



Enter and View

Oakley Lodge

February 2026

healthwatch

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Introduction

2.1 Details of visit

Name of home	Oakley Lodge
Service provider	Oakley Lodge Care home Ltd
Date and time	3rd Feb 2026 9:15am – 11:15am
Authorised representative (s)	Pat Lattimer, Phil Turner Sandra Gouldbourne Maureen Matthews

Oakley Lodge Care Home

Oakley Lodge Care Home is a residential service providing accommodation and support for adults with learning disabilities and dementia. The service offers both long-term and respite care.

The home supports up to ten residents and operates within a smaller setting, which enables staff to provide support tailored to individual needs.

The staff team includes experienced care staff trained in supporting individuals with learning disabilities and dementia. The service is led by a manager with a clinical background.

Residents are supported within a structured and homely environment, with care focused on meeting individual needs.

2.2 Acknowledgements

Healthwatch Luton would like to thank the service provider, staff, 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 residents, relatives and staff we spoke to on the day of the visit.

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.

3.1 Purpose of visit

The aim of the visit is to understand and report on the experiences of residents in selected Luton living in supported living, residential and nursing homes and day centres, their relatives, supporters and staff.

3.2 Strategic drivers

This visit was part of Healthwatch Luton's wider work to hear from underrepresented groups using community-based care and support services. Oakley Lodge is supported living accommodation for adults with learning disabilities, and the visit was designed to gather insight directly from service users, staff and management about their experience of care and support.

Healthwatch Luton is gathering feedback from people in inpatient and residential settings, in addition to daytime provision for people with learning disabilities. Given the ongoing need for more inclusive, personalised and

accessible services, including in non-residential settings, this visit offered valuable insight into how well current provision meets people's needs.

This visit also supports our commitment to ensuring that people whose voices are less often heard, including those with learning disabilities, are given the opportunity to share their views and help shape services.

Overall summary

Healthwatch Luton carried out an Enter and View visit to Oakley Lodge Care Home on 3 February 2026. The visit was undertaken as part of Healthwatch Luton's statutory role to listen to the experiences of people using health and social care services.

Oakley Lodge Care Home provides residential care for adults with learning disabilities, autism and dementia. At the time of the visit, ten residents were living at the home.

Overall, the home presented as clean, well maintained and homely. The accommodation is arranged across two houses, which were undergoing refurbishment at the time of the visit. Communal areas, including lounges and a dining space, were observed to be in use and supported a comfortable living environment. The atmosphere within the home appeared calm and welcoming.

Staff were observed interacting positively with residents, demonstrating respectful and supportive communication. The manager and deputy manager were present on the day and were welcoming, open and supportive of the visit.

Residents expressed satisfaction with the food and referred to a range of activities and opportunities for engagement within the home and the community.

No significant concerns were raised during the visit. However, opportunities for development were identified, including strengthening resident feedback mechanisms and ensuring that cultural and religious dietary needs are clearly recorded and reviewed.

In summary, the overall impression from this visit was of a positive and person-centred service, with supportive staff and a focus on maintaining residents' dignity, independence and wellbeing.

Methodology

The visit to Oakley House was **partially announced**: the service provider was informed that an Enter and View visit would occur during the month of February, but no specific date or time was given in advance. This approach was used to balance transparency with the opportunity to observe normal day-to-day operations.

The visit took place on. 3rd Feb 2026 – Time – 9:15am – 11:15am Four Authorised Representatives (ARs) attended the visit: **Patricia Lattimer, Philip Turner Maureen Matthews and Sandra Gouldbourne.**

Upon arrival, the team introduced themselves to the manager. The purpose and scope of the visit were briefly reiterated, and staff were asked whether any residents should not be approached or were unable to give informed consent. The manager provided a short tour of the premises and introduced the team to staff and residents in the lounge area.

The team was given access to all communal parts of the home and were able to observe the environment, interactions, and general atmosphere. The ARs used a **semi-structured conversation approach**, primarily engaging with residents in the lounge. Conversations were guided by Healthwatch Luton's standard themes for care home visits, and additional insight was gathered through informal observation.

