



# Speaking up for better care

Healthwatch Luton annual report 2025/26

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**Acting Chief Executive**  
Chris McCann

“

The NHS plays a vital role in our lives, and we know it faces real challenges. Listening to people’s thoughts about their care is one of the best ways to improve services. Every comment, concern, and compliment helps health and care professionals see what works and what needs to change, so care can be safer and better for everyone.

“We want to say a heartfelt thanks to all the local people who have taken the time to share their experiences, and to the health and social care professionals who have listened and acted on that feedback. Your commitment has helped make a real difference for our community.”

# A message from our chair

## Championing Local Voices in Changing Times

This year has brought significant uncertainty and change across health and social care. The announcement within the NHS 10-Year Plan proposing the dissolution of the Healthwatch network has understandably created concern for our staff, volunteers, partners, and the communities we serve. While we await further clarity and the required parliamentary process, Healthwatch Luton has remained firmly focused on its purpose: ensuring local people's voices and experiences continue to shape and improve services.

As health and care systems become larger and more complex, there is a risk that decision-making moves further away from local communities. This makes independent community feedback more important than ever. Throughout the year, we have continued to gather residents' experiences, challenge where improvements are needed and highlight examples of good practice across health and social care services in Luton.

One area of work that particularly stood out this year was our Enter and View programme in care homes supporting residents with learning disabilities. These visits demonstrated the compassion, professionalism, and dedication of care staff, and reinforced the importance of supporting residents with dignity, respect, and kindness.

We have also supported neighbourhood-based Initiatives across Luton aimed at bringing services closer to communities and addressing local inequalities. In addition, we continued our partnership work to promote children's oral health through community engagement and the distribution of toothbrushes and toothpaste at local events.

I would like to thank our staff and volunteers for their professionalism, commitment, and resilience during a challenging period. Their work ensures the people of Luton continue to be listened to and represented.



**Chair**  
Phillip Turner

“One of the most rewarding parts of this year has been meeting residents and seeing first-hand the dedication of staff and volunteers working across our communities every day.”

# About us

Healthwatch Luton is your independent champion for health and social care. We listen to local people, especially those whose voices are too often unheard, and use their experiences to influence better services for everyone.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



## Our vision

To bring closer the day when everyone gets the care they need.



## Our mission

To make sure that people's experiences help make health and care better.



## Our values are:

**Equity:** We're compassionate and inclusive. We build strong connections and empower the communities we serve.

**Collaboration:** We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

**Impact:** We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

**Independence:** Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

**Truth:** We work with integrity and honesty, and we speak truth to power.

# Our year in numbers

In 2025/2026 we supported more than 6900 people to have their say and get information about their care. We employed 4 staff and, our work was supported by 8 volunteers.



## Reaching out:

**6546** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**347** people came to us for clear advice and information on topics such as difficulties with their GP access and receiving poor Primary Care.



## Championing your voice:

We published **26** reports about the improvements people would like to see in areas like GP Care, Mental Health Care and Dentistry

Our most popular report was: '**Access to GP Care in Luton**', highlighting people's struggles in accessing their General Practitioner.



## Statutory funding:

We're funded by Luton Borough Council. In 2025/26 we received £122,000, this remains the same as funding in 2024-25

# A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Luton. Here are a few highlights.

## Spring

We attended community events across Luton with NHS partners, the council and voluntary organisations, reaching seldom-heard communities, sharing health information and listening to residents in trusted community settings.

We gathered targeted feedback on GP services, NHS dentistry and mental health, ensuring our work reflected the real experiences of local people and informed discussions with NHS partners.



## Summer

Our women's health research explored the menopause, highlighting barriers to support and helping shape recommendations for more accessible and culturally sensitive care.

Our research into period poverty amplified the voices of young women, identifying opportunities to improve access to menstrual products and support services. The findings sparked discussions with local councillors, raising awareness of the challenges faced by women and girls in Luton.

## Autumn

238 people shared their views on access to GP Care – our research demonstrated the difficulties facing many with accessing primary care.



253 people shared their feedback on difficulties in access Dental services in Luton – 58% told us it was difficult or very difficult to get an appointment.



## Winter

Our palliative care research highlighted the importance of culturally sensitive end-of-life care and identified ways services can better meet the needs of diverse communities.



Through our Enter and View visits, we engaged with residents in supported living homes, highlighting good practice and opportunities to improve care and support.



