

# Olive House Feedback

## February 2024

In February 2024 we visited Olive House to speak with service users about their experience with the home. We also spoke to some members of staff about their experiences. This visit formed part of our targeted engagement of visiting care homes around Norfolk to learn more about the experiences of service users. At the end of all these visits, a summary report will be produced.

Olive House is a care home in Newton Flotman, a village in South Norfolk. The home provides residential care for up to 45 people aged 65 or over.

From this visit we received 18 reviews for the home. We received 11 reviews from services users and one from a visitor, these reviews have an average star rating of 4.4 out of five. We also collected six reviews from staff members; five of these rated the home as five stars out of five.

Healthwatch Norfolk Officers who visited Olive House noted:

The home was clean with modern furnishings. Effort had gone into making the environment welcoming and comfortable. It was nice to see the memory tree in the lounge with leaves representing residents who had passed. A member of staff told us that staff, residents, or family members had added the leaves.



We also observed residents helping each other out. It was highlighted many times that residents can make requests or raise issues without concern and that these are responded to quickly. The residents are well catered for in terms of variety of activities and food. The staff spoke highly of each other and how they all work well together.



Nearly all the service users we spoke to were happy living in the home and felt well cared for. They were happy with the activities on offer. Some were a little uncertain about new members of staff they were not familiar with, but we heard how staff were kind, friendly, and approachable.

One person told us that the room alarms are noisy, especially at night, which we also witnessed as they were frequently going off during our visit. We spoke to the manager who told us she would look into perhaps getting pagers to buzz instead. Other comments from service users included the food sometimes being cold and one told us they would like more trips out.

The reviews are displayed in the table below and can be found on our website [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk). A response from the home to this report can be found on page 8.



ID	Title	Review	Rating	Who?
228202	They've got patience of saints	<p>The staff are very nice with special mentions for Kim and Louise! They're extremely helpful and friendly to my mum. She's still settling in but she's happy. Hayley and Julie have responded immediately to any queries or issues.</p> <p>They do their best with activities and check whether mum does want to leave her room and join in. She's safe, the staff are fantastic and they've all got the patience of saints.</p>	5	Visitor
228198	I'm happy	I'm happy living here.	5	Service user
228185	Quite a happy place	<p>Everybody's friendly and it's quite nice living here. If I have any worries or complaints I tell the senior and things get done. I find it quite a happy place. The manageress is always on call to be able to speak to her.</p> <p>You're never told you can't do things and you can always have visitors. I can't see any worries or complaints, nothing could be altered or done to improve.</p>	5	Service user
228183	I'm happy with the activities	We have activities every day, and we have an area where we can bed down. I'm happy with the activities and the staff and food. I like the juices they do.	5	Service user

228108	The staff are very kind	I have no complaints, the staff are very kind. You ask and they do it. I admire them it's not an easy job. All the girls are nice and take time to have a word with you. All the staff are lovely, kind and understanding. I think we should give praise where credit is due. The only thing I would mention is sometimes my meals can be a bit cool. They are not always hot enough.	5	Service user
228017	You can do what you like	You can do things when you want to do them, you can do what you like. The staff are fine.	5	Service user
228197	Thoroughly enjoy here	I thoroughly enjoy chatting with the others.	4	Service user
228196	No complaints at all	The manager looks after us very well. Been here a couple of years and if you got any problems, you only got to see Julie and problem solved. No complaints at all - the food is good, the staff are good. Nothing to fault it. I don't have any suggestions because if it's not broke, don't fix it.	4	Service user
228184	It's very nice	Olive House has been very nice. There's a lot of people who aren't well but they look after us. The staff do the extra little things to help, the staff are nice.	4	Service user
228097	I enjoy the activities	It's not as good as it was, there are lots of new staff to get used to, but there are some new nice staff. I enjoy the activities and the entertainers. We have entertainers every week. I can get out with my friend and we enjoy shopping. They did promise other trips but they never happened. A trip to somewhere like the Cathedral would be nice.	4	Service user

228096	I enjoy the music and trips out	I've been here for 5 years now and it has changed. We have lost some of the carers I liked and it went down and down. They have some new ones now and I don't know all of them. I like the activities and the games and I love the music. We have different people come in to sing and entertain us. The chef is very good at singing too. In the lounge they have Gold on with all the old stuff and we love it. I don't get any visitors but I'm happy but not always. The food is not as good as it used to be but I have told them. It is too repetitive and we don't have so much choice as we used to have, especially in the evenings. I have spoken to the manager. Sometimes I can go into Norwich with my friend. A carer comes too and my friend and I share the taxi fare. We love going to Marks and Spencer's.	4	Service users
228093	The food is good	I don't like the place. The buzzer noises are annoying, especially at night. The food is good and I'm a vegetarian. Josh is good and I have some friends.	3	Service user
228201	New management have been very good	I like feeding the residents because it's very rewarding when they go from refusing to eating, as it's so important for their health. New management have brought in lots of new procedures which have been very good for us. Things are sorted without delay.	5	Staff member
228200	Everybody goes the extra mile	It's an incredibly busy home and I'm happy that I can interact with the residents, not just do my admin role. I enjoy being able to help in any way they need. The environment is nice and the carers really care about the residents. Everybody goes the extra mile which is important especially if people don't have family visiting.	5	Staff member

228199	There is love in the home	<p>I've worked in care for 30 years and this is the best home I've worked in. We're now in a position where we don't use any agency, most of the staff are locals and this gives us more of a bond as a close community. There is love in the home.</p> <p>We've got a really good manager and assistant manager who have got it to a good stage. I like that they're not stopping and they want to make it even better. From where it was to now, it's amazing.</p>	5	Staff member
228106	We try to accommodate peoples requests	<p>I enjoy the independence of working in the kitchen here. We have choices each day for the main meal including a vegetarian option. We try to be flexible and accommodate any requests. We are happy to pop out to the shops if necessary. I have worked in different environments and I do like it here. It's a good combination for me, to be able to cook and to see and chat with the residents. I am also the well being champion which is something I really care about. I have no qualms or problems with my work.</p>	5	Staff member
228098	Everyone is bubbly and friendly	<p>I love working here. Everyone is bubbly and friendly. It's all teamwork. You get to talk to the residents like they were part of your family. Residents get to know a friendly face and they will confide in you. Occasionally it can be extra busy when we are short staffed. It's a nice place to come. It's friendly and warm. I think there is good communications between the staff and we all help each other. They were very welcoming when I first arrived.</p>	5	Staff member

228095	I enjoy working here	I have worked in lots of different homes and I enjoy working here. I like the little communities, residents sitting together. It's like having lots of little nans. I am flexible with what I do and I enjoy different aspects of the work. It was quite dated but they have decorated and now it's much better. It's a lovely environment to work in.	4	Staff member
--------	----------------------	--	---	--------------

## Response from Olive House:

It was a pleasure to have Healthwatch Norfolk visit us at Olive House, and we were very happy with their report. We took note of the comments around noisy buzzers at night and have now ordered pagers for the night staff to use. We would be very happy for Healthwatch Norfolk to visit us again.