

Briar House

Feedback

April 2024

In April 2024 we visited Briar House Care Home to speak with the people who live there about their experience with health and social care services. This visit formed part of our targeted engagement of visiting care homes around Norfolk to learn more about people's experiences. At the end of all these visits, a summary report will be produced.

Briar House is part of Larchwood Care Homes and is situated in a residential area in Kings Lynn. The home provides accommodation support and care for up to 62 people, some living with dementia.

From this visit we received 7 reviews for Briar House. The reviews have an average star rating of 3.9 out of five.

Healthwatch Norfolk Officers who visited Briar House noted:

All bedrooms are ensuite and residents can bring items from home to personalise their rooms. There is a bright airy lounge leading out to an enclosed garden. A resident was using the garden during our visit.

Around the home we observed activity lists, including times set aside for residents own choices and menus.

In the hallway we observed the beginnings of a Dignity Tree on one of the walls, which was going to include pictures of residents and a few lines about their thoughts.

Staff told us

Families are encouraged to bring personal items into the home before new residents arrive to help people feel welcome and at home.

An arts and crafts organiser visits Briar House.

Male residents run their own gents club, supported by the maintenance man.

Briar House had visits from the Mini Donks a miniature pony and during our visit Hugo the therapy dog was spending time with residents.



“It’s not just four pad changes, it’s four opportunities for an interaction with a resident” one member of staff told us. Staff told us how they tried to spend time with individual residents reading to them playing a game or having a chat.

“Staff and residents support each other, and the manager is fantastic, proactive and she cares”

Overall, residents seemed comfortable and happy in their home. Residents told us they liked their rooms and enjoyed the food. They spoke highly of the staff and some residents mentioned how they enjoyed spending time with each other.

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

ID	Title	Review	Rating
235979	The staff are so friendly	All the staff are always so friendly. I like to sit with my wife and enjoy watching her do her colouring. She always enjoyed colouring at home and doing word searches so it's nice she can do them here too. I can visit when I like, and I think they care for my wife well.	5
236383	I feel good here	I feel good here. I like being on the ground floor and I like my room. A few of us like to spend time in the living room, we get together and yap. The food isn't too bad, and if you don't want what's on offer they'll give you something different. We get to have time in the garden which is nice.	4
236382	Comfy and cozy	It's nice and comfy and cozy. We have lovely comfortable beds and if we want more blankets they always bring them for us. I get on well with the staff. I like going out, we used to go out on trips once a week, popping to Morrisons or to Sandringham. Last time was a few months ago I think. We go out into the garden. We do all sorts, art and drawing and painting. Nobody seems to worry you here. We like sitting in the living room, it's a lovely room to sit in, I like being here with the girls, talking and drawing.	4
236356	A good choice	It's fine here. I'm okay, if we have to be somewhere then here feels like a good choice. I have a nice room, the staff are good and the food is fine. I like the people around me. If I wanted to change things I would tell them, I feel comfortable to raise things with the home. We go out on days out. I also like to go out into the garden. I get all the support I need.	4

235987	I look forward to the trips out	I like the food and I they look after me well. We can go out and they are planning to take us out again soon.	4
236397	The staff are great	There's a lot to be desired but the staff are very good. They're very helpful, they keep things ticking over. It took me a long time to get used to people helping me with my personal care, it is really difficult. The staff are great, the chap that brings me my meds in the evening does a funny dance which really does make me laugh. The maintenance man Derek is amazing, he does all sorts here with the residents. My sons are coming to visit to take me out for my birthday soon.	3
236381	I'd like to go on outings	The staff are alright and my room is alright. There's few activities and I've not seen the option to go out but someone else says that you can go out on days out. I'd like to go on more outings and things like that. I like to use the garden, I go out for a smoke which I can do any time I want.	3