



Enter and View

St Annes

May 2026

healthwatch

Contents

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?	3
3.1 Purpose of visit.....	3
3.2 Strategic drivers	3
Overall summary.....	4
Methodology.....	6
Summary of findings	7
6.1 Overview	7
6.2 Premises	7
6.3 Staff interaction and quality of care	8
6.4 Social engagement and activities.....	10
6.5 Dining Experience.....	12
6.6 Choice.....	13
Recommendations	14
7.1 Examples of Best Practice	14
Service provider response.....	16

Introduction

2.1 Details of visit

Name of home	St Annes Care Home
Service provider	Crowley Care Homes Ltd
Date and time	19th May 2026 13.30–15.00
Authorised representative (s)	Patricia Lattimer, Philip Turner, Maureen Matthews, Angela Andrews

St Anne's Care Home provides accommodation for people who require nursing and personal care, including some people living with dementia. The home is registered to accommodate up to 22 older adults and is situated in a residential area in the south of Luton.

St Anne's is a conversion of two large residential properties and provides accommodation for up to 22 residents. The home offers nursing and personal care in a residential setting designed to support the needs of older people, including those living with dementia.

The service aims to promote residents' dignity, wellbeing and independence through a person-centred approach to care. Staff support residents according to their individual needs and preferences, and the home seeks to provide a welcoming and supportive environment for residents and their families.

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 was part of Healthwatch Luton's wider programme of work to hear from underrepresented groups using community-based care and support services. St Anne's Care Home is a 22-bed care home providing nursing and personal care for older adults, including some people living with dementia. The visit was designed to gather insight directly from residents, staff and management regarding their experiences of care and support.

Healthwatch Luton is gathering feedback from people using inpatient, residential and day services to better understand the experiences of underrepresented

groups. Given the ongoing need for inclusive, personalised and accessible care and support services, this visit provided valuable insight into how effectively current provision meets people's needs and preferences.

This visit also supports Healthwatch Luton's commitment to ensuring that people whose voices are less often heard, including those living in residential care settings, have the opportunity to share their experiences and contribute to the development and improvement of local services.

Overall summary

On 19 May 2026, Healthwatch Luton carried out a partially announced Enter and View visit to St Anne's Care Home. This visit formed part of Healthwatch Luton's statutory role in gathering feedback about people's experiences of health and social care services.

St Anne's Care Home provides nursing and personal care for older adults, including some people living with dementia. The home is registered to accommodate up to 22 residents and is located in a residential area in the south of Luton. The service operates from two converted residential properties.

During the visit, Healthwatch Luton spoke with two residents, two relatives and four members of staff, and observed the environment and interactions within the home. The Home Manager was the person in charge on the day and welcomed Healthwatch representatives, encouraging them to speak openly with residents, relatives and staff.

Overall, the home presented as clean, welcoming and well maintained. Both the internal and external environments were well presented, contributing to a bright and comfortable atmosphere. Healthwatch representatives were warmly welcomed by staff, and the atmosphere throughout the home was calm and relaxed. Residents appeared comfortable and were observed spending time in a variety of settings, including communal lounges, dining areas and quieter spaces within the home. There were clear signs of personalisation throughout the service, including residents' photographs and personal belongings. The home also benefits from a well-maintained outdoor area with covered seating, providing opportunities for social interaction and activities, as well as parking facilities to the front of the property.

Feedback from residents was largely positive. One resident commented: **"It's fine here, the staff are very good, they look after me well."** Another resident stated: **"The staff are lovely, they are always on hand."** Residents described staff as kind, caring and supportive, and reported feeling listened to and involved in decisions about their care.

Residents reported taking part in a range of activities and stated that they felt safe living at the home. Feedback regarding meals was positive, with one resident commenting that **"the food was good"** and that there was a choice of meals available, alongside regular access to drinks and refreshments. Residents also described having choice and control in their daily lives, including where they spent their time and where they chose to eat their meals.

