



# Enter and View Report

Oasis House

Announced

19 February 2026

# 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	Chandwe 'Charlie' Kabange
Service Address	20 Linden Road Bedford MK40 2DA
Service type	Care home for residents who are elderly and living with all stages of dementia.
Date and Time	19 February 2026, 10am
Authorised Representatives undertaking the visit	Tracy Cresswell (Lead Authorised Representative) Nicola Beacon Jag Lehal

## Acknowledgements

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

## Disclaimer

Please note, 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 Oasis Home, 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](http://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. The ARs were shown around the home and spent time talking with the manager. The manager explained that he had been in post for several years and that most of the staff had also been there for many years.

The ARs engaged with staff, residents and relatives.

The ARs were informed that the home was a care home for 30 residents. At the time of the visit, they were at full capacity. Oasis House cares for primarily older adults living with all stages of dementia.

The home had one vacancy for a care assistant as the member of staff is on maternity leave and is not returning to their post.

If the home uses agency this is provided through Primecare and they wear a different coloured uniform so that they can be differentiated.

The home transitioned to a digital records system over 8 years ago. All records are maintained electronically. Handovers are carried out, however staff are encouraged to be inquisitive especially if they have been on leave for a week or two.

All staff receive mandatory training. The manager explained that 70% of staff had completed their Oliver McGowam training, advising that there had been issues with logging on. New staff receive their induction from the manager, and they receive 1 week's shadow training.

# Findings:

## Environment

### External

The home is situated on a main road, with a small carpark on the front of the building.

The garden area is accessible, is on one level and designed for the resident's use. Features include covered areas for shade and weather protection, raised flower beds to support easy participation in gardening activities and outdoor games to encourage engagement and enjoyment.

### Internal

The home had a calm and inviting feel to it. It is spread over 3 floors, with 5 rooms on the ground floor, 13 rooms on the middle floor and 12 rooms on the top floor.

There was a main lounge area where several of the residents were taking part in playing skittles during the visit.

For residents that did not wish to be involved, there were other areas in the main lounge that were quiet. One resident was witnessed sitting at a table reading the newspaper.

Cleaning of skirting boards was taking place on the first floor during our visit. However, there were no wet floor signs put around the water that was on the floor. This warning signage was only displayed after the ARs pointed it out.

The ARs observed a chair outside of the lift for residents to use whilst they were waiting.

Staffing consists of the following:

Manager

Deputy Manager

2 x housekeepers

1 x laundry staff

2 x activity co-ordinators (covering 5 days)

22 x care staff

Shift patterns are 8am to 2pm, 2pm to 8pm, 8pm to 8am, 8am to 8pm (long day). There are 5 staff on during the day and 3 staff on during the night.

1 x chef and 1 x kitchen assistant work over a 7 day period. Their shifts are 8am to 2pm and 4pm to 7pm.

## Essential services

### Access

Oasis House is affiliated to London Road Surgery. They contact the practice by telephone or email. It was reported that the GPs do not visit the home, despite the practice not being far from the home. The home has access to the complex care team.

The homes use care Quality Pharmacy.

Dental care is provided by the Community Dental Service in Kimbolton Road.

Optical Care is the main opticians that is used by the home.

A chiropodist visits every 6 weeks to provide footcare.

A hairdresser visits every two weeks, on a Thursday.

District nurses visit, however, they do not communicate updates with the manager post visit. They cannot update the PCS.

Speech & language therapy (SALT) is sporadic as the waiting list is very long, with some residents waiting over 14 weeks.

The dementia Support team visiting the home is sporadic and they do not visit often.

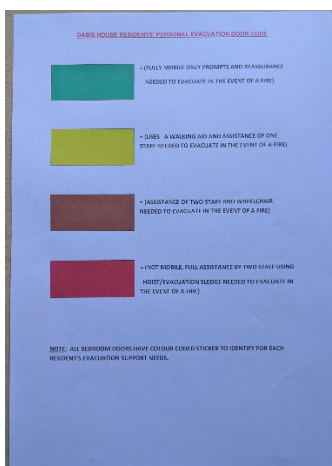
Oasis House has had to put their foot down about hospital discharge, advising that if discharging, residents should be back at the home before 3pm (Monday to Friday).

Friends for Life volunteers support the residents that do not have any visits from family members.

## Safe, dignified and quality services

During our visit, we were shown a resident's room where the home is piloting an AI device that identifies when someone gets out of bed to that show that the person has fallen. The device can speak to the resident to ask if they need help, which is relayed back to the staff.

Each resident's room has a different colour above their door to identify the level of support an individual resident would require in the event of a fire. There were posters all around the home including in the lifts.



Showers are set to a specific temperature making them dementia friendly.

A relative expressed that their loved one "felt safe" in the home.

## Information

The ARs observed that the daily activities displayed was out of date.

There were several staff members with different uniforms. However, the ARs could not identify the role that they carried out. This was explained by the manager who gave the ARs a list of the roles and colour applicable uniforms.

