



Enter and View

Mulberry Court

June 2026

healthwatch

Contents

Table of Contents

Contents.....	1
Introduction.....	2
2.1 Details of visit	2
2.2 Acknowledgements	2
2.3 How we gathered the data	2
What is Enter and View?	2
3.1 Purpose of visit.....	3
3.2 Strategic drivers	3
Overall summary.....	4
Methodology.....	5
Summary of findings.....	6
6.1 Overview	6
6.2 Premises.....	6
6.3 Staff interaction and quality of care	7
6.4 Social engagement and activities	8
6.5 Dining Experience.....	9
6.6 Choice.....	10
Recommendations	11
7.1 Examples of Best Practice	11
Service provider response.....	12

Introduction

2.1 Details of visit

Name of home	Mulberry Court
Service provider	Runwood Homes
Date and time	9 th June 2026 – 9:30am – 11:00am
Authorised representative(s)	Pat Lattimer Nicole Moore, Maureen Matthews, Angela Andrews

Mulberry Court is an 84-bed care home providing residential, dementia and respite care. The home includes a dedicated area for residents living with dementia.

The home offers a range of communal facilities and spacious living areas, together with individual furnished bedrooms designed to support residents' comfort and day-to-day needs.

Mulberry Court provides person-centred care for residents with a range of support 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 project 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 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 identify 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. Healthwatch Luton is gathering feedback from people living in residential care settings, alongside those accessing community-based services, to better understand how services meet the needs of underrepresented groups.

This visit also supports Healthwatch Luton's commitment to ensuring that people whose voices are less often heard have the opportunity to share their experiences and help shape future health and social care services.

Overall summary

Healthwatch Luton carried out a **partially announced** Enter and View visit to **Mulberry Court** on **9th June 2026** as part of its statutory role to gather feedback from people using health and social care services.

Mulberry Court provides residential, dementia and respite care for up to 84 residents. During the visit, Healthwatch representatives spoke with two residents and five members of staff, including the manager. No relatives were present during the visit.

The home presented as clean, bright and well maintained, with a calm and welcoming atmosphere. Healthwatch representatives were welcomed by staff, and residents appeared comfortable in their surroundings. Residents were observed spending time in different areas of the home, including the communal lounges, where music was playing and some residents were singing along. Others chose to spend time in the reception area, with one resident commenting, *"I like to sit here in the mornings and watch the world go by. I meet and greet visitors."* The home also benefits from a well-maintained outdoor area, a café space for residents and visitors, and a large visitor car park.

Residents spoke positively about the care they received, describing staff as caring and approachable. One resident commented, *"This is not my home, but it is as good as it can be. The staff are lovely and communicate well with me."* Residents said they felt safe living at the home and valued the choices available to them in relation to meals, activities and daily routines. Feedback about the food was positive, with residents commenting on the quality and choice available. During the visit, the manager demonstrated the home's hydration stations, which provided residents with a variety of drinks, fruit and snacks throughout the day.

Staff described a supportive working environment and demonstrated a commitment to meeting residents' individual needs through person-centred care, regular training and access to healthcare services. One member of staff said, *"It is lovely working here. It is a good home, the teamwork is good, 100% very family orientated and a great team to work with."*

Overall, the visit found Mulberry Court 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 while maintaining opportunities for social engagement and access to healthcare.

Methodology

The visit to Mulberry Court was **partially announced**: the service provider was informed that an Enter and View visit would occur during the month, 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 **9th June from 9.30–11.00 AM 2026 AM**. Four Authorised Representatives (ARs) attended the visit: **Patricia Lattimer, Nicole Moore, Maureen Matthews and Angela Andrews**.

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 made Healthwatch Luton representatives very welcome and introduced the team to staff and residents.

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:

- **Two residents** were spoken to in detail during the visit, **one female and one male, both aged over 65 years old**.
- **Five members of staff** also took part, the home manager and 4 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

Mulberry Court is registered to provide accommodation and care for up to 84 residents, including people requiring residential, dementia and respite care.

The home is located on Watermead Road in north Luton, close to local amenities and public transport. Accommodation is arranged across two floors and divided into four residential units, each named after a type of fruit. Secure keypad entry systems support residents' safety, while lift access and wheelchair-accessible gardens enable residents to move safely throughout the home. The home comprises 84 single bedrooms, spacious communal lounges, a welcoming reception area and a hairdressing salon.