# Working together for change

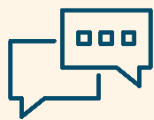
We've worked with neighbouring Healthwatch to ensure people's experiences of care in Luton are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at Bedfordshire, Luton and Milton Keynes Integrated Care Board (BLMK ICB)

This year, we've worked with Healthwatch across Bedfordshire, Luton and Milton Keynes to achieve the following:



## A collaborative network of local Healthwatch:

Working alongside Healthwatch Bedford Borough, Central Bedfordshire and Milton Keynes, each local Healthwatch engaged a different seldom-heard community to ensure diverse voices shaped improvements to end-of-life and palliative care. Healthwatch Luton focused on South Asian and Roma communities, while partner Healthwatch organisations engaged other under-represented groups. Together, our findings informed regional planning to launch a new PEoLC coordination hub and investment to improve care.



## A big conversation:

Healthwatch Luton supported the NHS public consultation on the future of Mount Vernon Cancer Centre, encouraging local people to share their views on proposals affecting specialist cancer services across a wide region. By promoting engagement and gathering local perspectives, we helped ensure the experiences of Luton residents informed discussions about future cancer care, including improved access to treatment closer to home.



## Building strong relationships to achieve more:

Working with NHS partners, GP practices and community organisations across Bedfordshire, Luton and Milton Keynes, Healthwatch Luton supported a campaign to raise awareness of undiagnosed high blood pressure. Through regular social media posts, we signposted residents to local community venues and GP practices offering free blood pressure checks, helping more people access early detection and support.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

# Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in Luton this year:



## Creating empathy by bringing experiences to life

**Hearing personal experiences helps services better understand the barriers people face and why change is needed.**

This year, we shared the experiences of a Deaf resident whose journey through health and social care highlighted the impact of communication barriers on access to care and wellbeing. By amplifying lived experience, we raised awareness of accessible communication, British Sign Language (BSL) provision and the Accessible Information Standard, supporting discussions about improving accessibility for Deaf residents.



## Getting services to involve the public

**By involving local people, services help improve care for everyone.**

This year, we worked with community organisations to ensure people experiencing the greatest health inequalities had opportunities to influence local services. By taking engagement into trusted community settings, we heard from people who are often under-represented and shared their experiences with decision-makers, helping to shape more inclusive, accessible and responsive health and care services.



## Improving care over time

**Lasting improvements are often achieved through ongoing engagement, evidence gathering and follow-up work.**

Following our Enter and View visits to local mental health inpatient settings, we continued to engage with service users to understand whether their experiences of care were improving. This year, we gathered further feedback and produced two reports highlighting both access and the experiences of people using mental health services. By building on previous work and maintaining a focus on service user experiences, we continue to support providers in identifying areas for improvement and delivering better care over time.

# Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

## Every experience matters.

By listening to people using health and social care services, we uncover what's working well, where improvements are needed and what matters most to our communities. Your experiences help shape our work and influence positive change across Luton.

This year, we've listened to people from across Luton, gathering experiences through community events, outreach, surveys and conversations. Every piece of feedback helps us champion local voices and work with providers to improve health and social care services.



healthwatch  
Luton

your  
**voice**  
counts

Have your say on  
Health and Social Care  
in Luton.



# Improving conversations and access to culturally sensitive end-of-life care

## **This year, we worked with local communities to better understand experiences of palliative and end-of-life care across Luton.**

Communities told us that conversations about death and dying can be difficult, and that cultural beliefs, language barriers, and limited awareness of support can make accessing care even harder. We carried out this work to better understand people's experiences and help ensure palliative and end-of-life care services are more inclusive, compassionate, and culturally sensitive.

## **What did we do**

We organised and facilitated focus groups with Roma and South Asian residents to better understand experiences of palliative and end-of-life care. Discussions explored awareness of services, communication barriers, emotional and spiritual support, and how cultural beliefs influence end-of-life conversations and decisions. We gathered residents' experiences and recommendations to help shape more inclusive and culturally sensitive services across Bedfordshire, Luton and Milton Keynes.

## **Key things we heard:**



**Many residents only became aware of palliative and end-of-life care services during times of crisis or through personal experience.**

**Communication was a major concern, with participants highlighting language barriers and the need for more culturally sensitive conversations about death and dying.**

**Participants felt emotional and spiritual support was often overlooked or not consistently included within end-of-life care services.**

Our work highlighted how language barriers, limited awareness and culturally insensitive communication can prevent people from accessing the support they need at the end of life. The findings will help shape more inclusive and accessible services.

