



Enter and View

Woburn Sands Lodge

03/06/2026

healthwatch
Milton Keynes

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2 Introduction

2.1 Details of visit

Name of home	Woburn Sands Lodge
Service provider	Accomplish Group Ltd
Date and time	3 rd June 2026 between 10.30am and 3.30pm
Authorised representative (s)	Helen Browse

2.2 Acknowledgements

Healthwatch Milton Keynes 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.

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.

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 purpose of this Enter and View programme was to engage with residents, their relatives, or carers, to explore their overall experience of living at Woburn Sands Lodge. As well as building a picture of their general experience, we asked about experiences in relation to social isolation, physical activity, and the experience of those residents with additional communication needs.

3.2 Strategic drivers

Healthwatch Milton Keynes will be working in partnership with Milton Keynes Council, undertaking aligned visits, as well as continuing our independent programme of visits, so that a well-rounded view of the operation of the care home/service can be understood. Healthwatch Milton Keynes will be specifically focusing on the experiences of the services users and their loved ones.

Social isolation and/or loneliness has been recognised as having an impact on people's physical health and emotional wellbeing. COVID 19 increased and intensified loneliness and isolation by the very nature of the way in which we had to manage and reduce the spread of the virus.

It is important to understand the distinction between loneliness and isolation. Age UK defines 'isolation' as separation from social or familial contact, community involvement, or access to services, while 'loneliness' can be understood as an individual's personal, subjective sense of lacking these things. It is therefore possible to be isolated without being lonely, and to be lonely without being isolated. There is a link between poor physical health and increased isolation as loss of mobility, hearing or sight can make it more difficult to engage in activities. It is, therefore, important to explore how residents of care homes in Milton Keynes are able to access physical activity alongside social activity.

Healthwatch Milton Keynes sees the legacy the COVID 19 pandemic has left on both services, and service users alike. We understand that the effects of the pandemic have been long-lasting and there are continuing pressures on the wider services that support Care Homes.

It is our intention to be able to formally report the impacts of these on both services and those who use the services and their loved ones as part of this year's Enter and View Programme.

4 Overall summary

Woburn Sands Lodge is a small residential home providing accommodation and support for adults with mental health conditions. During our visit, we found a warm, welcoming, and well-managed service where residents are supported to develop independence, maintain their wellbeing, and make choices about their daily lives.

The visit began with an extensive discussion with the Manager, who was keen to demonstrate the progress made since previous visits. Particular emphasis was placed on ongoing refurbishment works, staff development, and the positive outcomes achieved by residents. We heard examples of residents moving on to more independent accommodation and others developing skills and confidence that support greater self-sufficiency.

Throughout the visit, we observed positive and respectful interactions between staff and residents. Residents told us they felt safe, listened to, and supported, while staff described a positive working environment where learning, development, and wellbeing are actively encouraged. This culture was evident in the way staff engaged with residents and promoted individual choice and independence.

The home was clean, well maintained, and personalised to the needs of the people living there. Recent improvements to both the indoor and outdoor environments have enhanced the facilities available to residents, including attractive garden spaces and communal areas that support social engagement and everyday living.

Residents described a varied and active lifestyle, with opportunities to participate in outings, holidays, hobbies, cooking, shopping, and activities of their choice. Staff support residents to maintain social connections with family and friends and encourage participation in activities that match individual interests and abilities.

Overall, we found Woburn Sands Lodge to be a person-centred service that promotes dignity, choice, independence, and wellbeing. Positive outcomes for residents, a strong emphasis on staff development, and the continuation of environmental improvements were notable strengths. As a result of our findings, we have made no recommendations following this visit.

5 Methodology

The visit was prearranged in respect of timing and an overview explanation of purpose was also provided.

The Authorised Representatives (ARs) arrived at 10.30am and actively engaged with residents between midday and 3.30pm

On arrival the AR(s) introduced themselves to the Manager and the details of the visit were discussed and agreed. The ARs checked with the provider whether any individuals should not be approached or were unable to give informed consent. The AR was afforded access to all parts of the Home for the duration of the visit.

The AR used a semi-structured conversation approach in meeting residents on a one-to-one basis, in the communal areas. Additionally, the AR spent time observing routine activity and the provision of lunch. The AR recorded the conversations and observations via hand-written notes.

Residents were approached and asked if they would be willing to discuss their experiences. It was made clear to residents that they could withdraw from the conversation at any time.

A total of four residents took part in these conversations.

In respect of demographics: -

- Residents ranged in age from 30-60 years in age giving an average age of 50 years.
- The length of stay at the home for the residents we engaged with varied from one to four years.

At the end of the visit, the Manager and Deputy Manager were verbally briefed on the overall outcome.

6 Summary of findings

6.1 Overview

Woburn Sands Lodge is a residential home, registered to provide accommodation for a maximum of 10 adults with Mental Health conditions.

