

Corton House

March 2024

In March 2024 we visited Corton 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.

Corton House is a care home in Norwich. The home provides residential care for up to 42 people aged 65 or over.

From this visit we received 9 reviews for the home, from residents, staff and family members. The average star rating is 4.

There were positive comments about the quality of the food and range of activities. Several people mentioned that Corton House had a homely feel. Praise was given to newer members of staff although it was also mentioned that in the past, the turnover of staff has been an issue.

Healthwatch Norfolk Officers who visited Corton House noted:

We were welcomed by Activities assistant Mel and given a tour. We were shown accommodation, the lounge, the garden and the new dining area and activities room, currently under construction. The home has recently had extensive renovations and several residents and members of staff commented on how well the work had been carried out, showing consideration to the residents.



Corton House has 38 rooms, all ensuite and of various sizes. Each room has an emergency alarm.

Overall, the building appeared clean, bright and fresh.



The office is next to the entrance and is accessible to residents. There is a digital signing in system. In the corridor that will lead to the new dining area, menus, weekly activities and church services are displayed. Also displayed are details of staff and a wellbeing board.

There are numerous activities throughout the week, including armchair Zumba to promote fitness and wellbeing and regular visits from Billy the dog.

The local GP makes regular visits to the home.

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

There is limited parking to the front of the building.

The manager added *"I feel extremely privileged to work here at Corton House with so many amazing people, the staff and residents are fantastic and have created an environment where people love to live and love to work"*

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

ID	Title	Review	Rating	Who?
229224	I found it really homely and friendly	<p>Mum is 97 and has been here three months. Mum was living independently and we had help at home but it got to the point where we couldn't manage anymore. This was the first home we looked at. We were shown round and just got the right vibe. I found it really homely and friendly. Everyone looks at you and smiles and says hello. The food is "real!" They are so kind and friendly to mum. Mum has found the adjustment hard as she was so independent for so long but she realises that she needs to be here. There has been a massive change in her health. She is eating much more and feels much better. The GP comes whenever mum needs. My mum loves the garden here. She has been told she can have a little dig in the garden just like she used to when she had an allotment. Mum loves the activities, especially the Zumba.</p>	5	Family member
229222	The staff here are excellent	<p>I've been here a year now. They've been marvellous since I've been here. I am a vegetarian and the chef is ever so nice. A vegetarian diet is easier on you as you get older. The staff here are excellent; I can't really say any more about them! I enjoy watching my DVDs and I mostly stay in my room through choice. I don't mind being on my own. My daughter visits when she can. I have my meals in my room; always warm! When I need help I have an alarm to press and they are pretty quick. I use the garden when it's warmer and we have garden fetes here. We have also had visits from alpacas and miniature donkeys. One donkey went up in the lift! We have Billy the dog who comes to visit me. I feel safe and sound here.</p>	5	Person who lives there

234679	It's a privilege to make people smile	<p>I've seen a lot of changes in the years I've been here. There was a high staff turnover with several managers but it's been settled since the current one. I'd never have thought to choose this job but it's a privilege to give people enjoyment and make them smile every day. We have a three-week programme and a residents' forum so they can make suggestions. We're looking forward to taking people out again to places like the beach which all stopped after Covid.</p> <p>You have to have lots of patience as it can be challenging and communication about meal times between the carers and kitchen could work better but that's being worked on. All in all everyone's friendly, they're a really nice bunch.</p>	4	Staff member
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234638	The people feel like family	<p>I join in with everything! I'm independent most of the time and very lucky I can walk about by myself. I like all the activities as they suit one section of the community or the other. My favourite is Bananagrams but I also like to help other residents join activities that they like. It was lovely to go to Town Close school for afternoon tea, and their visit to us. They talked about their hopes and aspirations which made me relive my youth! The two activity girls are absolutely superb. They keep us going in body and mind. They shop for us, they do anything! The people here feel like family. There's no staff I don't get on with. They check whether I need anything and everyone is lovely as far as I'm concerned. The manager always has an open door, you can talk to him about anything. He's really hands-on and comes in early to help the staff if needed. He's the best manager since I've been here, he's excellent. The food is excellent too, I can't complain at all. We have meetings every three months and if there's complaints, they're usually sorted out. Apart from laundry! It can get muddled when Jenna isn't here.</p>	4	Person who lives there
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234637	We all work hard together	<p>The residents are the best part of the job, they're really good company. My role is really varied which I like, with different levels of busyness. The building work has been a bit of a nightmare but we've all worked really hard together - staff, residents and refurb team - to make it work. No big dramas! We can see the end in sight and it's for a positive change.</p> <p>There's a good mix of staff backgrounds, experience and personalities which is good as you get different viewpoints. The team was unsettled and a bit negative previously but management did a huge recruitment drive and now we have new people who are positive and embrace change. The bank staff are also regulars so they know the residents, team and building which makes a huge difference. Teams cover each other well because they know all the roles and get on well.</p> <p>I really like that there's no pressure to fill beds, it's all about making sure we're the right fit for people and can give the right support.</p>	4	Staff member
234634	I like my room	<p>Here is far, far better than where I was before. A lot of the girls are good, we got on with them so well. There was a difficult member of staff but management sorted it out. I like my room, it's quite nice as I get the sun in the evening and it's surprisingly quiet.</p> <p>I had such a busy life before that I don't do much of the activities but I'm happy with that as I like to relax now.</p> <p>Smaller portions would be better, the quality is good but we get too much. They don't seem to realise elderly people have less appetite. You do have a lot of choice as you can choose each element of the meal.</p>	4	Person who lives there

229225	I was told "this is your home"	I've been here four months. I was told "this is your home" and it feels like it. They make you feel at home. The care has been marvellous. I'm lucky because I can look after myself but whenever you need anything they help. I wouldn't be afraid to be ill here; I'd be well looked after. The food is too good and I have put on weight. The quality and variety is good but if the menu isn't to my liking I can ask for an alternative. I prefer to sit in the quieter areas. I love to do the crossword and number games and aim to complete all the papers before the end of the day!	4	Person who lives there
229220	I feel warm, safe and fed	I've been here roughly a year and a half. I'm happy in general with the staff; good experiences so far. I don't take part in as many activities as there are available but I do enjoy Zumba and quizzes. It varies from week to week. We all have different needs and there are different activities for different people. I do courses on my own computer and I enjoy watching the television. I would say the food is good. There is a choice of two; meat or vegetarian. If someone wants something different then they try. It does vary. There have been lots of building works but they have been very considerate. I can have visitors any time. I feel warm, safe and fed. There is a new alarm system and people do come if you use it. I also have my personal alarm. Good value for money is what it is. Sometimes there is quite a lot of staff turnover.	4	Person who lives there

234678	My special carer is lovely	<p>It's very nice really, there's always little things to annoy you but you have to accept that. The food is exceptional, we have a good choice. We have the best quality stuff every day of the week - good quality meat and fish. I don't like quizzes and things but I join in with flower arranging and knitting. I'm knitting now ready for the summer fete.</p> <p>The people who work here were lovely but it's different now as there's lots of new ones who don't seem to do things the same. They're polite but I suppose they're still learning. There's been lots of changes and you never quite know who you'll get. I've got a carer that is a special carer for me. She's lovely, we've got quite friendly. I really can't fault it.</p>	2	Person who lives there
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