## **What difference did this make?**

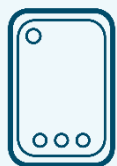
We shared residents' experiences with NHS partners across Bedfordshire, Luton and Milton Keynes, contributing to wider improvements in palliative and end-of-life care. Our findings supported ongoing work to improve communication, coordination and culturally responsive care, alongside the development of the new Palliative Care Coordination Hub, helping ensure services better meet the needs of local people and their families.

# Improving mental health services through lived experience

People shared their experiences of accessing mental health services and the care they received, helping identify what's working well and where improvements are needed.

We engaged with **258 residents** through community events, feedback cards and service-user questionnaires to better understand people's experiences of accessing and using mental health services across Luton. Together, these two pieces of research provided a comprehensive picture of local mental health care and highlighted opportunities to improve access, communication and continuity of support.

## Key things we heard:



**40%**

**found accessing community mental health services difficult or very difficult.**

**61%**

**said the support they received was helpful or very helpful once they accessed services.**



*"For trust, respect and rapport to be built, you need to be seeing the same psychiatrist."*



We undertook two linked pieces of engagement to better understand people's experiences of community mental health services in Luton. One explored how easy it was to access support, while the other focused on people's experiences once they were receiving care. Together, they provided a comprehensive picture of the challenges people face and the aspects of care they value most.

## What difference did this make?

This work adds to our ongoing programme of mental health engagement, complementing our earlier Enter and View visits to inpatient wards. By bringing together evidence from inpatient and community settings, we have provided providers and commissioners with a broader understanding of people's experiences to help inform improvements across the mental health pathway.

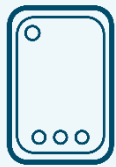
# Breaking down barriers to Primary Care

Access to GP services and NHS dentistry remained two of the most common concerns raised by local people this year. We explored these experiences to better understand the barriers to primary care and identify opportunities for improvement.

## Improving access to GP services

People told us they were finding it increasingly difficult to access GP appointments and navigate appointment systems. We gathered feedback from **238 residents** to better understand their experiences and identify opportunities for improvement.

### Key things we heard:



**55%**

**found accessing their GP triage system difficult or very difficult**

**48%**

**said they were dissatisfied with the time it took to get an appointment.**

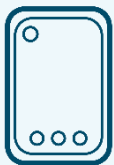
### What difference did this make?

Our findings have been shared with Primary Care Networks and NHS partners to support discussions around improving access, appointment systems and patient communication, **helping shape improvements to access, appointments and patient communication.**

## Improving access to NHS dentistry

Access to NHS dentistry continued to be one of the biggest concerns raised with Healthwatch Luton. We gathered feedback from **253 residents** with engagement with local dental practices to better understand the challenges people face in accessing NHS dental care.

### Key things we heard:



**58%**

**found accessing NHS dental services difficult or very difficult.**

**66%**

**of practices were not accepting new NHS patients.**

### What difference did this make?

Our findings were shared with commissioners and NHS partners, providing evidence of the barriers residents face and helping inform discussions about **improving NHS dental capacity, access and future service planning.**

# Hearing from all communities

We're here for all residents of Luton. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

**This year, we have reached different communities by:**

**Taking Healthwatch into the community**, attending events with Primary Care Networks, NHS partners, the council and voluntary organisations to hear directly from residents and ensure their experiences shape local services.

**Supporting healthier communities**, promoting oral health through community events by distributing toothbrushes, sharing information and encouraging people to access NHS dental care.

**Working with trusted community organisations** to engage with Luton's diverse communities, ensuring people whose voices are often under-represented can influence health and social care services.



# Tackling period poverty and improving women's health

**We explored how period poverty affects young women in Luton and the impact it has on their education, wellbeing and dignity.**

Through focus groups and surveys with students at Luton Sixth Form College, many from Bangladeshi, Pakistani and Black African communities, we heard about the barriers created by stigma, affordability and limited awareness of available support. Our findings highlighted the need for more visible, culturally sensitive and ongoing support for young women.

“I missed college because I couldn't afford period products.”

## What difference did this make?

Our report has sparked important conversations with education, public health and community partners about tackling period poverty as a wider health inequality. The recommendations are helping shape discussions around improving access to menstrual products, increasing awareness of available support and reducing the stigma surrounding menstrual health, ensuring young women's voices are at the centre of future action.

