

## County Durham LINK Meeting/Event

<b>Date: Thursday 29<sup>th</sup> April 2010</b>
<b>Event: Willowdene Care Home</b>
<b>Number/range of attendees: unknown</b>
<b>Purpose of meeting/event: To celebrate the work the care home does and to support the residents in their care</b>
<b>Record completed by: Syd Duggan</b>
<p>A summary of Willowdene Care Home celebrating the good work and support to the residents in their care. We were all welcomed by the Manager of the home. Invited guests were from many organisations representing County Durham PCT, Mental Health, Doctors practices, Managers of other homes and staff.</p> <p>Willowdene is set out in the countryside surrounded by open fields and trees, a very pleasant place to live. It was built 20 years ago but in 2002 it was refurbished and a new section was built on.</p> <p>After introductions we were invited to watch an overhead slide show as to how the home operated and the work of the staff. All staff hold an NVQ qualification and are encouraged to take this up to a Level 4 which on passing receives a Diploma.</p> <p>There a 41 residents in the home which can take up to 46 when it is full. There are 2 floors, a ground floor and 2<sup>nd</sup> floor. All the rooms have en-suite toilets, bathrooms, showers and the wet rooms are separate. 2 of the rooms are larger to accommodate wheelchair patients.</p> <p>A Doctor visits once a week, checking all the residents and is on call for emergencies. A dining area is provided but residents can take their meals in their room if they so wish.</p> <p>During our visit around the home which we found pleasant, we noted the excellent décor and a credit to the service this provides.</p>

I was then taken along to the Alzheimer's unit which is on the first floor. This is a locked and secure unit. Once again all the patients were clean and appeared to be well looked after, in surroundings of excellent taste.

On leaving the home I thanked Mrs Daniels for her courtesy in showing me around and for the good work they do for all in their care. I obtained a copy of the overhead they had showed to us and I will forward it onto the Pioneering Care Centre.