



Enter and View Report

Southway Care Home

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 2012 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	
Deputy manager	Amanda Eddy *On the day of the visit, the registered manager, Jakub Tryzna, was on leave
Service address	290 London Road Bedford MK42 0PX
Service type	Care home for older adult residents living with dementia.
Date and time	19 February 2026, 6.30pm
Authorised Representatives undertaking the visit	Tracy Cresswell (lead Authorised Representative) Samantha Denness

Acknowledgements

Healthwatch Bedford Borough would like to thank the deputy 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 deputy manager of Southway, Care Quality Commission (CQC), Bedford Borough Council, 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 deputy manager what the purpose of the visit was and what it would entail.

The ARs did not observe available hand sanitiser when they entered the home in respect of the protection by infection prevention and control (IPC).

The ARs spent time talking to the deputy manager before embarking on a tour of the home, engaging with staff and residents.

Southway is a residential home for 42 residents, primarily older adults living with dementia. The age of the residents varied from 60 to 102 years.

There were 2 carer vacancies at the time of the visit, as well as a vacancy for a part time cook. The home uses First Care for agency staffing. The deputy manager explained that four agency staff had been recruited permanently, providing continuity and familiarity to the residents.

The home transitioned to a digital system three years ago and are using PCS digital system. All records are maintained electronically, including medicines management for audits. It was reported that staff, residents and relatives have adapted well to digitalisation.

Staff training includes core policies and procedures, risk assessments, practical dos and don'ts, a period of shadowing, online learning including NVQ and equivalent care qualifications. Staff complete all mandatory training, the deputy manager is a dementia champion, and she provides specialist dementia training.

Findings:

Environment

External

The home is situated on a main road, with plenty of designated parking.

As the visit was carried out during the evening during the darker months, the ARs were unable to view the gardens.

Internal

The home is arranged into five communities, **Aspen** (green), **Beech** (orange), **Cherry** (red), **Daphne** (pink) and **Elm** (blue), each community hosts 7 to 8

residents spanning over two floors. There are 3 communities upstairs and 2 communities' downstairs. Each one has its own resident's room, lounge and dining area. There are larger bedrooms on the ground floor for residents with reduced mobility.

The building provides two lifts. However, one was decommissioned during our visit due to the age and safety of the lift. The home does not have the facilities to support reablement.

Throughout the visit the ARs observed staff wearing their yellow "My Name Is" badges. Whilst we were talking with the deputy manager, one resident came into the office and looked at her badge and read out the name. This is part of regular communication and engagement of residents at Southway.

Not all of the toilets had contrasting coloured seats and lids. It is suggested that the toilet seat and lid should be in a contrasting colour to the rest of the toilet, so they are easier to see. For further information can be found below:

<http://www.worcester.ac.uk/dementia>

Staffing consists of the following:

Manager

Deputy manager

1 x administrator

2 x housekeepers

1 x activity co-ordinator (30 hrs per week)

7 x carers

*These follow the following shift patterns: 7am to 2pm, 2pm to 4.30pm (6 members of staff are rostered onto this shift), 4.30pm to 9pm (7 members of staff are rostered onto this shift), 9pm to 7am (3 x waking nights staff including 1 key holder are rostered onto this shift. These shifts include 5 team leaders.

1 x laundry assistant

1 x cook (full time, working over a 5-day working week doing split shifts (8am to 6pm, or 8am to 2pm)

1 x kitchen assistant (8am to 2pm)

1 x maintenance operative (21 hours per week)

Essential services

Access

The home is affiliated with London Road Surgery. It was reported that Dr J. Mathew conducts a weekly home visit. A full multi-disciplinary team (MDT) review is completed two to three times per year at the surgery.

The home uses Smarta Healthcare for pharmacy provision.

Dental care and treatment is provided by Bedford Dental Care Clinic.

Hospital discharges are followed up via email, with efforts made to return residents to Southway by 4.30pm, wherever possible.

Optical is the main ophthalmology provider used by the home.

A chiropodist visits bi-monthly to provide footcare.

A hairdresser visits bi-monthly to support haircare.

District nurses visit as and when required. They update the PCS.

There are several residents that have been referred to Friends for Life.

The home receives and welcomes performances from local schools who also assist with craft activities.

College students are renovating the in-house hairdressing salon.

Safe, dignified and quality services.

Each resident's room has a red, amber or green sticker above the door to indicate residents' mobility status and associated risk considerations in respect of fire evacuation procedure. However, at the time of the visit, there were several bedrooms that did not have stickers. The deputy manager was informed.

When engaging with residents they expressed that they "*feel happy and safe,*" describing one of the staff as a "*gentle giant.*"

Information

All the staff wear Bedford Borough Council issued lilac uniform, although we were advised that some opt for darker clothing during hot periods. There was recognition that yellow name badges were required to support resident's cognition.