At the time of our visit there were seven people in residence with one newly decorated room awaiting the arrival of a seventh resident.

The home is located on the main street of Woburn Sands town with good access to buses, a train station and easy access to Central Milton Keynes.

6.2 Premises

The home is an extended and refurbished Victorian house with a good-sized garden. The garden has recently been improved and now includes a large patio area with dining and soft seating. There is a new raised bed ready for vegetables to be planted by a resident, and a spacious lawn bordered by trees and flowers.

The home has recently been redecorated and continues to be updated and improved, with refurbishment of the ground-floor shared bathroom planned.



The dining room is large, bright, and spacious enough to seat all residents. The lounge is divided into two areas. One provides comfortable seating, sofas, a television area, and a large fish tank. It overlooks the front of the property through large bay windows, with access to an outdoor seating area for residents. The second area has a large multipurpose table used for games, crafts, meals, and one-to-one time with care staff. It also includes a computer area. The walls feature a 'tree of life' motif with photographs of residents and staff, alongside images from recent day trips and events.



The home felt clean and well cared for, with no strong smells of cleaning products. Communal areas have simple décor and wood-effect flooring, making them easy to maintain.

6.3 Staff interaction and quality of care

At our previous visit in 2022, staff told us they were encouraging a resident with limited mobility to move from a first-floor bedroom to a ground-floor room, so they could access the garden more easily. This move has now taken place, and the resident was reported to have settled well into their new room.

Residents are supported to develop daily planners that reflect their individual needs, preferences, and routines. These plans include time for any medication, personal hygiene (and whether support is required), laundry, room cleaning, shopping for food and clothing, and, importantly, time for leisure activities. This person focused approach encourages people to develop their independence in a safe and supported way.



When asked whether they felt safe and treated with respect and dignity, one resident said: *"Well yes, and I can talk to any of the staff, and they'll listen to me at any time."*

One resident told us they would like to go to the shops independently. They also told us that they understood why this was not currently possible, explaining that, because they have diabetes, they thought they might buy too much chocolate.

Residents receive daily physical checks alongside assessments of their mental health needs. Where concerns are identified, these are reported to the resident's nominated GP.

During the visit, two staff members asked to speak with us. We explained that we were unable to discuss whistleblowing matters as part of the Enter and View visit. However, both staff members wanted to share their positive experiences of working at Woburn Sands Lodge. They described the home as having a strong family feel, where staff are supported to learn, develop, and feel valued, whatever their role.

Staff told us they are encouraged to take part in training beyond mandatory requirements. Ongoing learning is promoted and celebrated across the staff team.

The emphasis on ongoing training and upskilling supports staff to feel confident and competent in their roles. This was reflected in the atmosphere of the home, which felt warm, inclusive, and supportive for residents.



6.4 Social engagement and activities

"They take us out on trips a lot. I like shopping best, but they take us to historic places and the seaside."

Photo albums of events and outings are kept in the office for residents and visitors to look through.

During the visit, one resident was spending time in the lounge colouring. We were told they also enjoy making model buses and are a confident cook. On the day of our visit, they were planning to prepare a meal for themselves and a member of care staff.

Staff recognised that not all residents want structured activities. Residents are able to choose quieter activities, such as watching television in the lounge. Two residents particularly enjoy watching live sport, including football and cricket.

More than one resident told us they had been supported to organise holidays abroad. These trips were described as successful, and residents said they hoped to travel again.

Family members can visit residents when they choose. Although not all residents have family living nearby, staff support them to stay connected by phone. Some residents also receive regular weekly visits from family members.

