

# Chiswick House

## March 2024

In March 2024 we visited Chiswick House 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. When all visits are complete a summary report will be produced.

Chiswick House is a care home on a quiet and secluded street in south-west Norwich. The home provides residential care for up to 32 people aged 65 or over.

From this visit we received 13 reviews for the home, 12 residents and one family member. The average star rating is 4.6.

In general, there were lots of comments praising the quality of the care and several people described the staff as nice. Most people agreed that the food was good although one person suggested that the food was limited in choice.

Healthwatch Norfolk Officers who visited Chiswick House noted:

The manager Mariana and her dedicated team were very welcoming, offering us a brief history of the building followed by a tour, showing us the lounge, dining areas, garden, a currently vacated room and the kitchen.

Chiswick House has 32 bedrooms with only three not being ensuite. Rooms both in the older building and newer extensions are of a reasonable size, and appeared bright and clean. Each room has an alarm and there are three alarm screens around the home to alert staff to incidents.



Overall, the building appeared clean, bright and fresh.

The front door leads into a large and welcoming lobby where the week's activities and menus can be found displayed, along with a digital check in/out system.

The menu offers a free choice of breakfast and at least two choices for dinner and tea.



There are numerous activities throughout the week, including a professionally presented and well attended armchair exercise session for twenty minutes every day. Other activities include film showings, singing, art classes, bingo and dog visits.

The home has a salon.

A GP and dentist visit the home on Mondays.

Residents are free to come and go as they please, including use of the large, well-kept garden.

There is plenty of parking.

ID	Title	Review	Rating	Who?
235113	Lovely	The staff are helpful and easy going. It's a nice, light atmosphere. I'm very happy here.	5	Service user
235110	Very kind	I'm very happy here. We have lots of jokes and everyone's very kind. It's more like home, you're treated kindly. The staff are polite, I think some of the nicest I've ever met. It's very good. There's lots to do, singing is my favourite.	5	Service user
235109	Very pleased to be living here	Very pleased to be living here. The food and services are fantastic. I meet so many different people and have lots of good conversations. I enjoy taking part in the activities, life is never dull. They're very imaginative and there's such a wide range. The staff also take us out for walks, it feels like a shared holiday.	5	Service user
229096	The staff seem good, helpful, professional	My mum has lived here since December 2016. The care that mum has received has been good. The staff seem good, helpful, professional. As far as I have seen the food looks good. The entertainment and activities are varied and quite low key. Mum likes to sit in the lounge and see what's going on. The doctor saw my mum on Monday this week and was prescribed antibiotics which arrived the same day. The doctor even rang me to fill me in on the treatment. Her room is a nice size and we've been able to make it nice and homely. The home has been re-decorated several times since mum has been here and is lovely and bright. I've not had any occasion to grumble about the care that mum has received. It can't be an easy job, being a carer.	5	Family member

229093	It is all satisfactory	I've been here roughly 18 months. I find living here very good. I enjoy joining in with the activities and also we have armchair exercise. The staff are really nice and helpful. Sometimes we go out on a day trip in the minibus. For example we recently went to Wroxham and stopped off for a coffee on the way. I have a nice room with a toilet. It's a good size. It is all satisfactory. The food is good. You can have what you want for breakfast. We have lunch at about 12:30 and there is a choice of two meals. The choice is fine. The doctor comes every Monday and you put your name down on a list if you want to see her.	5	Service user
229091	You can come and go as you please	Very easy going to live here. You can come and go as you please. I have lived here for four weeks. The food is more than adequate, good quality and well served. There are no restrictions here. I can watch telly until midnight if I want to! I have a toilet and shower in my room. They like you to have help when having a shower which does feel safe. We have activities such as bingo which I've been joining in with.	5	Service user
229052	It's very comfortable living here	I try to get involved with activities as much as I can, although the bingo isn't one of my favourites. The care is pretty good. Some days are busier than others. I've been a resident here for about a year and it's very comfortable living here. I have regular visitors here who bring me treats to eat. In fact tonight I am having a birthday meal with some friends and we will have a takeaway. They don't mind at all.	5	Service user

229051	I love living here	I love living here. I love the house and the garden. The management team and carers are lovely. I have been here six months. At first I found the food a little dull but it has improved. I was allowed to bring my cat which was one of the reasons I chose Chiswick House. Every day I go into the city to meet friends. I can come and go. My favourite activity is the art class. We have had three arts shows so far, with residents, family and staff contributing. I mentioned the food; for breakfast you can have what you want and there is a lot of variety for dinner and tea. I make use of the salon here to have my hair done. Doctors and dentists even call here.	5	Service user
235115	perfect	It's perfect. When you hear other people's stories from other places we don't have things like that happen here. I've lived here a few years and it just feels right for the job. I get on well with the staff, they're a good crowd. My room is nice. There's new programmes and activities every week. It's free and easy. The food is very good. We had a tea party for mothers day which was nice and we're always celebrating people's birthdays. People are taken special care of.	4	Service user
235108	Very happy	I came here for respite and decided to come back. The staff are nice and I get on well with the other people who live here. I don't have to ask twice for anything, day or night. It's nice to know the help is there. The facilities are good and so is the food, you can put in special requests. I have a nice room with everything I need. Very happy.	4	Service user

235107	Very comfortable	The staff are amazing, they really are excellent. They're very patient and cheerful with us. Kate my keyworker is wonderful, she sees me every day. I like to join in some of the activities, I enjoy the armchair travel. We spend lots of time outside and do activities in the garden in summer. They cater for my gluten intolerance very well. It's nice to have a relationship with the school opposite, they came to play music for us which was very nice. It can sometimes be a bit noisy here though with everything going on, I like quiet.	4	Service users
229095	It's a difficult job for them I imagine	I have lived here roughly two years. I would much rather be at home, but the care here is very good. It's a difficult job for them I imagine. The room is small but it is clean and I have my own toilet. I don't eat meat so I find the food somewhat limited in variety. I would say it is slightly below average. I join in with the activities when I can and enjoy playing darts!	4	Service user
229094	The level of care is generally good	I have lived here for over two years. Overall I find the care here okay. It's not like being at home though. It gets you down a bit. The level of care is generally good although they don't always reach that level, but that is understandable. I enjoy the food that I receive although sometimes the meals aren't always like how you might have at home. I have a nice, big downstairs room and I was allowed to put my own pictures up to make it homely. We go on day trips on the bus. I really like going over the road to the Sixth Form for their music recitals.	4	Service user