Residents and staff referred to a variety of activities and engagement opportunities, including music, television, games and support to attend appointments and activities outside the home where required.

Staff feedback reflected a supportive team culture focused on meeting residents' individual needs, supporting access to healthcare services and maintaining training and professional development. One member of staff commented: **"It is lovely working here; I have been here thirty-six years."**

Relatives also spoke positively about communication and support from staff. One relative stated: **"Yes, very happy. Relatives are given lots of support as well as the resident to settle in, and they keep you up to date with information."** Another commented: **"I am just a friend, but I visit three to four times per week. The team communicate well with me when I visit and also communicate with the resident's son, who is the main contact."**

In summary, the overall impression from this visit was of a friendly, inclusive and well-managed service, with a homely environment and positive relationships between residents, relatives and staff. The evidence gathered suggests that residents are supported to feel safe, maintain choice and independence in their daily lives, and access activities and support in line with their needs and preferences.

Methodology

The visit to St Annes 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 19th May 2026, from 13.30 to 15.00. Four Authorised Representatives attended the visit: Patricia Lattimer, Philip Turner, 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 very welcome and provided a short tour of the premises and introduced the team to staff and residents in the lounge and dining area with a couple of visitors.

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. Both were female and aged around 80. One resident had limited communication skills.
- Four members of staff also took part, including the home manager and two support workers, who provided insight into their roles, the care delivered and their views on the service.
- Two visitors were present during the visit and spoke with Healthwatch Luton representatives.

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

St Anne's Care Home provides nursing and personal care for older adults, including some people living with dementia. The home is registered to accommodate up to 22 residents and operates from two converted residential properties in the south of Luton.

The home is situated on Lansdown Road in a quiet residential area, within easy reach of local shops and public transport links. Healthwatch representatives signed in and out using the visitors' book on arrival and departure. The home appeared well maintained and attractively presented, with artwork and decorative features displayed throughout. The service also benefits from an enclosed outdoor seating area, providing residents with safe access to outdoor space.

On the day of the visit, the service was operating as usual, with the Registered Manager in charge. Residents were observed moving freely around communal areas, and the atmosphere throughout the home was calm, welcoming and relaxed. The environment appeared clean and well maintained.

Personalisation was evident throughout the home. Residents' and staff photographs, newsletters, menus and other information were displayed within communal areas. Information was also available in Hungarian to support the needs of one resident, demonstrating consideration of individual communication needs. Staff qualification certificates were displayed, providing visible evidence of staff training and development.

Residents were encouraged to speak openly with the Healthwatch representatives. Based on observations made during the visit and the feedback gathered from residents, relatives and staff, St Anne's Care Home appeared to be an inclusive service that supports residents' wellbeing, independence and day-to-day needs within a homely environment.

6.2 Premises

The external condition of St Anne's Care Home was observed to be very good. The building appeared well maintained and appropriately presented within its residential setting. The home benefits from a flat driveway, with additional roadside parking available at the time of the visit. There is a large, enclosed and

well-maintained garden to the rear of the property, together with a smaller garden area to the front.

Internally, the home was also found to be in very good condition. On arrival, Healthwatch representatives noted that the environment was clean, bright and welcoming. The layout was well organised, with no unpleasant odours, visible hazards or maintenance concerns identified during the visit.

Communal areas were spacious, light and airy, with a large lounge and dining area available for residents. The layout enabled residents to move freely around the home and access communal facilities with ease.

Residents were observed using shared spaces comfortably and confidently. Accessibility appeared appropriate to residents' needs, and signage throughout the home was clear and easy to follow. Essential information, including details of the complaints procedure, was displayed within communal areas. Hand sanitising facilities were readily available, general health and safety measures appeared to be in place, and fire exits were clearly marked.

The home benefits from a range of communal and private spaces. Residents were observed spending time in communal areas watching television, listening to music and socialising with relatives, while others chose to spend time in their own rooms. This demonstrated flexibility and choice in how residents used the environment.

