

Rose Meadow

April 2024

In April 2024 we visited Rose Meadow to speak with the 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 people living there. When all visits are complete a summary report will be produced.



Rose Meadow is a care home in North Walsham, a town in North Norfolk. The home provides residential care for up to 34 people aged 65 or over. At the time of our visit there were 24 people living at the home.

We spoke with 7 people living there and one visiting relative during this visit. These reviews have an average star rating of 4.6 out of 5.

Healthwatch Norfolk Officers who visited Rose Meadow noted:

The home is set on pleasant grounds, with a large garden at the back of the building. Inside the home it was spacious, light, and clean. There were several communal areas where people could choose to spend their time, although these were rather quiet during our visit. The atmosphere felt calm across the home. Living rooms appeared well-furnished with views over the garden, and the dining area looked clean and comfortable. The food menu was clearly displayed and there appeared to be a good variety of meal choices. There was also a 'Golden Moments' box where people could nominate staff they felt deserved extra recognition.

Healthwatch Officers observed that the size of people's rooms varied, and some felt very small. However, most people we spoke to were happy with their rooms, including those in smaller rooms. One mentioned that they wouldn't mind a slightly larger room.

We observed that staff knew each resident well and understood their individual interests and needs. This was true of management as well as carers.



Nearly all the people we spoke to were very positive about their experience of living in the home and felt well cared for. Several of the people that we spoke to were there temporarily while waiting for other living arrangements but said they were happy with the home in the meantime. The food was mentioned by quite a few of the people we spoke to, who told us that it was lovely.

Some people we spoke to said that they would like to have the opportunity to go on trips out more often.

People spoke highly of the staff, telling us that they were helpful and caring, and telling us about the time they spend with them doing activities or helping with certain things.

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

Title	Review	Rating
I can't fault this place	I can't fault this place, it's given me peace of mind for her. She used to have sometimes 4 carers come in at home and you don't get to know them, so this is better.	5
I feel good here	I feel good here, there's good care. They care for you and they're friendly. When they come in and get me changed, we're always chatting, and we get to know each other. There's a nice garden, my room looks over it. My room is quite small but cosy and they keep it clean for you. All lovely food and you get to choose what you have. They do bingo, we've made Easter bonnets and the children have come in from the school.	5
Wonderful staff	I've been here about 3 months now. I like it here, it's very nice. The staff are wonderful, they're lovely. I love it here, but I would like to be independent again, I'm just waiting to see about my housing situation being resolved. At the moment if I want to buy something I have to go through the staff. I understand that they do this to protect us, but I miss the independence. The staff have been really helpful, they've helped me fill out my forms for my housing applications. I'm happy here. Steve and Clare, the managers are so nice. The food is lovely, and they'll make you something else if you don't like what's on offer. There was bingo and a games morning which will hopefully be starting up again soon. The carers come around and play games and have a natter with us in our rooms too.	5

<p>Lovely</p>	<p>I've been here a few months while they make changes to my bungalow. I get everything I need here. I do worry about my house while I'm here, my garden was vandalised. The staff are very helpful, and I like my room. There are lovely meals. I can go out of the home if I want, I like going into Norwich. When I first came in, I was in a wheelchair, then I moved to a frame and now I'm using a stick. I've had great support from the physio.</p>	<p>5</p>
<p>They do the best they can for you</p>	<p>It's alright here, they do the best they can for you, and I don't mind it. I don't take part in the activities; I like to keep to myself, but they did give us an Easter egg and we had a Christmas party. I've got a nice room and a tv but sometimes the heating doesn't work, and I feel the cold.</p>	<p>4</p>
<p>It's very good</p>	<p>I've been here for about 5 months but hoping to move back in with family. It's very good, the care is quite good, and the staff are fine. The food is acceptable, lunch and breakfast fine, with a range of things to choose from. We have a cheese supper at about 3.30 so it's a long wait until you eat anything again the next morning. I'd like it if we could eat a bit later. I like to remain independent and keep myself looked after and I don't like to take part in the activities. We have a shared bathroom which is fine, but I could do with having a slightly bigger bedroom.</p>	<p>4</p>

<p>No complaints</p>	<p>I'd rather be here than in sheltered housing, I get the support I need here but I still get a bit of independence. The staff here are very nice, they're friendly. If I need them, I can contact them quickly with a button. We have our own rooms, mine is nice. I feel that I'd be able to tell staff if there was something I wasn't happy about. The food is good, and we have choice. I would enjoy being able to do some cooking myself, I used to really enjoy cooking. I'd also like to be able to go out more, I miss going out. We do go out sometimes but it's not as often as I'd like. I'd like to go to the seaside. The staff have lots to do though and I haven't got any complaints.</p>	<p>4</p>
<p>It's alright in some ways, better than being on your own.</p>	<p>It's alright in some ways, better than being on your own. I don't have anything to do and there's lots of people around you, sometimes it gets a bit overwhelming. I feel like you can say how you're feeling, they may not listen though! There's plenty of food and I've never felt hungry in the time I've been here. We all go down to the dining hall together. The place and staff are cheerful, I get on well with most of them. I'd recommend it to anyone who'd like to be here. Sometimes they come and ask you, are you ready for bed? 6.30pm! I guess it's because they're short staffed. The only other thing is that I'd like to try and get out a bit more.</p>	<p>3</p>