Notes were taken throughout the visit by hand. Feedback was later collated and analysed alongside observational findings to produce this report.

Demographics and Participation:

- **2 residents** were spoken to in detail during the visit, both had **learning disabilities, both residents had limited communication skills.**
- **3 members of staff** also took part, the home manager, deputy manager and a support worker providing insight into their roles, the care provided, and their views on the service.
- **No family members** were present or available during the visit.

Residents were informed that participation was voluntary, and it was made clear that they could withdraw from the conversation at any time. Staff and residents appeared relaxed and open during interactions.

Summary of findings

6.1 Overview

Oakley Lodge Care Home is a residential service supporting adults with learning disabilities and dementia. The service provides care within a smaller setting, enabling a more personalised approach to support.

The home is arranged across two houses, one of which was undergoing refurbishment at the time of the visit. The environment was described and observed as calm, relaxed and homely, with residents appearing comfortable within the setting.

The service was operating as usual during the visit. Residents were observed spending time in communal areas and engaging in day-to-day activities, including sitting in the lounge and using the garden space. Staff were present throughout and were observed supporting residents in a responsive and attentive manner.

Staff spoke positively about the service, describing a supportive working environment and indicating that they know residents well. Observations during the visit suggested that care is delivered in a person-centred way, with residents supported to make choices about their daily routines.

Based on observations and feedback gathered during the visit, Oakley Lodge Care Home presented as a small, calm and supportive environment, focused on meeting residents' individual needs.

6.2 Premises

Oakley Lodge Care Home is arranged across two residential houses. At the time of the visit, one of the houses was undergoing refurbishment, with work in progress to improve parts of the environment.

The premises were generally observed to be clean, tidy and well maintained. Communal areas were in regular use, with residents able to choose where to sit and spend their time. The overall environment appeared calm and comfortable, contributing to a homely atmosphere.

Residents were observed moving around communal areas, with staff available to provide support where required. There were no visible hazards identified during the visit.

The home benefits from access to outdoor space, including a large garden area. Residents were observed using the garden during the visit, sitting outside with staff and engaging in conversation. This space provided an additional area for relaxation and social interaction.

Some areas of the home were noted as requiring ongoing maintenance or improvement, particularly in relation to the refurbishment work taking place. While this did not impact the overall functioning of the home during the visit, it was identified as an area for continued attention.

Overall, the premises presented as a safe, comfortable and generally well-maintained environment, with ongoing improvements being made.

6.3 Staff interaction and quality of care

Staff were observed interacting with residents in a calm, respectful and supportive manner throughout the visit. Interactions appeared natural, with staff engaging in conversation and responding to residents' needs.

Residents spoke positively about staff, describing them as kind and supportive. Feedback indicated that staff take time to speak with residents and understand their needs. Observations during the visit supported this, with staff seen spending time with residents in communal areas and in the garden.

Staff demonstrated an awareness of residents' individual needs and preferences. Feedback and observations suggested that staff know residents well and provide care in a way that reflects a person-centred approach.

Staff also spoke positively about their roles and the working environment. One member of staff described the home as a supportive place to work, and another referred to the team as feeling **"like a family."** These comments suggest a positive team culture and continuity of care.

There was no evidence observed of institutional or task-focused care practices. Residents appeared relaxed in their interactions with staff, and there was a general sense of familiarity and comfort within the environment.

Staff reported receiving training and support relevant to their roles and were able to describe how they meet residents' needs.

Overall, interactions between staff and residents were positive and contributed to a calm and supportive atmosphere within the home.

6.4 Social engagement and activities

Residents were observed spending time in communal areas, including the lounge and garden, during the visit. Some residents were sitting together and engaging in conversation, while others chose to spend time in quieter spaces.

The home provides access to outdoor space, and residents were seen using the garden area, sitting outside with staff and engaging socially. This offered an opportunity for relaxation and informal interaction.

Feedback and observations indicated that residents are able to choose how they spend their time on a day-to-day basis. The environment appeared to support a flexible approach, allowing residents to engage in activities or social interaction according to their preferences.

There was limited evidence of structured or organised activities taking place during the visit. However, the atmosphere within the home was calm, and residents appeared comfortable and settled within the environment.

