

# Docking House

## April 2024

In April 2024 we visited Docking House 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.

Docking House is a care home in Docking, a village near the north-west coast of Norfolk. The home provides residential care for up to 39 people, many of the residents are living with advanced dementia.

During this visit we spoke to residents, staff and visitors and received five reviews for Docking House. The reviews have an average star rating of 4.4 out of five.

Healthwatch Norfolk Officers who visited Docking House noted:

At the time of our visit Docking House was at full capacity with 39 residents, and with a focus on residents living with challenging Dementia.

We were given a tour of the building. All the accommodation is situated on the ground floor and the large open communal areas are decorated with pictures and slogans, giving them a homely feel. The large conservatory was especially bright. In the centre of the building is a secure, Dementia friendly outside space.

The bedrooms and corridors to the back of the building do feel cramped and tired, however the manager showed evidence of continuing redecoration and building works to brighten these spaces. The bedrooms to the front of the building (in a purpose-built section) are larger and form the ten rooms that are ensuite. In general, all the areas of the building we visited were clean and fresh.



We were informed that there are activities each day, including drawing, jigsaws, indoor chair basketball, quizzes and visiting musicians. We were informed of plans to take some residents out for walks and shopping on a more regular basis in the future.

The members of staff we met were professional, smart, kind and welcoming.



The reviews are displayed in the table below and can be found on our website [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk).

ID	Title	Review	Rating
236078	Recently the home has come on leaps and bounds	<p>I enjoy working here and spending time with the residents. I like getting residents well presented. Lots of them enjoy a bath or shower and I enjoy taking time with them so they have a good experience. I enjoy chatting to residents about their lives particularly hearing about when they were younger. I enjoy the banter with staff and residents. Some of the residents behaviour can be challenging but I enjoy working with them. Sometimes when staff are off sick the role can be a little challenging.</p> <p>The home is a lot better since Sherry has been the manager, it has come on leaps and bounds. Sherry cares about staff and residents and will step into any role if necessary. Recently there has been improvements with decorating including changes to the environment creating spaces that help to keep the residents calm. Sometimes I bring my dog in which the residents enjoy.</p>	5
236066	They look after mum really well	<p>I think they are looking after mum really well. I also see the staff regularly checking on the other residents to check they are okay. The food is nicely prepared and they offer regular drinks. We can visit when we like, we can just turn up. Mum seems happy and she likes to sit and watch telly which she did a lot at home. The home has been incredibly accommodating and welcoming. We look at the Facebook page for updates and we can see the activities happening when we are not here. Mum has only been here a short while and it is a difficult time for her and her family to adjust but the staff and the home overall have been really helpful and good.</p>	5

236068	I like my room	I am okay and I like my room. I like having my fish in the room. It's nice to have all these pictures of my family too.	4
235943	I enjoy living here	I enjoy living here. I think the staff are brilliant. To me the food is alright; the food is a bit too healthy for me! I'm happy with my room. There isn't anything that I can think of that I would improve. I enjoy sitting in my room, listening to my music.	4
235942	I feel safe and secure here	I feel safe and secure here. I do like it. Drawing is my thing. I also like to do the puzzles, especially the smaller ones. I'm eating better here than I have been. I've got a nice bedroom. The activities keep my mind busy. The staff are very helpful, kind and considerate. I enjoy sitting in the sunny conservatory.	4