During the visit, the service was operating as usual, with the registered manager present throughout. Residents were observed moving freely around the communal areas, and the atmosphere was calm, welcoming and relaxed.

The environment appeared clean, bright and well maintained. Residents had access to well-kept outdoor spaces, and the communal areas were comfortably furnished and supported both social interaction and quiet relaxation.

Residents were encouraged to speak openly with the visiting team. Based on observations and the feedback received, Mulberry Court appeared to provide a welcoming environment that supported residents' wellbeing, independence and day-to-day needs.

6.2 Premises

The external areas of Mulberry Court were well maintained and presented. The home has a large visitor car park to the front of the building, together with enclosed gardens that provide residents with safe access to outdoor seating and communal space.

Mulberry Court is a purpose-built care home arranged over two floors. Internally, the home was clean, bright and well maintained, with modern décor and furnishings throughout. No unpleasant odours or obvious environmental hazards were identified during the visit.

Communal areas included spacious lounges and dining areas across both floors. The layout enabled residents to move freely within each residential area, while secure keypad entry systems supported residents' safety. Residents were

observed using the communal areas comfortably, with some listening to music and singing along, while others chose to spend time in the reception area or their own bedrooms.

The home appeared accessible to meet residents' needs, with lift access between floors and wheelchair-accessible outdoor spaces. Signage throughout the building was clear, and key information, including the complaints procedure, was displayed. Hand sanitising facilities were readily available, and fire exits were clearly marked.

Evidence of a person-centred approach was reflected through personalised displays, activity information and orientation clocks showing the day, date and time. The well-maintained gardens provided additional space for residents to relax, socialise and participate in activities.

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 residents appeared comfortable engaging with them. Residents spoke positively about the care they received. One resident commented, ***"This is not my home, but it is as good as it can be. The staff are lovely and communicate well with me."*** Another resident simply stated, ***"Staff communicate well with me."*** Residents also reported feeling safe living at the home, and no safeguarding concerns were raised during the visit.

Residents and staff described good access to healthcare services. Residents confirmed they were supported to attend GP, dental, optical and hospital appointments when required. The registered manager explained that the GP visited the home weekly, supported by weekly multidisciplinary team meetings to review residents' care. District nurses, dental services and opticians also visited the home regularly, and residents had access to additional healthcare services as required.

Residents described receiving care that promoted their independence while meeting their individual needs. One resident said, ***"I get the support I need with washing and dressing while my independence is supported."*** Staff explained that residents had a wide range of needs, including dementia, and that care plans included information about residents' communication needs to support person-

centred care. One member of staff commented, *"We all have received dementia training. When we talk with residents, we speak positively and take time to make sure each resident gets the best possible care."*

Staff consistently described a positive and supportive working environment. They reported good teamwork, low use of agency staff and appropriate staffing levels, with senior staff always available to provide advice and support. Several staff members spoke positively about morale and the support available from the management team and Head Office.

Training and professional development were well established. Staff confirmed that mandatory and specialist training, including dementia care, was regularly updated, and additional training could be requested where needed. The manager also described the support available through dementia champions, lifestyle teams and regular meetings to promote high standards of care. The manager noted that further development of medication training, particularly in relation to recognising side effects and complications, had been identified as an area for continued improvement.

Staff confirmed that regular meetings, supervision and shift handovers supported communication, learning and information sharing. Staff also demonstrated a clear 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 effective communication, ongoing training and a strong commitment to person-centred care.

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 walks, games, ball games, listening to music and spending time in communal areas. One resident said, *"I like to go for a walk, play games and ball games. In the mornings I like to sit in reception and watch the world go by. I like to meet and greet visitors; I like a chat. There are activities every day."* Another resident commented, *"I enjoy listening to the beautiful music."*

During the visit, 1950s and 1960s music was playing in the communal lounge, and two residents were observed singing along. Residents also had access to

hydration stations offering a variety of drinks and snacks, and staff were observed serving refreshments throughout the visit.