WEEK COMMENCING

accomplish.
make every day amazing

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
MEDICATION 8:30am-10AM	MEDICATION 8:30am-10AM	MEDICATION 8:30am-10AM	MEDICATION 8:30am-10AM	MEDICATION 8:30am-10AM	MEDICATION 8:30am-10AM	MEDICATION 8:30am-10AM
CEREAL FOR BREAKFAST 8:30-9:30AM	CEREAL FOR BREAKFAST 8:30-9:30AM	CEREAL FOR BREAKFAST 8:30-9:30AM	CEREAL FOR BREAKFAST 8:30-9:30AM	CEREAL FOR BREAKFAST 8:30-9:30AM	CEREAL FOR BREAKFAST 8:30-9:30AM	CEREAL FOR BREAKFAST 8:30-9:30AM
PERSONAL CARE - STAFF PROMPTING	PERSONAL CARE STAFF PROMPTING	PERSONAL CARE STAFF PROMPTING	PERSONAL CARE STAFF PROMPTING	PERSONAL CARE STAFF PROMPTING	PERSONAL CARE STAFF PROMPTING	PERSONAL CARE STAFF PROMPTING
SNACK 11-11:30AM	SNACK 11-11:30AM	SNACK 11-11:30AM	SNACK 11-11:30AM	SNACK 11-11:30AM	SNACK 11-11:30AM	SNACK 11-11:30AM
LUNCH 12-1PM	TAKEAWAY	LUNCH 12-1PM	LUNCH 12-1PM	TAKEAWAY	DINNER 12-1PM	DINNER 12-1PM
MEDICATION 1-2PM	MEDICATION 1-2PM	MEDICATION 1-2PM	MEDICATION 1-2PM	MEDICATION 1-2PM	MEDICATION 1-2PM	MEDICATION 1-2PM
LAUNDRY HOOVER/Mop BEDROOM floor	DEPOT EVERY 3 WEEKS	Organise Cupboard	BEDROOM - Dust windowsill/tv/shelf	LAUNDRY HOUSE BINS Change bedding	POLISH BEDROOM	HELP WITH CLEANING THE DISHES AFTER YOURSELF
ROOM CLEANING	ROOM CLEANING	ROOM CLEANING	ROOM CLEANING	ROOM CLEANING	ROOM CLEANING	ROOM CLEANING
WALK TO SHOP SNACKS 3-4PM	SNACK FROM HOME 3-4PM	WALK TO SHOP FOR SNACKS 3-4PM	WALK TO SHOPS FOR SNACKS 3-4PM	SNACK FROM HOME 3-4PM	WALK TO SHOP FOR SNACKS 3-4PM	WALK TO SHOP FOR SNACKS 3-4PM
MEDICATION 5-6PM	MEDICATION 5-6PM	MEDICATION 5-6PM	MEDICATION 5-6PM	MEDICATION 5-6PM	MEDICATION 5-6PM	MEDICATION 5-6PM
DINNER 5-6PM	DINNER 5-6PM	DINNER 5-6PM	DINNER 5-6PM	DINNER 5-6PM	SMALL MEAL OF CHOICE 5-6PM	SMALL MEAL OF CHOICE 5-6PM
MEDICATION 10-11PM	MEDICATION 10-11PM	MEDICATION 10-11PM	MEDICATION 10-11PM	MEDICATION 10-11PM	MEDICATION 10-11PM	MEDICATION 10-11PM
SUPPER 9PM	SUPPER 9PM	SUPPER 9PM	SUPPER 9PM	SUPPER 9PM	SUPPER 9PM	SUPPER 9PM

6.5 Dining Experience

Residents are encouraged to develop skills in shopping, managing their diet, and preparing meals where possible. This may include making snacks and cold food, or, for residents with greater confidence and ability, preparing hot meals.

- Care staff supervise kitchen activities. A weekly menu is displayed for lunch and evening meals, although residents can choose alternatives if they prefer.
- Residents usually eat in the dining room, but they may eat in their rooms where this is agreed with care staff.
- Residents with dietary requirements are supported to manage their diets and are monitored by staff.
- Although suggested mealtimes are in place, residents can choose when to eat.
- Residents can access snacks and drinks at any time. For residents with conditions such as diabetes, staff monitor intake closely.

6.6 Choice

- Residents have choice over many aspects of their daily routines, including when they wake, go to bed, and have meals.
- Residents' rooms are personalised, including choice of décor before moving in and the addition of personal belongings. Some residents also keep small pets, such as a hamster, for which they are responsible.
- Residents choose what to wear each day, with staff offering guidance on weather-appropriate clothing when needed.
- Residents are encouraged to bathe or shower more regularly where staff feel this is needed.
- Residents can access local amenities, such as shops and parks, although most need to be accompanied by care staff.
- Regular resident and family meetings provide opportunities to discuss a wide range of topics.

7 Recommendations

On the basis of this visit, no significant issues were identified through interviews and/or observations.

We would like to congratulate Woburn Sands Lodge on the culture within the home, as well as the physical environment of the home.

7.1 Examples of Best Practice

Staff wellbeing and development were clear strengths at Woburn Sands Lodge. Staff described feeling valued, supported, and encouraged to take part in learning beyond mandatory training, which appeared to contribute to a confident and competent staff team and a warm, inclusive environment for residents.

8 Service provider

We would like to express our sincere thanks to Helen for her warm, genuine and positive approach during her Enter and View visit to Woburn Sands Lodge. We greatly appreciated the opportunity to showcase our service and share the constructive experiences of our residents and staff. The feedback was incredibly encouraging and has made us feel very proud of the care and support we provide. We recognise how crucial Healthwatch's independent input is in helping services reflect, celebrate good practice and continually improve the quality of care. Helen's observations and feedback are particularly valued, and we are delighted that the report reflects the person-centred approach we strive to deliver, promoting dignity, choice, independence and wellbeing, with no recommendations identified. Thank you, Helen, for your time, kindness, and valuable contribution.



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