



Enter and View

Moorland Gardens

May 2026

healthwatch

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Introduction

2.1 Details of visit

Name of home	Moorland Gardens
Service provider	The Bond care Group
Date and time	19 th May 15.00–16.30
Authorised representative (s)	Patricia Lattimer, Angela Andrews, Maureen Matthews

Moorland Gardens is an 80-bed care home located on its own grounds just outside Luton town centre. The home provides accommodation and support for people with a range of needs, including mental health conditions and physical disabilities.

Residents have individual bedrooms with en-suite toilet and washroom facilities. The home has accessible gardens for residents to enjoy, free Wi-Fi throughout the building, and free on-site parking for visitors. Family and friends are encouraged to visit.

A programme of activities is provided by the activities team, including arts and crafts, baking, bingo, quizzes, board games, knitting, crocheting, and sewing. Residents are also supported to access the local community where appropriate, and organised outings are arranged to places such as parks, museums, shops, and other local attractions.

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 enter and view is part of a project to understand and report on the experiences of residents in selected Luton supported living, residential homes nursing homes and day centres, their relatives, supporters and staff.

3.2 Strategic drivers

This visit formed part of Healthwatch Luton's wider programme of work to hear the views and experiences of people using community-based care and support services, particularly those whose voices are less often heard.

The visit aimed to gather feedback from residents, staff and management to understand people's experiences of care, identify examples of good practice, and highlight any areas for improvement. Findings from this visit will contribute to Healthwatch Luton's ongoing work to inform service development and promote person-centred, accessible care.

Overall summary

Healthwatch Luton carried out a **partially announced** Enter and View visit to Moorland Gardens Care Home on **19 May 2026** as part of its statutory role to gather feedback from people using health and social care services.

Healthwatch representatives were welcomed by staff and spoke with two residents and four members of staff. The visit included observations of the environment and interactions between residents and staff.

The home presented as clean, bright and well maintained, with a calm and welcoming atmosphere. Residents appeared relaxed and comfortable, and there was evidence of personalisation throughout the home, including residents' photographs and personalised bedrooms. The outdoor areas were well maintained and provided additional space for residents to socialise and spend time outdoors.

Residents spoke positively about the care they received, describing staff as kind, approachable and willing to spend time talking with them. They told Healthwatch they felt safe living at the home and valued the choice available to them, including where they ate their meals and the activities they could take part in. Feedback about meals was generally positive, with residents commenting that there was a choice of menu and dining location.

Staff described a supportive working environment and demonstrated a commitment to meeting residents' individual needs, including supporting access to healthcare and meaningful activities. The registered manager spoke positively about the progress made by the service, including improvements recognised through the Care Quality Commission inspection process.

No relatives were present during the visit.

Overall, the visit found Moorland Gardens Care Home to be a welcoming service with a positive atmosphere. Observations and feedback indicated that residents were treated with dignity and respect, felt safe, and were supported to make choices about their daily lives. Positive relationships between residents and staff were evident throughout the visit.

Methodology

The visit to Moorland Gardens Care Home was partially announced. The provider was informed that an Enter and View visit would take place during the month, but the specific date and time were not disclosed in advance. This approach enabled Healthwatch Luton to observe the service during normal day-to-day operations while maintaining transparency.

The visit took place on **19 May 2026** between **15:00 and 16:30**. It was carried out by four Healthwatch Luton Authorised Representatives: Patricia Lattimer, Philip Turner, Maureen Matthews and Angela Andrews.

On arrival, the team met with the registered manager, who provided an overview of the home and confirmed whether there were any residents who should not be approached or were unable to give informed consent. The team was then given access to communal areas of the home to observe the environment, interactions and general atmosphere.

Authorised Representatives spoke with residents and staff using a semi-structured approach based on Healthwatch Luton's standard Enter and View themes. Observations of the environment and day-to-day interactions were also recorded.

Notes were taken throughout the visit and were subsequently reviewed alongside observational findings to inform this report.

Demographics and Participation:

- **Two residents** were spoken to in detail during the visit, **both were female, aged over 60 years old**
- **Four members of staff** also took part, the home manager, a nurse and 3 support workers 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

Healthwatch Luton representatives signed the visitors' book on arrival and were welcomed by the registered manager, who has been in post since 2018. The manager provided an overview of the home before the visit commenced.

