

Kevlin House

April 2024

In April 2024 we visited Kevlin House to speak with people about their experiences of the home. This visit formed part of our targeted engagement, visiting care homes around Norfolk to learn more about the experiences of the people living there. When all visits are complete a summary report will be produced.



Kevlin House is a small care home in North Walsham, a town in North Norfolk. At the time of our visit the home was providing residential care for 14 people aged 65 or over.

During this visit we spoke to 4 people. These reviews result in an average star rating of 4.25 out of 5.

Healthwatch Norfolk Officers who visited Kevlin House noted:

The house was warm and felt homely. We could see lots of personalisation and decoration in communal areas.

The home had two living rooms. A smaller quiet room and the main lounge, which was clean, homely and bright. The living room was well furnished with comfortable chairs, arranged so that people could sit and socialise or watch TV. There were flowers on the tables which one person pointed out to us. We were told that snacks and fruit were available at all times in the communal area. The day's menu was clearly on display with several choices for people to pick from.

Leading from the living room was a conservatory dining area which looked out to a well-kept garden with plenty of space.

Overall, Kevlin House felt welcoming, clean, well-kept and homely.

All of the people we spoke to said they were happy living in the home and spoke highly of it, with one telling us that they "wouldn't change anything". They all told us that the staff were friendly and helpful, including the chef who takes time to come and speak with the residents. We were also told about the various activities that are arranged, including animals, singers and musicians, and children coming to visit. From what people said to us they seem to really enjoy these activities. The majority also spoke about the quality of the food, telling us about the range of choice and saying that "they cook beautifully".

The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk. A response from the home to this report can be found on page 5.

Title	Review	Rating
The staff are a delight	I get everything I need. The staff are a delight to be with. The girls will do everything for you and they're so gentle with everyone. I enjoy sitting in the conservatory so I can look out into the garden. We have animals come in to see us, and we had ducklings here recently. They also bring children in, they come in to see us, it's lovely. I like the lunches, they cook beautifully and the cook is lovely. He always comes around to speak with us. I love all the fresh fruit that we have in the sitting room. I like to go over and help myself. Sometimes I come back to where I've been sitting and someone has peeled and chopped my fruit into slices for me, it's gorgeous.	5
Lots of entertainment	I'm happy enough. I've been here about two years now. The staff are nice. We have lots of entertainment, singers, musicians, we've had little donkeys come in. We like to go out into the garden in summer, we have our tea and coffee out there. There's pretty good food, we get a choice, it's nice. It can take a little while for us all to get to bed because of moving people about in wheelchairs etc. I have had a few bits go missing from my room, clothes and things. My room is very nice, it's comfortable. We're very comfortable here.	4
Wonderful	Everything is good. I get on well with the staff, they're a nice bunch, very good. I wouldn't change anything. My room is good. There's very good food, we have choices which are on show in the sitting room.	4
Friendly staff	The staff are friendly, they're nice to me here. My room is nice too.	4

Response from Kevlin House:

family run care home in North Walsham. We provide meaningful relationship focused care; our care is based around each person's individual needs and wishes, and we value and respect how each person wishes to spend their day. We share good practice and are always reflecting and debriefing – How can we further enhance wellbeing. We look at individual needs seeing what works well and equally not so well. We understand the person comes first.

Meaningful activities and engagement have improved through real team effort. We discuss, debrief and look at what is important to everyone. Through team working we are constantly gathering information on what people like, dislike and hobbies they use to do and would like to maintain.

The team has involved families which has proved equally successful, and families have also become part of our team. Families are encouraged to take a leading role in how the home is run.

We want to make our home really feel like home and our team, along with residents who show a positive interest in doing so manage the home together. We maintain high standards of cleanliness and really good old fashioned home cooking. We feel we have achieved a real home from home approach and atmosphere which is in the main down to the hard work of the team working together to really make this happen.