

The Elms

March 2024

In March 2024 we visited The Elms to speak with the people living there 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.

The Elms is a care home in Gorleston, in East Norfolk. The home provides residential care for people aged 65 or over. At the time of our visit there were 18 people living at the home.

From this visit we received 4 reviews for the home which have an average star rating of 4.75 out five.

Healthwatch Norfolk Officers who visited the home noted:

The Elms had a homely feel. It was warm, clean and the staff were welcoming. There were plenty of staff on hand, having conversations with people living there and going about their tasks. Staff visibly had a good rapport with residents. During our visit some people were having their nails painted, which they told us they liked to have done regularly. The atmosphere was calm and relaxed. The living room was well furnished and featured two separate TV areas so that people could choose to watch different things. The dining area was in the conservatory which looks out over a large, green garden. It was light and clean and had menu options clearly displayed on the wall. The garden is used for activities when the weather is nice.

We were told about the various relationships The Elms had with outside organisations such as Age UK and Centre 81, as well as the neighbours on the street.



Staff Comments

All the staff we spoke to told us they were very happy working at The Elms. They told us how much they enjoyed working together and how everyone helps each other out to ensure all jobs are done. One staff member told us that it felt like a family.

Staff seemed well invested in, with lots of training opportunities and chances to progress. We were informed that the home has not needed to use agency staff and felt this was good consistency for people living at The Elms.

All the people we spoke to told us they liked living at The Elms, commenting on the nice atmosphere and how helpful the staff are. They also spoke about how well they got on with each other, saying that there are “some nice people living here”, they are “friendly and kind” and that they all “have a laugh”. Everybody spoke about the various activities they enjoy participating in, which was also echoed by the staff.

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.

Review ID	Title	Review	Rating
235194	I like it here	I like living here. It's clean, the staff are great, and the food is good. I like going into town to go to the bank and do a bit of shopping, and I'm supported to do that. The staff help me out a lot and I get on well with them.	5
234416	Staff are kind	<p>I find it free and easy living here, I have been here nearly 2 years. I like going out in the garden.</p> <p>I like the food it's getting better, but it could be bigger portions. You can eat where you like, in your room in the dining room, on your own or with friends. There are some nice people who live here.</p> <p>My daughter comes in to see me about 4 times a week and they make her feel welcome.</p>	5

234414	We have a laugh	<p>I like living here, we have a laugh, and we can do what we want, it's a good atmosphere. We do lots of activities and there is something for everyone which is good as we are all different. All the staff are friendly. Christine is the manager, and she is ever so nice. If you are worried about anything you can talk to her about it which is good.</p>	5
235191	Couldn't wish for better	<p>I've lived here quite a while now. I like it here. The people are nice, they're friendly and kind. They treat you well. I enjoy watching TV, chatting with the other residents and going for walks. I'm getting my nails done today, they come and paint our nails for us every week. My room is perfect, there's lots of room. It's very good indeed, I couldn't wish for better help.</p>	4

Response from The Elms:

It is good to have outside agencies such as Healthwatch view the Elms so we can improve and learn from what is said. We want to achieve a homely friendly place to live where people relax and enjoy life, all feedback helps to see if we are on the right track and where to change. Thank you for your visit.