# Improving menopause support for women in Luton

**We explored how women from diverse communities experience menopause and the barriers they face in accessing information, support and treatment.**

Through conversations at community health events, we heard from women from Bangladeshi, Pakistani, Black African and Eastern European backgrounds who described menopause as a taboo subject. Many felt unprepared for their symptoms and highlighted the need for culturally sensitive information, women-led support and better access to advice.

“I thought I was losing my mind – I didn't know it was menopause.”

## What difference did this make?

Our findings have strengthened local conversations about menopause as an important women's health issue. By highlighting the experiences of women from under-represented communities, we have helped raise awareness of the need for culturally appropriate information, improved access to support and menopause services that better reflect the diverse needs of women across Luton.

# At the Heart of our Communities

Every conversation matters

## Reaching people where they are.

**The best way to understand people's experiences is by listening to them where they live, work and connect with others.**

Throughout the year, Healthwatch Luton has been out in communities across the borough, attending local events, working alongside partners and meeting people in trusted community settings. By creating informal, welcoming spaces for conversation, we make it easier for people, particularly people from under-represented and seldom-heard communities; to share their experiences openly and in confidence. From health fairs and community festivals to faith centres and neighbourhood hubs, every conversation helps us understand what matters most to local people.

**“...we build relationships with Luton's diverse communities, engage with seldom-heard groups and help residents access information, advice and support...”**

## Turning conversations into change

Every conversation has the potential to make a difference. Throughout the year, we listened to people from across Luton, with a particular focus on communities whose voices are too often under-represented in health and social care. By meeting people in trusted community settings, we uncovered barriers that might otherwise have gone unnoticed, including difficulties accessing GP appointments, NHS dentistry and mental health services, as well as wider issues affecting women's health and health inequalities.

By bringing these experiences together, we identified common themes and turned individual stories into evidence for change. Our conversations informed reports, recommendations and engagement with NHS partners, commissioners and local leaders, helping to influence service planning, improve understanding of community needs and ensure that decisions were shaped by the people who use services every day.

**“...helping to influence service planning, improve understanding of community needs and ensure that decisions were shaped by the people who use services every day.”**

# Information and signposting

When you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

**This year 347 people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.**

## **This year, we've helped people by:**

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services



## Improving mental health care through advocacy

### **John shared concerns about his daughter's experience on a mental health ward.**

John contacted Healthwatch after his daughter experienced difficulties accessing basic facilities on the ward and he struggled to get updates about her care. He felt communication was poor and that staff were not responding to his concerns.

Healthwatch Luton raised these issues with the Director of Care and the ward management team. As a result, a meeting was arranged with John, improvements were made to his daughter's care, and changes were introduced that also benefited other patients. We were subsequently invited to attend residents' meetings to help strengthen ongoing engagement.



*"This case reflects our continued commitment to improving mental health services through Enter and View visits, community engagement and partnership working."*

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## Supporting better access to pain management

### **Susan needed support to manage chronic pain and access the right services.**

Susan contacted Healthwatch because persistent pain was affecting her mobility, independence and wellbeing. She felt her treatment was no longer meeting her needs and was unsure where to turn for further support.

We encouraged Susan to request a medication review with her GP and discussed additional support available through her Primary Care Network, including referral to a social prescriber. Following these conversations, Susan was able to explore new care options and felt better informed about the services available to support her.



*"Susan has continued to contact Healthwatch for advice and guidance, demonstrating the value of ongoing independent support and signposting."*

# Showcasing volunteer impact

Our fantastic volunteers have given 7530 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

## **This year, our volunteers:**

**Represented Healthwatch Luton** at hundreds of community events, helping us reach residents across our diverse communities.

**Gathered people's experiences** through engagement events, focus groups and outreach activities, ensuring local voices informed our work.

**Supported Enter and View visits**, helping us understand people's experiences of care and identify opportunities for service improvement.



# At the heart of what we do

Our volunteers are at the heart of everything we do. Whether listening to residents at community events, supporting Enter and View visits or helping shape our research, they make sure local voices are heard and help improve health and social care across Luton.