Moorland Gardens Care Home is situated on Old Bedford Road in Luton and provides accommodation across two floors. The home comprises 80 single bedrooms, communal lounges and dining rooms on each floor, a bar area, and accessible enclosed gardens. A lift provides access between floors, and secure keypad entry systems are in place to support residents' safety. The dining rooms were prepared for the evening meal, with menus available on the tables.

The home appeared clean, bright and well maintained throughout the visit. Communal areas were welcoming, and there was evidence of personalisation, including residents' photographs, displays and activity information. Most residents were spending time in the communal lounges, while some chose to remain in their bedrooms.

The atmosphere throughout the visit was calm and relaxed. Staff interacted with residents in a friendly and respectful manner, and residents appeared comfortable in their surroundings. Based on observations and the feedback received, the home promoted residents' wellbeing, independence and choice in their day-to-day lives.

6.2 Premises

The external areas of Moorland Gardens Care Home were well maintained and presented. The home has a level driveway with ample visitor parking and enclosed gardens to the front and rear. The rear garden provided several seating areas where residents could spend time outdoors.

Internally, the home was clean, bright and well maintained throughout the visit. No unpleasant odours or obvious environmental hazards were identified. Accommodation is arranged over two floors, with lift access between levels. Secure keypad entry systems were in place to support residents' safety while allowing staff to move easily throughout the building.

Communal lounges and dining rooms on both floors were spacious and comfortable. The dining areas were prepared for the evening meal, with menus displayed on the tables. Residents were observed using the communal areas to watch television, listen to music, socialise with one another and receive refreshments from staff. Some residents also chose to spend time in their own bedrooms.

The home demonstrated a person-centred approach through personalised displays, including residents' photographs, activity information and orientation clocks showing the day, date and time. Signage throughout the home was clear, and information, including the complaints procedure, was displayed. Hand sanitising facilities were readily available, and fire exits were clearly marked.

Overall, the premises presented as a clean, safe and welcoming environment that supported residents' comfort, independence and privacy.

6.3 Staff interaction and quality of care

During the visit, interactions between staff and residents were observed to be calm, respectful and person centred. Staff were approachable and took time to engage with residents, who appeared comfortable in their company.

Residents spoke positively about the care they received. One resident commented, *"Staff are kind and take time to talk with you."* Another said, *"This is an excellent place to be, the staff sit and have conversations with us."* Residents also reported feeling safe living at the home, and no safeguarding concerns were raised during the visit.

Residents confirmed they were supported to access healthcare services when required, including GP, dental, optical and hospital appointments. One resident told Healthwatch, *"All the health services visit the home, doctors, dentists, mental health nurses. We also have a professional visit regularly to cut our nails and the hairdresser visits regularly, as well as the staff help us with grooming."* The registered manager explained that the GP visited twice a week, multidisciplinary meetings were held monthly, and community healthcare professionals attended the home as required.

Staff explained that residents had a range of care needs, including dementia, and described a person-centred approach to supporting individuals. One member of staff said, *"We respect residents' choices; we speak slowly to them and take time to listen to their answer."* Staff also explained that additional one-to-one support was provided for new residents and those requiring extra reassurance. The registered manager advised that individual care plans

included information about residents' communication needs to help staff provide appropriate support.

Staff consistently described a supportive working environment. They reported that a senior member of staff or nurse was always available for advice and guidance, and that staffing levels enabled residents' needs to be met. Staff spoke positively about team morale and felt confident raising concerns with managers.

Training and professional development were well established. Staff reported completing mandatory and role-specific training, including dementia care, safeguarding, end-of-life care and mental health awareness. Regular supervision sessions, staff meetings and shift handovers were used to share information, discuss residents' needs and support ongoing learning.

Staff demonstrated a good understanding of safeguarding procedures and were confident in reporting concerns in line with the home's policies and local safeguarding arrangements.

Overall, observations and feedback indicated that residents were treated with dignity and respect, felt safe, and received care that reflected their individual needs and preferences. Staff described a positive and supportive working culture, underpinned by regular training, effective communication and management support.

6.4 Social engagement and activities

Residents spoke positively about the opportunities available for social engagement and activities. They described taking part in a range of activities, including board games, ball games, painting, colouring, listening to music and watching television. One resident said, ***"I like to play board games and ball games."*** Another commented, ***"I enjoy watching television and painting and colouring,"*** while showing artwork displayed in their bedroom.

During the visit, residents were observed watching television, listening to music, talking with staff and spending time in communal areas. An activities co-ordinator was present and moving throughout the home. The registered manager explained that a varied programme of activities and outings was available and that regular residents' meetings were held to gather feedback on topics such as activities and meals.

