distributed questionnaires to family members and friends. This was done to give them an opportunity to share their thoughts and feedback regarding the care their loved ones receive at Grundy Hub. We received a total of eight completed surveys. Below is a summary of the findings.

Communication with Families Feedback from families and friends indicates that communication at Grundy Day Care Centre is generally positive, with 87.5% of respondents reporting that staff regularly discuss their loved one's overall wellbeing and comfort. Additionally, 75% felt well-informed about aspects such as personal care, hygiene, and hobbies or interests. However, 25% of respondents said staff regularly discussed health needs while 62.5% indicated that this area of communication was lacking.

Perceptions of the Loved One's Experience Feedback from all respondents indicated a high level of satisfaction with the experience their loved ones have at Grundy Day Care Centre. Every participant (100%) reported that their loved one is happy attending the centre and enjoys spending time with others. Additionally, 87.5% felt their loved one has plenty of activities to keep them engaged, and 75% said their loved one enjoys the meals provided. However, 25% of respondents noted that their loved one sometimes feels lonely or isolated.

Staff Awareness and Compassion Respondents expressed confidence in the staff's approach to care. Three quarters (75%) felt that staff are aware of their loved one's background, interests, and family life. All respondents unanimously agreed that their loved one is treated with kindness and compassion. Furthermore, 75% said staff actively support their loved one in participating in community activities, highlighting the centre's commitment to inclusive and person-centred care.

Involvement and Information Sharing While half of the respondents (50%) felt they were consulted on changes to care plans or daily routines, 25% felt adequately informed about developments or plans at the centre, such as carers or users of the day care centre' meetings. This suggests that while some families feel involved, there is room to improve communication and transparency around centre-wide updates.

Duration of Attendance Most respondents reported that their loved ones had been attending the centre for between 6 and 24 months (75%), with one individual attending for 2 to 5 years. This indicates a stable and ongoing engagement with the service.

Overall Satisfaction

All respondents (100%) said they would recommend Grundy Day Care Centre to others. Ratings out of 10 were generally high, with most scoring the centre between 8 and 10, and one respondent giving a rating of 5. The average rating across all responses was 8.38 out of 10, reflecting a strong overall level of satisfaction.



Additional Comments

Three respondents provided open-ended feedback. One highlighted the need for improved communication, suggesting the introduction of a daily summary form to inform families about meals, activities, and any concerns. Another expressed appreciation for the respite the centre provides, though noted that messages or calls are not always responded to. A third praised the staff's friendliness and attentiveness, particularly in supporting dietary needs and showing care for family carers during stressful times.

9 Recommendations

Based on the feedback from service users at Grundy Day Care Centre, the following recommendations are suggested to further increase the quality of care and experience:

- ❏ **Transport Provision.** While some positive feedback was received, there was a shared concern among respondents regarding the inflexibility of Council-provided transport. This issue was particularly evident during holiday periods, where limited transport options may contribute to feelings of loneliness and isolation among service users. It is recommended that Persona consider offering its own transport service to better accommodate the individual needs of those attending the centre.
- ❏ **Improve Menu Feedback Loop** Although meals are generally well received, a few users noted that suggestions for healthier options like salads were not acted upon. Establish a clearer process for gathering and responding to feedback on food choices, possibly through regular menu review meetings or suggestion boxes.
- ❏ **Review Environmental Comforts** One user mentioned issues with lighting, décor and furniture wear in one of the lounges. Regular checks of communal areas for maintenance and comfort, such as lighting, seating, and temperature, could improve the overall experience.
- ❏ **Consider More Musical and Creative Engagements** Musical activities were particularly popular, with requests for more sessions involving instruments or singing. Expanding these offerings could further enrich the social and emotional wellbeing of attendees.
- ❏ **Hairdresser** Several service users mentioned that they previously enjoyed having a hairdresser visit the centre regularly. It may be worth exploring options to reintroduce this service by finding a hairdresser who can attend on a scheduled basis.

9.1 Examples of Best Practice

- The centre offers a wide range of activities, including quizzes, Bingo, musical sessions, gardening, and chair-based exercises, that cater to different interests and abilities. Users felt included and encouraged to participate, with activities running throughout the week and seasonal events like trips and concerts adding variety.
- Mealtimes were described as sociable and enjoyable, with generous portions, good variety, and flexibility in seating. Dietary needs were respected, and snacks and drinks were readily available, contributing to a relaxed and supportive atmosphere.
- Users reported having control over their daily routines, including choosing activities, meals, and seating arrangements. Those receiving personal care

felt their preferences were respected, and several users noted they could bring personal items or food to suit their needs.

- The centre was praised for its accessibility, with wheelchair users and those with mobility aids able to navigate the space comfortably.
- Many users highlighted the friendships they had formed and the welcoming environment that encouraged social interaction. Staff and fellow attendees contributed to a strong sense of community and belonging.
- Staff morale positive and strong. Low turnover of staff, most people have worked there for around 15-16 years. Only three members of staff have changed since then
- Staff caring and helpful
- Manager knows all day care services users and engages with all. All day care service users reported back they would feel comfortable going directly to the manager if anything was of a concern.
- Users felt safe, supported, and able to be themselves, with staff responding promptly to needs and engaging in friendly, meaningful interactions.

These examples reflect a person-centred approach to care and engagement, demonstrating Grundy Day Care Centre's commitment to fostering dignity, inclusion, and wellbeing.



10 Service provider response

Thank you once again to you and the team for coming to Grundy and speaking with the people we support and our team, we all found it to be a very positive experience.

I was both delighted and proud to receive such a positive report, and it was wonderful to read the feedback, that reflects the amazing work that the team do. I have already started to look at the recommendations and work will begin in the new year on refreshing certain areas of the hub.

Many thanks

Anna Craig – Extra Care & Day Services Manager

Persona Care and Support Limited

Healthwatch Bury CIC
56-58 Bolton Street
Bury
BL9 0LL

www.healthwatchbury.co.uk

Tel: 0161 253 6300

Email: info@healthwatchbury.co.uk

 Tweet: @healthwatchbury

 Find us on Facebook

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Companies House number

08886952

Registered in England and Wales