Angela Andrews

**This year, Angela was honoured with a High Sheriff's Award in recognition of her exceptional dedication to volunteering and her outstanding contribution to improving health and social care across Luton. A Healthwatch Luton volunteer since the organisation was established, Angela draws on her many years of experience as a midwife to support local people with compassion, empathy and an unwavering commitment to ensuring every voice is heard.**

*"I enjoy meeting people, listening to their experiences and helping make sure their voices are heard. Every conversation has the potential to improve someone's care, and that's what keeps me volunteering."*

[Read about Angela's Award](#)

**Alan has been a dedicated Healthwatch Luton volunteer since the organisation was established. His kindness, commitment and willingness to listen have helped countless residents share their experiences and contribute to improvements in local health and social care.**

*"I enjoy being able to give back and give a voice to people who might not otherwise be heard."*



Alan Fletcher

## Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.

[Volunteer](#)



[www.healthwatchluton.co.uk](http://www.healthwatchluton.co.uk)



01582 817060



[Info@healthwatchluton.co.uk](mailto:Info@healthwatchluton.co.uk)

# Finance and future priorities

We receive funding from Luton Borough Council under the Health and Social Care Act 2012 to help us do our work.

## Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£122,000	Expenditure on pay	£109,771
Additional income	£8000	Non-pay expenditure	£24,502
		Office and management fee	£24,000
<b>Total income</b>	<b>£130,000</b>	<b>Total Expenditure</b>	<b>£158,273</b>

## Additional income is broken down into:

- £8,000 received from BLMK ICB for joint work on Palliative and End of Life Care research.

Purpose of ICS funding	Amount
Palliative End of Life Care. Project	£8000
<b>Total</b>	<b>£8000</b>

# Finance and future priorities

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

**Our top three priorities for the next year are:**

**Increase feedback from under-represented groups through Enter and View visits to residential care settings for adults living with mental health conditions or dementia.**

We will increase feedback from people living in residential care settings for adults with mental health conditions or dementia through our Enter and View programme. By speaking directly with residents, families and staff, we will identify opportunities to improve care, wellbeing and people's experiences of the services they rely on.

**Strengthen relationships with Luton's diverse communities through focus groups and community events, gathering feedback to improve access to primary care and GP services.**

We will continue to build relationships with Luton's diverse communities through focus groups, community events and targeted engagement. By gathering residents' experiences of accessing GP services and primary care, we will help identify barriers, influence local improvements and ensure under-represented voices are heard.

**Increase engagement with under-represented groups to better understand experiences of frailty and adult social care, helping to shape future services and support.**

We will work with people living with frailty, their families and carers to better understand their experiences of health and social care. Through targeted engagement with under-represented communities, we will identify the issues that matter most and use these insights to inform our recommendations and support improvements to local services.

# Statutory statements

Healthwatch Luton, Futures House, 22 The Moakes, Leagrave, Luton, LU3 3QB

**Healthwatch Luton uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.**

## The way we work

### **Involvement of volunteers and lay people in our governance and decision-making.**

Our Healthwatch Board consists of 4 members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2025/26, the Board met 4 times and made decisions on matters such as 'Meeting the Quality Framework' and Managing Finances. We ensure wider public involvement in deciding our work priorities.

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025/26, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

Feedback was gathered through a wide range of engagement activities, including focus groups, Patient Participation Groups (PPGs), Enter and View visits, community discussions, one-to-one conversations, community outreach events, targeted feedback cards, QR code surveys, questionnaires, telephone and email enquiries, social media engagement and partnership working with local organisations.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website: [www.healthwatchluton.co.uk](http://www.healthwatchluton.co.uk)

# Statutory statements

## Responses to recommendations

We had 3 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

## Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to the Health and Well-being Board, the Scrutiny board and Luton and Safeguarding board. We also take insight and experiences to decision-makers in Bedfordshire, Luton and Milton Keynes Integrated Care System.

We regularly attend ICS-level committees and meetings including those focused on primary and secondary care. HWL representatives contribute to these forums by sharing feedback gathered from local communities. We also share our data with Healthwatch England to help address health and care issues at a national level.

## Healthwatch representatives

Healthwatch Luton is represented on the Luton Health and Wellbeing Board by Pat Lattimer CEO and Phil Turner Healthwatch Luton Chair.

During 2025/26, our representative has effectively carried out this role by sharing reports, presenting information and offering expertise at various meetings. This has included sharing the work plan and completed activities such as contributions to the ICB Palliative, End of Life care report.

Healthwatch Luton is represented on BLMK Integrated Care Partnerships by Patricia Lattimer and BLMK Integrated Care Boards by Maxine Tattetani .

# Statutory statements

Healthwatch Luton carried out statutory Enter and View visits, producing recommendations to improve care quality.