Residents told Healthwatch they could choose how they spent their time, including whether to participate in activities or remain in their bedrooms. They

also confirmed they were supported to attend appointments and maintain contact with family and friends. Staff demonstrated an awareness of residents' individual preferences and support needs.

Overall, observations and feedback indicated that residents had opportunities to participate in meaningful activities while being supported to make choices about their daily routines and social engagement.

6.5 Dining Experience

Residents who provided feedback were generally positive about the food at Moorland Gardens. One resident described the meals as *“acceptable, but could be improved,”* and confirmed there was a choice of menu. Another resident said, *“There is a choice of where you eat, in the lounge or dining room. The dining room is nicely set for meals and the menu is on the table. The food is good.”*

Residents reported that they could choose where to eat, including in the dining room or lounge. Staff explained that residents are encouraged to use the dining room where appropriate, as this supports posture and comfort during meals. Residents also said that staff provided support with eating where required, while encouraging independence where possible.

The dining areas appeared clean and appropriately arranged during the visit. Menus were available on the tables, and drinks and snacks were provided between mealtimes. During the visit, staff were observed offering residents drinks and biscuits in the lounge.

No concerns were raised about portion sizes, dietary requirements or access to refreshments. Staff explained that residents' dietary needs and preferences are recorded electronically to support personalised care planning.

Overall, observations and resident feedback indicated that mealtimes were a positive part of daily life at Moorland Gardens, with residents supported to exercise choice and maintain independence in line with their preferences.

6.6 Choice

Feedback gathered during the visit indicated that residents at Moorland Gardens Care Home were supported to make choices about their daily lives. Residents described deciding how they spent their time, including whether to participate in activities, spend time in communal areas, socialise with others or remain in their bedrooms. One resident said, *“I like to play board games and ball games.”* Another resident commented, *“I enjoy watching television and painting and colouring,”* while showing artwork displayed in their bedroom.

Residents also reported having choice over where they ate their meals, either in the dining room or the lounge. Menus were displayed on the dining tables, and one resident told Healthwatch, *“There is a choice of where you eat, in the lounge or dining room. The dining room is nicely set for meals and the menu is on the table. The food is good.”* Staff explained that residents were encouraged to use the dining room where appropriate to support comfort and wellbeing during mealtimes, while individual preferences were respected.

Staff described a person-centred approach to care, with support tailored to residents’ individual needs and preferences. Residents said staff listened to them and provided assistance when required, while encouraging independence wherever possible.

Overall, observations and feedback indicated that residents were supported to make choices about their daily routines, meals and activities, with staff promoting independence while responding to individual needs.

Recommendations

- **Continue to record and review residents’ cultural, religious and dietary preferences.**

While residents spoke positively about the care they received, Healthwatch Luton encourages the home to continue reviewing how residents’ cultural, religious and dietary preferences are recorded and communicated to staff, ensuring these needs remain central to personalised care planning.

- **Continue to promote opportunities for personalisation within residents’ bedrooms.**

The home demonstrated a person-centred approach, including personalised displays in communal areas. Continuing to support residents to personalise their own rooms, where they wish to do so, may further promote identity, independence and a sense of belonging.

7.1 Examples of Best Practice

The following examples of positive practice were identified during the Enter and View visit to Moorland Gardens Care Home:

Welcoming Environment

The home presented as clean, bright and well maintained, with a calm and welcoming atmosphere. Staff were friendly and welcoming, and residents appeared relaxed and comfortable in their surroundings.

Positive Staff–Resident Relationships

Interactions between staff and residents were consistently respectful, patient and supportive. Residents spoke positively about staff, describing them as kind, approachable and willing to spend time talking with them.

Person–Centred Care and Choice

Residents were supported to make choices about their daily routines, including where they ate their meals and how they spent their time. Staff demonstrated an awareness of residents' individual needs and preferences and promoted independence wherever possible.

Meaningful Social Engagement

Residents described a varied programme of activities and opportunities for social interaction. During the visit, residents were observed using communal areas, socialising with staff and participating in activities of their choice.

Access to Healthcare

Residents were supported to access a range of healthcare professionals, including GP, dental and optical services. Staff demonstrated an understanding of residents' individual health needs and the importance of maintaining access to appropriate healthcare.

Service provider response

The Service provider was given the opportunity to review and comment on this report. However, no response had been received by time of publication

