

Marine Court

March 2024

In February 2024 we visited Marine Court to speak with people living there 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 service users. When all visits are complete, a summary report will be produced.



Marine Court is a care home in Great Yarmouth, in East Norfolk. The home provides residential care for up to 40 people aged 65 or over, many of whom live with dementia.

From this visit we were able to speak to 3 people living in the home. Their feedback provided an average star rating of 4 out of 5.

Healthwatch Norfolk Officers who visited Marine Court noted:

The home is situated in a building overlooking the seafront, with views of the beach from upstairs windows. It appeared busy with staff going about their tasks, but the atmosphere was calm. People living there seemed to be enjoying themselves, relaxing in the communal areas. These were divided into a TV area, living room, dining room and a separate quiet sitting area. The home felt clean, light and tidy.

The staff appeared passionate about their work and told us about the range of activities they enjoy with the people living there. These included trips to the cinema, the theatre, walks, and going into town. There were also days where people were able to try different foods from around the world, with a different country each time.

The home seemed to be proactive in engaging with families of residents and hosting relatives' meetings periodically. These provide relatives with an opportunity to engage with each other and share experiences, and it maintains an open line of communication with the home. Relatives and friends of the people living there can also get involved in activities within the home.

All the people we spoke to said they were happy living in the home and felt well cared for. They said they were happy with the activities on offer. People said they found the staff helpful and friendly, and that they got on well with others living in the home. We were told that the food was good and that they were happy with their rooms.

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

Title	Review	Rating
Enjoying my retirement	I'm happy here. They're very helpful and very nice. There's been a few changes since I've been here but that's fine, it's not impacted me. I'm enjoying my retirement, it's nice to be able to put my feet up. The other residents are nice, and the food is good. There are activities which I can join in with if I want to. My room is nice, and I've got my own bathroom. I grew up around here so it's nice to be living in the same area.	4
Very kind	They're very kind, very good. I like to sit and watch; I enjoy the people watching here. There's always lots going on. The food is nice, we get lots of choice. The people here are lovely. My family and friends come to visit me often. The staff are really good and help me with everything, they're very friendly.	4
All good	It's all okay. I like to spend time outside here. The view out the front is nice. I have a shared room with my wife which is good. The food is good, you get 3 choices and they're things that I like. I have visitors come and see me; my family come by.	4