## Enter and view

Location	Reason for visit	What you did as a result
Maternity Services – Luton and Dunstable Hospital. Wards 32 & 33	Ongoing concerns around maternity services within the hospital.	Wrote a report with recommendations – the service is under review and intervention as part of a larger need to improve care.
Tennyson Road Care Home – Adults with learning disabilities	This work formed part of Healthwatch Luton’s wider work to hear from underrepresented groups.	Reports were written and shared with the homes and Social care team.
Heywood House – Adults with learning disabilities		Recommendations were made and responses were received from providers
Advanced Housing – Adults with learning disabilities	This work formed part of Healthwatch Luton’s wider work to hear from underrepresented groups.	Reports were written and shared with the homes and Social care team.
Belle Vue Care Home – Adults with learning disabilities		Recommendations were made and responses were received from providers
Atwell House – Adults with learning disabilities	This work formed part of Healthwatch Luton’s wider work to hear from underrepresented groups.	Reports were written and shared with the homes and Social care team.
Alicia Nursing home – Adults with learning disabilities		Recommendations were made and responses were received from providers
Marlin Lodge – Adults with learning disabilities	This work formed part of Healthwatch Luton’s wider work to hear from underrepresented groups.	Reports were written and shared with the homes and Social care team.
Vine House – Adults with learning disabilities		Recommendations were made and responses were received from providers

# Statutory statements

Healthwatch Luton carried out statutory Enter and View visits, producing recommendations to improve care quality.

## Enter and view

Location	Reason for visit	What you did as a result
Georgiana Care home- Adults with learning disabilities	This work formed part of Healthwatch Luton's wider work to hear from underrepresented groups.	Reports were written and shared with the homes and Social care team. Recommendations were made and responses were received from providers
Windermere House - Adults with learning disabilities		
Rose Court -Adults with learning disabilities	This work formed part of Healthwatch Luton's wider work to hear from underrepresented groups.	Reports were written and shared with the homes and Social care team. Recommendations were made and responses were received from providers
YAWN life -Adults with learning disabilities		
Oakley Lodge - Adults with learning disabilities	This work formed part of Healthwatch Luton's wider work to hear from underrepresented groups.	Reports were written and shared with the homes and Social care team. Recommendations were made and responses were received from providers
Hope Lodge - Adults with learning disabilities		
Luke's Place - Adults with learning disabilities	This work formed part of Healthwatch Luton's wider work to hear from underrepresented groups.	Reports were written and shared with the homes and Social care team. Recommendations were made and responses were received from providers
Mulberry House - Adults with learning disabilities		
Capwell Grange - Adults with learning disabilities	This work formed part of Healthwatch Luton's wider work to hear from underrepresented groups.	Reports were written and shared with the homes and Social care team. Recommendations were made and responses were received from providers
Hollywell -Adults with learning disabilities		

# Statutory statements


Through our statutory role, we gathered community feedback, published evidence-based reports and influenced improvements in local health and social care services.

## 2025 – 2026 Outcomes

Project/activity	Outcomes achieved
Access to GP: 'We Asked'	Short statistical report written summarising views on access to GP care collected from the community.
Access to Dental Care: 'We Asked'	Short statistical report written summarising views on access to Dental care collected from the community.
Access to Mental Health care	Two reports Written looking at Access to mental Health Care. One short statistical- feedback collected from the community. The second gather more detailed view from service user.
Women's Health: Menopause, Period Poverty, Preconception.	Three separate reports written on specific women's health issues- raising the profile amongst health and education settings.
Palliative & End of Life care Report	We wrote a report sharing residents' experiences with NHS partners across Bedfordshire, Luton and Milton Keynes to help improve palliative and end-of-life care. The findings are informing future communications, staff training and service development, ensuring services better reflect the cultural, emotional and spiritual needs of local communities.
Case Study – Deaf Community	Case study sharing unique experiences of care received.
Case Study – Autoimmune disease	Case study sharing unique experiences of care received.
Case Study – Restless Leg Syndrome	Case study sharing unique experiences of care received.

**Healthwatch Luton, Futures House,  
22 The Moakes,  
Leagrave,  
Luton,  
LU3 3QB**

 [www.healthwatchluton.co.uk](http://www.healthwatchluton.co.uk)

 01582 817060

 [info@healthwatchluton.co.uk](mailto:info@healthwatchluton.co.uk)

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