



Enter and View Report

Annandale Lodge Nursing Home
Announced

-What is Enter and View

Part of Healthwatch Bedford Borough's remit is to carry out Enter and View visits. Healthwatch Bedford Borough Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows 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 that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Bedford Borough's Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Bedford Borough's Safeguarding Policy, the Service Manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

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Provider details

Details of Visit	
Registered Manager	Georgina Lewis
Service Address	8 Linden Road, Bedford, MK40 2DA
Service type	Nursing home
Date and Time	19/02/2026 2pm
Authorised Representatives undertaking the visit	Tracy Cresswell (Lead Authorised Rep) Nicola Beacon

Acknowledgements

Healthwatch Bedford Borough would like to thank the Home Manager, staff and all the residents for their cooperation during our visit.

Disclaimer

Please note that this report is related to findings and observations made during our visit on 19 February 2026. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Who we share the report with

This report and its findings will be shared with the manager of Annandale Lodge, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Bedford Borough website.

Healthwatch Bedford Borough details

Address:
21-23 Gadsby Street
Bedford
MK40 3HP

Website: www.healthwatchbedfordborough.co.uk
Telephone: 01234 638678

Healthwatch principles

Healthwatch Bedford Borough's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing.
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients' reaching crisis.
3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion and respect.
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system.
6. **Choice:** Right to choose from a range of high-quality services, products and providers within health and social care
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

Purpose of the visit

The visit was announced and was part of the ongoing work programme of Healthwatch Bedford Borough.

What we did

On arrival to the building, the Authorised Representatives (ARs) rang the bell and were greeted by a staff member and asked to sign in. The ARs explained to the manager what the purpose of the visit was and what it would entail. They were then shown around the home by the manager and spent time talking to her, residents, relatives, and several members of staff.

The ARs were informed that the home is a nursing home which provides care for up to 24 patients. At the time of the visit, 23 patients were being cared for including those living with physical disabilities and/or dementia, aged over 65 years of age.

At the time of our visit there were no staff vacancies as Annandale had recently recruited, agency usage has been extremely limited, with the last requirement for agency support was August 2025. However If the home needs to use agencies, they use Worktree Solutions and Millenium Staffing.

Findings:

Environment

External

Annandale Lodge is situated in a residential area with limited off-street parking at the front of the building. The entrance was well-signposted and easily accessible. The garden is accessible.

Internal

The home had a welcoming feeling to it. There were no unpleasant odours upon entering the home.

There was a board with photographs of the staff wearing individual uniforms on. However, throughout the visit not all of the staff were wearing name badges.

The home is spread over two floors, the ARs observed that the toilet seats were white, however the manager explained that the patients wear pads as they are immobile and the majority of the bedrooms have en-suites.

Annandale Lodge has 35 members of staff. They consist of the following:

Manager

3 x full time housekeepers

1x maintenance person (Annandale also have access to a maintenance team from which they can request support)

1 x full time activity co-ordinator

1-2 nurses on day shift

1 nurse on night shift (with support from the manager, if required)

5 x care staff on day shift

4 x care staff on afternoon shift

2 x care staff on night shift

Shift patterns are: 7.30am to 2pm, 2pm to 8pm, 8pm to 7.30am.

There is also:

1 x laundry assistant, 1 x cook and 1 x hostess who work either 8am to 6pm or 10am to 2pm

The kitchen always stays open; with staff having full access to it.

Essential services

Access

Annandale Lodge is aligned to Goldington Avenue Surgery and is provided with GP rounds every week. They have a well-maintained log pertaining to patients which need to be seen by the GP. In terms of process, they email forms over to the GP, who then triages the patient and prioritises visits. The practice is responsive; carrying out virtual consultations for each new admission. The manager expressed they have an excellent relationship with the practice.

The home use Janssen pharmacy.

Dental care is provided by London Road Dental Centre.

A chiropodist visits every 6-8 weeks to provide footcare.

A hairdresser visits on a weekly basis.

Optical is the main optical provider used by the home; however, patients are able to use a different provider of their choice. During our visit Specsavers visited to see a patient.