Personalisation was evident throughout the home. Residents' and staff photographs were displayed, and clocks showing the time, day and date were positioned around the home to support orientation. Individual activity schedules were also visible, reinforcing a person-centred approach to care and support.

The outdoor area includes seating and space suitable for social interaction, relaxation and activities, providing residents with safe access to outdoor space. Overall, the premises presented as a clean, safe and homely environment that supports both communal living and individual privacy.

6.3 Staff interaction and quality of care

During the visit, interactions between staff and residents were observed to be calm, respectful and supportive. Staff appeared friendly and approachable, and residents appeared comfortable engaging with them. Residents who provided feedback spoke positively about the support they receive. One resident commented: **"It's fine here, the staff are very good, they look after me well."**

Another resident stated: **"The staff are lovely."** These comments suggest that residents felt listened to, valued and included in discussions about their care.

Residents indicated that they felt safe living at the home, and no safeguarding concerns were raised during the visit. Staff explained that residents are supported to access healthcare services when required, including GP and hospital appointments. Residents also confirmed that support is provided when attending external appointments.

Care was described positively by residents, who stated that staff support them with daily living needs and routines. One resident shared: **"The staff know I am deaf and speak clearly to me and make sure I understand what they are saying and include me to meet my needs."** Another resident stated: **"The staff are good; they meet all my needs."** These comments demonstrate staff awareness of residents' individual needs and their commitment to providing personalised care.

Relatives also spoke positively about the quality of care provided. One relative stated: **"The home was recommended by their GP. They looked around before making a decision and were very happy with the care, help and support their relative had received."** Another relative commented: **"We looked around several homes with her son and chose this one. We are happy with the care our relative is receiving here. She has only been here for five or six weeks and is still settling in, but we know she is getting good care."**

Staff reported that a senior member of staff is always available to provide support and oversight. Feedback indicated that mandatory training is maintained, including specialist dementia training. The Home Manager confirmed that training is delivered through a combination of online and face-to-face learning, and that staff are able to request additional training where required.

During the visit, some residents were observed spending time in communal areas, including the lounge and dining room. Residents reported that they were able to make choices about how and where they spent their time within the home. The atmosphere throughout the visit remained calm, welcoming and settled.

Staff described support from a range of external healthcare professionals, including GPs and other healthcare services that visit the home regularly or attend when required. Staff also explained that multidisciplinary meetings take place to support residents' healthcare needs and ensure coordinated care planning.

The home reported that all residents have a dental care plan and receive regular dental checks. Staff advised that toothbrushes are replaced every three months as part of oral health support. Opticians visit the home annually to carry out eye tests, and residents are also able to attend external optician appointments if they prefer. A hairdresser visits the home weekly, with additional appointments available on request.

Staff consistently spoke positively about working at St Anne's Care Home and described morale within the team as good. Staff stated that regular meetings are held and supported by ongoing communication through memos and updates. One member of staff commented: **"We have regular team meetings, and these meetings are well attended."** Staff also referred to social events organised by the new provider and improvements made to staff facilities, including refurbishment of the staff room.

Staff described teamwork and communication within the service as positive and inclusive. They reported feeling supported by senior staff and management and felt confident raising concerns or discussing issues when required. Staff also stated that breaks were managed fairly through a rota system.

Safeguarding procedures were described as being in line with the home's policies and procedures. Staff confirmed that safeguarding training had been completed and stated that they would report concerns to senior staff, the Registered Manager and the local authority where appropriate.

Overall, the evidence gathered during the visit suggests that residents feel safe, supported and well cared for. Staff interactions were characterised by a respectful, person-centred and reassuring approach, and staff demonstrated a clear commitment to meeting residents' individual needs and promoting their wellbeing.

6.4 Social engagement and activities

Residents who participated in the visit spoke positively about the range of activities and opportunities for social engagement available within the home. Activities mentioned included watching television, listening to music, playing games and completing jigsaw puzzles. One resident stated: **"There are lots of activities. I enjoy watching television and doing jigsaws."** Residents also referred to receiving support to attend appointments outside the home when required.

