

Enter and View

Mayfair Home Care

November 2025



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2 Introduction

2.1 Details of visit

Service Provider	Mayfair Homecare
Number of Clients/Staff at time of participation	90/61
Client Consents received from provider	0
Date and time	26 th October to 17 th November 2025
Authorised representative (s)	Tracy Keech & Helen Browse

2.2 Acknowledgements

Healthwatch Milton Keynes would like to thank Milton Keynes City Council officers for their assistance in attempting to progress this piece of work. No service users or staff could be engaged for this Enter and View due to the provider's non-response.

2.3 Disclaimer

Please note that this report relates to our engagement attempts during the dates set out above. It does not present service-user feedback because the provider did not supply contact details. The report records the steps taken and the barriers encountered.

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.

3.1 Purpose of visit

The purpose of this Enter and View was to look at the provision of care provided by Domiciliary Care Providers from a selection of providers that the Council had requested we talk to following a review of the Councils provider provision.

3.2 Strategic drivers

Healthwatch Milton Keynes and Milton Keynes City Council have been acutely aware that people in receipt of Home Care have limited opportunity to voice their opinions of care, particularly when compared to those in residential care. Both organisations have worked hard to develop a process that is compliant with GDPR regulations in order to give these residents an equitable space in which to share their lived experience. This will support the Milton Keynes Adult Social Care team to monitor and maintain the high standards expected from care providers.

4 Overall summary

We met with Mayfair Homecare's management team for a 45-minute online discussion to outline the scope of this Enter and View, confirm the information required and agree timescales for providing service-user contact details. Following this meeting, Healthwatch Milton Keynes issued the standard documentation and information packs used with other providers in this programme, and the Council confirmed it had sent the same preparatory email it shared with the other providers.

Despite these steps, no contact details for service users were provided by the provider. Over the subsequent weeks, Healthwatch sent two follow-up emails, and the Council held a further phone discussion with the provider to reiterate the importance of participation. No responses were received and no information was supplied. Consequently, we were unable to undertake Enter and View activity with service users and could not collect any lived-experience evidence from this provider.

Healthwatch Milton Keynes is a statutory body under the Health and Social Care Act, and providers have a corresponding duty to engage with Enter and View activity. While the Council sought to facilitate cooperation, future communications may benefit from more explicitly underlining the statutory basis of Healthwatch and the legal duties on providers to engage. Mayfair Homecare's non-engagement prevented completion of this piece of work and has left a gap in understanding the experiences of approximately 90 service users receiving care from the service.

The Providers last CQC inspection was in 2023 and received an overall rating of Good.

5 Methodology

Our usual approach, used successfully with other providers, includes an initial online meeting, information-sharing and consent processes, followed by telephone calls or home visits with service users, guided by a semi-structured conversation tool. Notes are taken by hand and transcribed for analysis.

For Mayfair Homecare, we completed the initial meeting and issued all documentation. However, the provider did not share any contact details for service users, despite multiple follow-ups by Healthwatch and additional contact from the Council. As a result, no interviews or observations could take place, and no primary data was collected for this report.

6 Summary of findings

6.1 Overview

No feedback from service users could be gathered because the provider did not supply contact details. Multiple follow-up attempts by Healthwatch and an additional Council phone meeting did not result in engagement.

6.2 Staff interaction and quality of care

Mayfair is the largest of the providers we were tasked with engaging with for this project. No contact with the service-user base was possible. (Provider reported staffing: 61; service users: 90.)

6.3 Personal Hygiene

Not applicable. No contact with the service-user base was possible

6.4 Typical day

Not applicable. No contact with the service-user base was possible

6.5 Choice

Not applicable. No contact with the service-user base was possible

7 Recommendations

- Providers should respond promptly to Healthwatch Milton Keynes, in line with their statutory responsibilities.
- Milton Keynes City Council may wish to consider reinforcing, in writing, the statutory basis of Enter and View and the legal duties on providers to engage when facilitating future programs.

7.1 Examples of Best Practice

Not applicable. No engagement from the provider meant no best-practice examples could be identified from service-users' lived experience.

8 Service provider response

No response from service provider, email and telephone contact made to prompt response sadly the provider has chosen not to provide any comment.

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