Safe, dignified and quality services.

During our visit, we observed staff speaking to the manager in relation to medication queries for a new patient they had received that morning. Staff receive mandatory training and staff induction for new starters was reported to be very thorough. In addition to the mandatory training staff had been on

the virtual dementia bus, received dementia interactive training which touched on the emotional side of dementia and empowers staff to support patients in their beds if it is their choice. The home has Pressure Ulcer Food First Initiative (PUFFIN) champions.

Many of the patients we spoke to feel safe, although some reported that, *“Some agency staff are okay and some not.”* The manager explained that some residents develop strong relationships with regular staff members and can understandably feel unsettled when unfamiliar staff, including agency or newly recruited staff, provide care. This reflects residents preference for continuity and familiarity rather than concerns regarding the quality of care provided.

The home is supported by Friends for Life volunteers, who support the patients that don't have any visits from family members.

Family members and patients expressed they were *“Happy living at the home and happy with the care staff”*.

Information

The manager has signed up for Picture News which is printed off and available for residents to see what is going on in the news.

They do not have a 'You Said, We Did' board. However, they have a patients/relative's board where the minutes of the meetings were visibly displayed, along with a staff board showing the different staff roles and their photographs.

The ARs observed that not all the staff were wearing name badges.

Patients had their preferred name on their doors.

Choice

Patients and relatives informed us that they were able to choose what time they get up, what they wear, and what time they want to go to bed. Patients can decorate their rooms and bring their own furniture in.

Every Sunday, patients that wish to partake, have a glass of sherry. This came about from feedback received during a patients and relatives meeting.

Patients have a choice if they want to engage with the activities within the home, some are happy to stay in their rooms.

One family member referred to Annandale as *“winning the lottery finding this place”*.

There is no restriction on visiting times meaning that relatives and friends can visit whenever they wish to.

Some patients had pets within their room. The manager advised that she often brought her dog in as the patients enjoy this.

Being listened to.

There are quarterly patients and residents' meetings. Staff meetings also take place quarterly. Questionnaires are used and the results of these are discussed in the meetings.

Some patients expressed that they would like to go out more, however the manager expressed that the relatives are encouraged to take their loved ones out. Each resident is allocated a keyworker, and if residents express a wish to spend more time outside the home, their wishes are incorporated into their individual plans and are supported by the staff. Recent outings have included visits to local cafes, pubs, the park opposite the home and trips into the town centre.

The manager explained that they deal with concerns and complaints by listening, establishing what had happened, offering reassurance to individuals that concerns are being investigated.

Being involved

The home had recently celebrated Chinese New Year. However, not all patients reported to being happy as some didn't like Chinese food. The manager expressed that whilst this feedback is understood and respected, alternative meal options were offered to all residents. The intention of the event was to celebrate cultural diversity and provide choice, whilst ensuring individual preferences continued to be accommodated.

Patients are involved in menu planning.

Relatives expressed that the home involves them in the care of their loved ones, working with them. They described being, "*Happy with the care*" and "*Giving us a good life.*"

The home has several activities that take place, from arts and crafts, entertainers, games, gardening, bingo (which includes relatives) to the offer of Holy Communion on alternate Fridays via a "*Church man*".

At 4pm, every day, they have a stop & chat initiative, whereby staff go and chat with patients that have no visitors.

Current challenges for the home

Staff described the new rota system as being a current challenge. Advising that as more new things come in the workload increases.

Recommendations

Recommendations made from findings

1

Ensure that all staff consistently wear clearly visible identification, including the “My name is” yellow badges. This will support residents, relatives, and visitors to easily identify staff and managers, promoting a culture of dignity, trust, and person-centred care. The registered manager should implement oversight and monitoring to ensure compliance with this, including its importance through staff supervision and audits.

2

Consider introducing a “You said, we did” board as this will promote full transparency, encourage open communication, and provide assurance that feedback is listened to and leads to meaningful action.

Provider feedback

'A thank you to the Healthwatch team. We appreciate the time taken to undertake the visit and to speak with residents, relatives and staff'