During the visit, communal areas were in regular use, with residents observed spending time in the lounge watching television, socialising and relaxing.

Residents were also observed listening to music and engaging in conversation with staff and visitors. Staff explained that residents' information and activity plans are recorded electronically, supporting personalised approaches to activities and engagement.

Residents described opportunities for social interaction within the home. One resident commented: **"My friend visits regularly and we sit in the dining area catching up."** The home's outdoor seating area also appeared to provide additional opportunities for social interaction, relaxation and activities during suitable weather.

Residents indicated that they were able to choose how they spent their time, including whether to participate in communal activities or remain in private spaces. No concerns were raised regarding the availability of activities or opportunities for engagement.

Residents also referred to maintaining regular contact with family and friends. Some residents described receiving frequent visits from relatives and maintaining ongoing communication with family members. Staff advised that outdoor events and social gatherings are organised during the summer months, providing additional opportunities for residents and their families to spend time together.

Relatives spoke positively about visiting arrangements and the welcoming atmosphere within the home. One relative stated: **"I visit the home three or four times per week. The visits are always good, I always feel welcome and we can sit and talk."**

Technology was also available to support communication with family and friends. One resident stated: **"I do not have a phone. I see my family regularly; however, calls can be taken through the office phone."** Another resident commented: **"I have a mobile phone and can contact my son anytime."** Staff confirmed that relatives are also able to contact residents through the home when required.

Staff demonstrated an awareness of residents' individual needs and family relationships. The home also holds regular residents' meetings and relatives' meetings, providing opportunities for feedback, discussion and involvement in the life of the service.

Overall, the evidence gathered during the visit suggests that St Anne's Care Home provides opportunities for both structured and informal social engagement. Residents appeared to be supported to maintain social

connections, participate in activities of their choosing and remain in contact with family and friends in ways that reflected their individual preferences.

6.5 Dining Experience

Residents who provided feedback were generally positive about the food provided at St Anne's Care Home. One resident commented: **"The food was good and they had a choice of meals, with plenty of drinks available."** Another resident stated: **"The food is good, there is a choice at lunch and dinner, and there are lots of drinks offered throughout the day."** A further resident explained: **"We are able to choose where we eat our meals."**

These comments suggest a high level of satisfaction with both the quality and variety of food available within the home.

Residents reported that they were able to choose where they ate their meals. Some preferred to dine in communal areas, while others chose to eat in their bedrooms. This flexibility reflected a person-centred and domestic-style approach to mealtimes, supporting residents to make choices about their daily routines.

Residents also stated that staff provide support with eating and drinking 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, preferences and nutritional requirements are recorded electronically to support personalised care planning and ensure that individual needs are met.

The dining areas appeared clean, comfortable and appropriately arranged during the visit. Drinks and snacks were available between formal mealtimes, and a refreshments trolley was observed in the lounge, with staff offering residents drinks and biscuits throughout the day.

Overall, observations and feedback gathered during the visit indicated that mealtimes form a positive part of daily life within the home. Residents appeared to be supported to exercise choice, maintain independence and access food and refreshments in line with their individual needs and preferences.

6.6 Choice

Feedback gathered during the visit suggests that residents at St Anne's Care Home are supported to exercise choice and maintain control over aspects of their daily lives. Residents indicated that they were able to make decisions about how they spent their time, including whether to participate in communal activities, watch television, complete hobbies and socialise with others.

One resident commented: **"I like to watch television and do jigsaws."** This feedback suggests that residents are able to pursue activities and interests that are meaningful to them and reflects a person-centred approach to care and support.

Flexibility was also evident in relation to mealtimes, with residents reporting that they could choose where they wished to eat their meals. Some residents preferred to dine in communal areas, while others chose to eat in the privacy of their own rooms. Residents described being involved in decisions about their daily routines, and support from staff was reported to be responsive to individual needs and preferences.