Residents said they were able to choose how they spent their time, including whether to participate in activities, remain in communal areas or spend time in their own bedrooms. They also confirmed they were supported to attend appointments outside the home where required. Staff demonstrated an awareness of residents' individual needs and preferences, and regular residents' and relatives' meetings provided opportunities to share feedback and discuss life within the home.

Overall, observations and feedback indicated that **Mulberry Court** offered a varied programme of activities and supported residents to make choices about how they spent their time, promoting social engagement, independence and wellbeing.

6.5 Dining Experience

Residents who provided feedback were positive about the food at Mulberry Court. One resident commented, *"The food is good, there is a good selection, good choice and lovely food."* Another resident simply stated, *"The food is good."* These comments indicated overall satisfaction with the quality and choice of meals available.

During the visit, the manager showed Healthwatch representatives the hydration trolleys located within the communal lounges. These provided residents with a wide variety of drinks and snacks, including fresh juices, water, fruit, cakes, crisps, biscuits and pastries. Staff were also observed serving refreshments throughout the visit.

Residents reported that they could choose where they ate their meals, including the dining room, communal lounges or their own bedrooms. The dining areas appeared clean, welcoming and well furnished. Residents also said that staff provided support with eating where required while encouraging independence wherever possible.

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

In addition to the dining areas, the home had a café space where residents, relatives and visitors could meet and enjoy refreshments together.

Overall, observations and resident feedback indicated that mealtimes were a positive part of daily life at Mulberry Court, with residents supported to make choices about where they ate and to maintain their independence wherever possible.

6.6 Choice

Feedback gathered during the visit indicated that residents at Mulberry Court were supported to make choices about their daily lives. Residents described deciding how they spent their time, including whether to participate in activities, watch television, socialise with others or spend time in quieter areas of the home. They also moved freely around the home and chose where they wished to spend their time. One resident commented, *"I like to go for a walk, play games and ball games. In the mornings I like to sit in reception and watch the world go by. I like to meet and greet visitors; I like a chat. There are activities every day."* Another resident said, *"I enjoy listening to the beautiful music."* These comments reflected that residents felt their preferences were recognised and respected.

Residents also reported having choice over where they ate their meals and spoke positively about the quality and variety of food available. They described being involved in aspects of their care and daily routines and said that staff listened to them and provided support in a way that met their individual needs while encouraging independence.

Staff described a person-centred approach to care, supporting residents to access healthcare services when required and encouraging participation in activities that reflected their interests and preferences.

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

Recommendations

Mulberry Court presented as a welcoming service, with positive feedback from residents and staff. The following recommendation is offered to support the home's commitment to continuous improvement.

1. Continue to strengthen medication training and development

The registered manager advised that staff receive medication training from a pharmacist and identified opportunities to further develop staff knowledge of medication management, including recognising potential side effects and complications. Healthwatch Luton supports the home's commitment to continuous professional development and encourages the provider to explore additional training opportunities to further enhance staff knowledge in this area.

Timescale: Within three months of receiving this report.

7.1 Examples of Best Practice

The following examples of positive practice were identified during the Enter and View visit to **Mulberry Court**:

Welcoming Environment

Healthwatch Luton representatives were welcomed by staff throughout the visit. The home appeared clean, bright and well maintained, with a calm and welcoming atmosphere. Residents were observed enjoying different areas of the home, including the reception area, communal lounges and outdoor spaces.

Positive Staff–Resident Relationships

Interactions between staff and residents were consistently respectful, friendly and supportive. Residents described staff as caring, approachable and willing to listen, and appeared comfortable engaging with them throughout the visit.

Promoting Choice and Independence

Residents reported being supported to make choices about their daily routines, including where they spent their time, where they ate their meals and whether they participated in activities. Staff demonstrated a person-centred approach that encouraged residents to maintain their independence wherever possible.

Meaningful Activities and Social Engagement

Residents spoke positively about the range of activities available, including

walks, games, music and exercise sessions. During the visit, music was playing in the communal lounge and residents were observed singing along, creating a relaxed and engaging atmosphere. Activity programmes and regular residents' meetings further supported participation and involvement.

Supporting Residents' Health and Wellbeing

Residents were supported to access a range of healthcare services, including GP, dental, optical, hearing, district nursing and mental health services. The home also promoted residents' wellbeing through hydration stations, readily available refreshments and a café area where residents, relatives and visitors could meet and socialise.

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.