Compliments are shared with Adult Services at Bedford Borough Council and displayed on an internal noticeboard.

A recent resident survey identified areas for improvement, including room modernisation and menu changes.

Residents' rooms are personalised with their preferred names.

In each community, there are pictorial menus and an Easy Read safeguarding document for both residents and relatives alike.

The ARs observed that not of the toilets had appropriate signs on them.

A structured activity programme was displayed within each of the community areas.

Choice

During our visit there were several residents who were waiting to talk to us. They expressed that they were able to personalise their own rooms. They advised that they had a choice on whether they wanted to get involved in activities, with some expressing "*We do what we want.*"

Residents expressed that the "*Food is nice. They give you what you want.*"

The ARs observed that throughout the visit refreshments were available for the residents to have in each of the dining areas. The residents we engaged with were sitting have their drinks and biscuits. We witnessed how issues were resolved promptly and with compassion. One resident was aggrieved as the sugar had been missed out of her tea. This was instantly rectified with a kind smile.

The ARs observed several residents sitting in the lounge in their nightwear watching the television.

Being listened to.

All complaints are documented, with attempts made to resolve concerns at the earliest stage. Escalation is undertaken whenever required. The management team operate an open-door policy supported by a suggestion box at reception. The ARs suggested having a '*You Said, We Did*' board to close the feedback loop.

Staff meetings take place bi-monthly. The night staff's meetings are arranged around their working hours.

Being involved

The deputy manager explained that they had completed a survey with the residents and food choice was one of the main things that residents brought up. Residents had previously been involved in menu selections.

There is a structured activity programme that is displayed in each of the communities, with activities including arts and crafts, nail care, shopping trips,

visits to the local pub and visits from school children and performances, as well as one-to-one tailored activities for the residents who prefer not to join in with larger group sessions.

Residents expressed that they *"Go into the garden when it's dry."* One resident expressed that their family member could relax knowing that they are happy in the home.

Current challenges for the home

It was reported that the current challenge at Southway remains the recruitment of suitable staff, which continues to prove difficult.

Recommendations

Recommendations made from findings

1	Consider introducing a 'You Said, We Did' board to demonstrate how feedback from residents, relatives and staff has informed service improvements.
2	<p>Consider providing opportunities during relatives/resident's meetings for an agenda item on regular menu choice discussions and involvement in meal planning.</p> <p>These meetings can help strengthen communication and partnership working between the staff, residents and families, promote transparency, and ensure that the views of residents 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>
3	<p>Consider changing the rusted metal dish draining racks in each of the communities. Corrosion appears to have worsened over time due to repeated exposure to moisture and cleaning chemicals.</p> <p>Rust creates rough and porous surfaces that are difficult to clean effectively. These surfaces harbour bacteria, food debris and increase the risk of contamination, compromising infection prevention standards. Rusted</p>

	<p>metal develops weak edges and weakens the structure. Damaged or rusted equipment may fail to meet environmental health and care quality standards.</p>
4	<p>Ensure the provision of hand sanitiser at the main entrance to strengthen infection and control measures. Care homes provide care for those with weakened immune systems, underlying health conditions, and increased susceptibility to infection. Visitors, contractors, staff, and healthcare professionals entering the building may unintentionally introduce harmful bacteria or viruses.</p> <p>Hands are one of the main routes for spreading infection yet there is currently no immediate access to sanitiser at the point of entry.</p>
5	<p>Ensure the installation of clear and visible signage for all toilet facilities to improve accessibility, promote independence, and support resident wellbeing.</p> <p>The absence of clear signage may create confusion for residents, visitors, and staff, particularly for individuals living with dementia, cognitive impairment, visual difficulties, or memory loss. Difficulty locating toilets can cause embarrassment, frustration or agitation.</p>
6	<p>Consider using coloured toilet seats, which are easier to see and can help residents living with dementia. Residents may experience visual perception challenges, reduced depth perception, and difficulty distinguishing objects from surrounding surfaces.</p> <p>When residents cannot easily identify the toilet (white seats on white ceramic toilets) they may become more dependent on staff for assistance for toileting, reducing confidence and autonomy.</p>

Provider feedback

1. We are in the process of gathering relative and residents surveys and will compile a “you said, we did” list and create a board on the back of that
2. Resident menu planning meeting held on 3rd March for residents’ feedback and suggestions for improvement to the menu, suggestions implemented.
3. Dish racks being replaced.
4. This has always been in place and was there on the day of the visit, see the photo below.



5. Missing toilet signs replaced.
6. Toilet seats currently on order.

As per my previous email, the photo on page 1 is not of Southway. – Healthwatch Bedford Borough have updated the photo on page one.