Residents stated that staff listened to them and provided support when required while promoting independence wherever possible. Feedback indicated that residents felt respected and able to make choices about many aspects of their day-to-day lives.

Staff described a person-centred approach to care, with support tailored to residents' individual needs, preferences and abilities. Staff explained that residents are encouraged to participate in activities of their choosing, including watching television, listening to music, completing puzzles and taking part in games and social activities.

Residents also have access to a range of healthcare services, including GP, dental, optician and audiology support. Staff explained that residents are supported to access these services in line with their individual needs and preferences.

Overall, the evidence gathered during the visit suggests that residents are supported to make choices about their daily lives and receive care that is responsive to their individual preferences, needs and circumstances.

Recommendations

St Anne's Care Home presented as a welcoming and inclusive service, with positive feedback received from residents, relatives and staff. The following recommendation is intended to support the continued development and enhancement of existing good practice.

1. Consider enhancing the visibility of planned activities and engagement opportunities

Residents spoke positively about the activities available within the home, including games, music, television and social interaction. The home may wish to consider whether planned activities and engagement opportunities are communicated consistently and displayed in ways that are easily accessible to residents and visitors. This may further support participation and ensure that residents are aware of the range of opportunities available to them.

Suggested review period: Within 6 months.

7.1 Examples of Best Practice

The following examples of positive practice were identified during the Enter and View visit to St Anne's Care Home:

Welcoming and Inclusive Environment

Healthwatch representatives were warmly welcomed by staff throughout the visit and were encouraged to return at any time. Staff spoke positively about the home and the care provided to residents. The environment appeared clean, well maintained and homely, with a calm, friendly and welcoming atmosphere observed throughout the visit.

Positive Staff–Resident Relationships

Interactions between staff and residents were observed to be respectful, supportive and relaxed. Residents described staff as approachable, caring and responsive to their needs. Residents appeared comfortable engaging with staff members throughout the visit, and feedback indicated that staff took time to understand and respond to residents' individual needs, including communication requirements.

Promotion of Choice and Independence

Residents reported being supported to make choices about their daily routines, including how they spent their time, whether they participated in activities and where they chose to eat their meals. Staff demonstrated an awareness of residents' individual preferences and support needs and described a person-centred approach to care and support.

Opportunities for Social Engagement

Residents referred to a range of activities and opportunities for social interaction within the home. Communal areas and outdoor spaces appeared to support both organised activities and informal social engagement. Residents were observed socialising with staff, relatives and visitors, and opportunities were available for residents to participate in activities according to their interests and preferences.

Supporting Family Connections

Residents described maintaining regular contact with relatives and friends through visits, telephone calls and other forms of communication. Relatives and friends were present during the visit and spoke positively about the support and communication provided by staff. The home also supports family involvement through residents' meetings, relatives' meetings, social events and opportunities for family participation in the life of the service.

Service provider response

Thank you Pat and the Healthwatch Luton team for visiting St Anne's Care Home and for taking the time to complete the Enter and View Report. We appreciate the positive feedback received from residents, relatives, staff and the observations made during the visit.

We are pleased that the report recognised the welcoming environment, positive staff-resident relationships, person-centred care, promotion of choice and independence, and opportunities for social engagement within our home.

Recommendation 1

Consider enhancing the visibility of planned activities and engagement opportunities.

We welcome this recommendation and have taken immediate action.

The weekly activities programme is now displayed more prominently within the home in areas that are easily accessible to residents, relatives, visitors and staff. This includes the main entrance and communal areas to ensure everyone is aware of the planned daily and weekly activities available.

Residents continue to receive individual encouragement to participate in activities that reflect their interests, abilities and preferences. Activities are discussed during residents' meetings, key worker sessions and with relatives where appropriate.

We will continue to review the visibility of activity information and seek feedback from residents and relatives to ensure everyone has the opportunity to take part in meaningful activities.

Thank you again for your valuable feedback and for recognising the positive work undertaken by the team at St Anne's Care Home.

