

Ashill Lodge

February 2024

In February 2024 we visited Ashill Lodge to speak with the people living there about their experiences of the home. We also spoke to some members of staff about their experiences. This visit formed part of our targeted engagement visiting care homes in Norfolk to learn more about the experiences of people there. When all visits are complete a summary report will be produced.



Ashill Lodge is a care home in Ashill, a village in South Norfolk. The home provides residential care for people aged 65 or over. At the time of the visit there were 31 people living at the home, several living with dementia. Many of the people living here were not able to engage with our officers. This meant we spoke to a small selection of people during our visit.

During this visit we spoke to two people living at the home, and one relative. These reviews have an average star rating of 4.33 out of 5. We also spoke to a member of staff.

On our arrival the staff were welcoming and helpful. We were given a full tour of the home by the manager and were also shown around by one person living there, who showed us her room.

The home was comprised of an older house at the front of the building, with a newer extension on the back and sides. The differences between the two were notable, with peoples' rooms in the newer part being much lighter and airier and larger on average, with each one having ensuite facilities. The rooms in the older part of the home were smaller and not all of them had ensuite facilities. The building in general appeared clean, although it was felt by our officers that the peoples' rooms, lounges, and dining areas in the older part of the building could do with some maintenance and decoration. At the time of our visit, we were informed that plans are in place for redecoration of the communal areas.

The dining room was clean and functional. We were told that there are two choices for each meal, although efforts will be made if a person requests something specific. In the dining room there is a facility where people can give their opinions on their enjoyment of their most recent meal by placing balls in containers.

Outside there was a pleasant secure garden area which people can use at any time with staff support.

During our visit people appeared to be enjoying themselves together in the living room, chatting with each other and staff members, and watching TV. It felt like a communal atmosphere. Some people had chosen to sit in the quieter lounge or in other communal areas. We observed staff interacting with residents in a kind and supportive manner.

People we spoke to said that they thought highly of the staff and seemed generally content with the care they received. They had differing views on their rooms, with one person being very satisfied with their room and its size while the other felt that her room was small. This was echoed by the visiting relative we spoke to as well, who also felt his wife's room was a little small. This was reflective of the rooms we were shown, with the newer ones being more spacious.

The menu variety was mentioned positively several times, both by residents and staff, and this was also notable to us when looking around. One person spoke particularly highly of the food, telling us that – “I had lasagne today and it was lovely. They know I love garlic bread, so they gave me extra! The chef does me some special meals sometimes.”

We were told about the range of activities on offer by the majority of those we spoke to, and this could be seen in the photographs on the walls of the home.

Overall, the people we spoke to seemed happy with the home and with the levels of care provided. The size of rooms was a concern for some. All spoke highly of staff, enjoyed the food and felt there was a good variety of activities.

The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk.

Review ID	Title	Review	Rating	Who
228931	Everyone seems cared for here	I've been a member of staff here since the end of October last year. I get on with all the staff and have a laugh with them. I think the levels of care here are pretty good. They have birthday parties! They have regular activities, like board games and cards. The food always seems nice - two choices plus sandwiches. Everyone seems cared for here.	5	Staff Member
228926	My daughter reckons they spoil me here!	I'm happy here. I get on with everybody. If there are any activities, I get myself involved. I do activities about once a week, and I have a newspaper delivered just for me. I eat most things so I'm easy to cook for! I had lasagne today and it was lovely. They know I love garlic bread, so they gave me extra! The chef does me some special meals sometimes. My daughter reckons they spoil me here. The staff are all lovely. I've been here about a year, and I really like it. My carer is ever so kind. I've got a lovely big room with a bathroom. They help me have a shower whenever I want one. I like to get up early at about 7am and spend all day with other residents in the lounge. I enjoy their company. I go outside when I like, and someone always comes with me. I love it here.	5	Resident

228841	Nice staff	<p>It's not too bad here. I get on well with the people and haven't got any complaints. My room is a little bit small. The staff listen to me though and the manager is nice. They've just put fresh sheets on my bed which is nice. They'll always let us know if new people are moving in. I had a bit of a problem with people being confused and coming into my room but the handy man sorted my door out for me so that doesn't happen as much now.</p>	4	Resident
228929	In general, the care is okay	<p>My wife is a resident here. In general, the care is okay. We have requested a downstairs room but there isn't one available at the moment. My wife eats what she is given and there is reasonable variety on the menu. Her room is a bit small but it's okay. I do think the staff are amazing. I don't know how they do it every day. My wife is well looked after within the confines of what they can do. Generally, I feel there is enough staff for the residents to feel safe. Often when I come to visit, I see various activities going on so that's good. Sometimes I wonder what else we can do for her, but the home and the staff do all they can. If we could just get a downstairs room, I would be so much happier as I could more easily keep a check on her room and her clothes.</p>	3	Relative