Overall, residents were supported to spend their time in a way that reflected their individual preferences, with opportunities for social interaction and access to outdoor space.

6.5 Dining Experience

The dining environment was observed to be clean, organised and calm. Communal areas were available for residents to eat together, supporting a social aspect to mealtimes.

Residents spoke positively about the food provided, indicating that they were satisfied with the quality and variety available. Staff reported that residents' preferences are taken into account when planning meals.

Although a full mealtime was not observed during the visit, the overall environment suggested a relaxed and supportive approach. Residents appeared comfortable within communal areas and were able to access drinks and

refreshments as needed. Staff described supporting residents with meals where required and adapting to individual needs and preferences.

Overall, feedback and observations suggest that the dining experience supports residents' comfort and choice within a calm and structured environment.

6.6 Choice

Residents at Oakley Lodge Care Home appeared to have opportunities to make choices in their day-to-day lives. Observations during the visit indicated that residents were able to choose where to spend their time, including using communal areas or the garden.

Residents were seen engaging in different activities according to their preferences, with some choosing to socialise with others while others spent time in quieter areas. This suggested a flexible approach within the home, allowing residents to follow their own routines.

Staff demonstrated an understanding of residents' individual needs and preferences. One member of staff explained that **they "listen to residents and support them with what they want to do,"** reflecting a person-centred approach to care.

Residents also indicated that staff respond to their needs and preferences. Feedback suggested that residents feel comfortable expressing themselves and are supported in their choices.

Staff described adapting their approach depending on the individual, with one noting that **"everyone is different and we support them in different ways,"** reinforcing the individualised nature of care within the home.

While residents appeared able to express their preferences informally, there was limited evidence of structured opportunities for residents to be involved in wider decision-making processes, such as regular meetings or formal feedback systems.

Overall, residents appeared to be supported to make choices within their daily routines, with staff providing responsive and individualised support.

Recommendations

Overall, Oakley Lodge Care Home was observed to be a calm, supportive and person-centred environment. Feedback from residents and staff was positive, and no significant concerns were identified during the visit. The following recommendations are intended as areas for ongoing development rather than reflecting any major issues.

Continue to develop structured activities for residents

While residents were observed engaging in day-to-day routines and informal social interaction, there was limited evidence of structured or organised activities during the visit. The service may wish to consider expanding or formalising activity provision to further support engagement and stimulation.

Timescale: Within three months

Continue to progress planned refurbishment and maintenance

Refurbishment work was observed within part of the home, with some areas identified as requiring ongoing improvement. Continued focus on maintaining and enhancing the environment will support residents' comfort and overall experience.

Timescale: Ongoing

Strengthen formal opportunities for resident feedback

While residents appeared comfortable expressing their views informally, there was limited evidence of structured feedback mechanisms such as regular resident meetings. The service may wish to consider introducing or promoting formal opportunities for residents to share their views and contribute to decision-making.

Timescale: Within three months

7.1 Examples of Best Practice

During the visit, a number of examples of best practice were identified.

Residents were observed to be relaxed and comfortable within the home, with interactions between staff and residents contributing to a calm and supportive atmosphere. Staff engaged with residents in a respectful and attentive manner, supporting positive relationships and familiarity.

Staff demonstrated a person-centred approach to care, taking time to listen to residents and respond to their individual needs and preferences. Feedback indicated that staff know residents well and adapt their support accordingly.

The home provided a calm and homely environment, which appeared to suit the needs of the residents. The smaller setting supported a more personalised approach to care, allowing staff to spend time with individuals and provide consistent support.

Residents were supported to make choices in their day-to-day lives, including how they spend their time and where they choose to be within the home. The flexible approach observed allowed residents to follow their own routines.

Access to outdoor space was a positive feature of the home. Residents were observed using the garden during the visit, providing opportunities for fresh air, relaxation and social interaction.

Staff described a positive working environment, with good team relationships and a sense of support among colleagues. This contributes to continuity of care and consistency in how residents are supported.

Service provider response

The service provider was given the opportunity to review and comment on this report, however no response has been received.

