

# Heath Lodge

**April 2024**

In April 2024 we visited Heath Lodge 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.

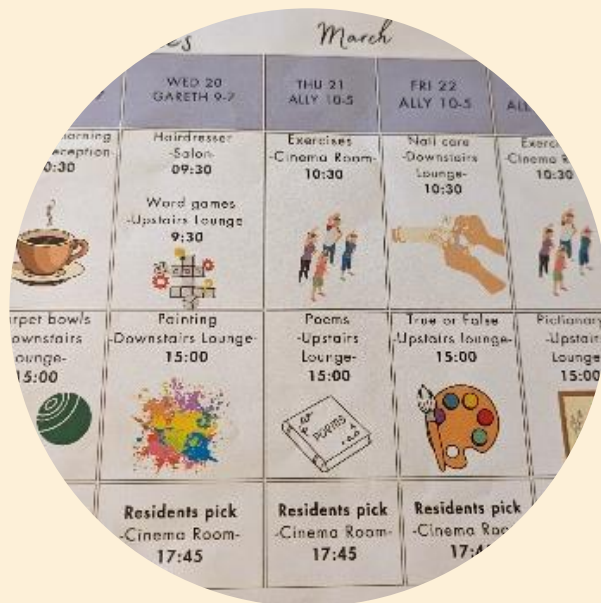
Heath Lodge is a care home on the outskirts of Holt, a town in North Norfolk. At the time of our visit Heath Lodge had 41 residents (with a capacity of 66), mostly privately funded and with a mix of some people who are living with dementia and some who are not.

From this visit we received six reviews for the home, four from residents and two from members of staff. These reviews have an average star rating of 4.1 out of five.

Several people commented that they liked their rooms and praise was given to members of staff who “really go the extra mile”. Most people who live there said that they liked the food. One person expressed some concern that people living with Dementia might miss out on some of the activities.

Healthwatch Norfolk Officers who visited Heath Lodge noted:

We were given a tour of the large building (served by several staircases and lifts), which is on two floors. Most of the people living with dementia have rooms on the ground floor. Each floor has wide corridors and clean, bright dining and relaxation areas. There are also more private lounges, a cinema room and a salon where residents can book themselves in. The décor is a consistent neutral, giving the home a hotel or show home feel.





We were shown a vacant room which appeared to be spotlessly clean and with a Profile small double bed, call bell and soundproof doors for added privacy.

There is a wide range of activities, including coffee mornings, knitting, carpet bowls, art and exercises. The garden is neatly kept and secure for safe use of residents, with outdoor furniture and lawns. All the members of staff we met seemed efficient, 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	Who?
235491	It's good but not always enough to do	It's good but it does have it's ups and downs. The meals are good and I am very happy with my room. It's nice that the church visits and we had a lovely service on Sunday, Father Howard gave a lovely talk. We had holy communion too. Between meals there is not really much to do. There used to be someone who ran exercises classes but they are not here now. We are looking forward to the summer when we can get outside more and plant some flowers. My garden was my hobby and I miss my garden now. I have a good friend here and we look out for each other. It's also good when the families with their young children visit. We have different musicians visit, one plays the violin another one plays a harp and there is a banjo player too. We enjoy the singing. We can also have our hair and nails done.	4	Person who lives there
235531	I feel quite happy living here	I've been here since August. I feel quite happy living here. I spend a lot of my time in my room but that's fine, it's a nice room. If there is anything I want to join in with I always can. There is always a good selection of food which I enjoy; they make really good cakes here!	4	Person who lives there
235525	I love working here	I love working here. I used to work nights, but I've transferred to day shifts. I've been here since the start. It's been a bit of a rollercoaster ride since I started here but I feel 100% supported by management and colleagues.	5	Member of staff

235518	It's a refuge here and I feel safe here	<p>I've been here six months. It's a refuge here and I feel safe here. It's a nice place to be stuck in. The care is good although sometimes it feels as though there are not enough staff. It's a very nice place. The staff help you organise what you want to do. The food isn't bad, it varies. There is a programme of events every day and you can join in when you want. Some of the carers really go the extra mile to set things up nicely for us. I think the dining chairs are too low for the tables! I try to get exercise by walking around the building and we can go outside to the garden if we like to. I always feel like I can invite friends and family to see me and it's always fine if they want to stay for lunch.</p>	4	Person who lives there
235505	I enjoy working here	<p>It's enjoyable working here and the hours can be flexible to suit. sometimes lunchtimes can be irregular in terms of timings and more regularity would be good. Some of the activities organised for the residents can be really good but they don't always run to plan. It's good when the residents living upstairs are involved with some of the daily things like setting the table and they seem to enjoy helping us. I think some of the residents with dementia may miss out on the activities. There are not always so many options for the residents with dementia. We have regular resident meetings, but I don't think the residents with dementia have enough input. Sometimes we have visits to the home from the Friend In Deed charity which helps to encourage friendships across generations. It's lovely to see the young families with the residents and the residents seem to enjoy the visits.</p>	4	Member of staff

235499	I'm very happy here	I think the decoration is good and I feel well looked after. I'm quite happy and I have friends here. The food is fine, it's alright. I love my room, I think it's particularly good.	4	Person who lives there
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