Care assistants wore blue tunic and black or blue trousers, lilac tunic and black trousers.

Senior carers wore navy blue tunics with black or navy trousers.

Both the activity co-ordinator and team leader wore burgundy tunic and black trousers.

The deputy manager wore magenta tunic and black trousers.

Agency staff (Prime Care) wore white polo shirt and black trousers.

The kitchen and domestic staff do not have a uniform.

The manager operates an open-door policy. The staff expressed that the management was approachable. Good communication and teamwork were identified as the key strengths of the home.

## Choice

The residents are involved in planning the menus. The menu changes three times per year. The residents can choose from the menu or alternatives if they do not want what is on the menu.

A relative expressed that they did not have a choice of the home, as it was the only one available at the time for their loved one.

A relative explained that their loved one has a choice of when they get up and when they go to bed. This was also expressed by a resident who advised that they chose their own clothes to wear and the staff support them getting dressed. Expressing that they liked to spend time in their room, "*Listening to music.*"

Several residents expressed that the "*food was great.*"

The ARs observed that throughout the visit there were refreshments available for the residents to have.

Residents' rooms were personalised with their preferred name and their picture of choice.

A relative expressed that would prefer their loved one to be on the ground floor due to their mobility and reluctance to mobilise. They expressed that there was a lack of exercise activity within the home.

## Being listened to

Complaints are acknowledged and complainants invited for discussion. Feedback is uploaded onto the system, and an action plan devised. The AR suggested having a 'You Said, We Did' board.

A relative described the home as "*hitting the jackpot*", explaining that they were confident and had seen significant improvements in their loved one's wellbeing.

Staff were described as compassionate, professional, friendly and good communicators.

Retention of staff is very good, which enables continuity for the residents.

Staff meetings take place every 3 months. They are held an hour before the night staff start their shifts. Staff receive an email about discussion topics.

Meetings with the relatives are arranged. The residents' meetings are held on a one-to-one basis as they were not happy having group meetings.

Residents expressed that they were able to speak to staff if they were not happy about anything. One resident wanted to say, "*Thank you to the kitchen staff.*"

## Being involved

The home has several activities for the residents to engage in. They have arts and crafts, music sessions, park and town trips during the summer months, group games, board games and hand massage for the residents that are bed bound. One resident expressed that they particularly liked the arts and crafts and having the opportunity for creative engagement.

Residents expressed that they were happy and enjoyed both the activities on offer and the companionship of others living in the home.

A relative expressed that they were happy with the care but had not been involved in the care plan. They went on to say that there had been no relatives or residents' meetings.

## Current challenges for the home

The current challenges noted were residents that require one-to-one support as this needs to have more funding. Staff expressed that the challenges they

have is family members providing very strict care instructions which may conflict with what the staff believe is in the best interests of the resident.

# Recommendations

## Recommendations made from findings

1	<p>Consider re-trialling regular relatives' meetings to provide family members with an opportunity to share feedback, raise basic concerns, receive updates about the service, and contribute to ongoing service development.</p> <p>These meetings can help strengthen communication and partnership working between the home and families, promote transparency, and ensure that the views of those supporting residents are heard and acted upon where appropriate. These meetings should be held at regular intervals and offered in a variety of formats, including virtual attendance where possible, to maximise participation.</p>
2	<p>Consider introducing a 'You Said, We Did' board. Summary to demonstrate how feedback from residents, relatives and staff are informed of service improvements.</p>
3	<p>Ensure appropriate wet floor warning signs are consistently displayed whenever communal areas are being cleaned using water or other liquids.</p> <p>The use of clear and visible warning signs help to alert residents, visitors, and staff to potential slip hazards, reducing the risk of accidents and promoting a safe environment. This would support the services' health and safety responsibilities and help protect people from avoidable harm.</p>
4	<p>Consider introducing an information board that clearly displays the different staff uniforms and the roles they represent.</p> <p>A visual board can help residents, relatives, and visitors easily identify staff members and understand their roles within the home. This is particularly beneficial for people living with dementia, cognitive impairment, or communication difficulties, as well as for new residents and visitors unfamiliar with the service.</p>

# Provider feedback

Thank you for taking the time to visit our service and engage with our staff and the people we support.

We appreciated the opportunity to showcase our service and discuss our approach to providing safe, person-centred care. Your observations, feedback, and constructive discussions were valuable and have helped us reflect on both our strengths and areas where we can continue to improve.

We found the visit to be professional, respectful, and supportive. The questions asked encouraged open discussion, and we felt that our staff were given the opportunity to demonstrate their commitment to delivering high-quality care.

We value the role of Healthwatch Bedford Borough in representing the views of people who use health and social care services and looked forward to receiving your report and recommendations. We remain committed to continuous improvement and to providing the best possible experience for the people who use our service.

Thank you again for your visit and your ongoing work to improve health and social care services.