

# Iceni House

# Feedback

## April 2024

In April 2024 we visited Iceni 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.

Iceni House is located close to the centre of Swaffham, a town in west Norfolk. The home provides residential care for up to 75 people, including support for people living with dementia.

From this visit we received 8 reviews from residents and members of staff about their experiences of living and working in the home. The reviews have an average star rating of 4.1 out of five.

Healthwatch Norfolk Officers who visited Iceni House noted:

Iceni house is bright, and the accommodation is spread over two floors. All bedrooms are ensuite and personalised with items. Staff told us that the upper level was about to be redecorated and residents have been involved with choosing the colours. Iceni House has it's own hairdressing salon which was in use during our visit.

Staff showed us different communal areas including dining rooms, lounge areas and a dedicated activities room which was being prepared for a painting activity, later in the day. Throughout the home there were snack stations with

assorted snacks and drinks for residents to help themselves. The ground floor provides accommodation for residents living with dementia and here, staff told us about plans to create themed activity boxes to be left in different areas of the home for residents to explore. In the wide hallways, walls were decorated with a variety of pictures and objects including themed areas.



Outside there is a large, enclosed garden for residents. There is also a smaller garden space which staff said was in need of some work, and told us about plans to make it accessible and safe for residents. Staff showed us an achievement folder which was a picture record of individual and group achievements at Icen House.



Overall, residents seemed comfortable and happy in their home, and those who were able valued the opportunity to make visits out of the home. Residents told us they liked their rooms and enjoyed the food. One resident told us how they were able to be part of an interview panel for new members of staff. They appeared to value this and were able to ask questions from the residents' perspective.

Staff we met told us they enjoyed working at Icen House and spending time with residents.

In response to this report the care home manager made the following statement:

“On behalf of all of the staff and residents of Icen House - Thank you for the time Healthwatch spent at Icen, both your initial short introductory tour, then the extensive time you spent in our service, talking and listening to our residents and staff.

I would just like to clarify a few points that I believe will help external viewers. One of our residents was uncertain about visiting times - that's possibly because we do not have any! We have an open-door policy - it is our residents home so people visiting should be a personal choice - we do try to facilitate this as much as possible. However, if there is an acute need due to - for example - an outbreak of a respiratory influenza, and we have been advised to by the relevant authorities, then understandably we will reduce / restrict access. IF that occurs, we always inform all of our regular visitors.

I was so pleased to see how many of our residents are encouraged to make all their own choices; It is important to all of us that the residents are able to choose as they wish, and we endeavour to support all of our residents to live life fully.

I read with interest the comments of the resident who spoke eloquently on her role in interviewing potential staff - other residents are also involved in the interview process, and we believe passionately that we should involve our residents, when appropriate, with our recruitment processes - its their home, not ours!

I read the comments concerning breakfast service - and have asked the kitchen to source some individual milk jugs to facilitate choice of volume. (This is why having feedback from external reviewers is so important - it's a help to improve our service). It is also by coincidence that the new summer menus, an additional hot choice has been added to the evening menu to further extend available choices for all residents.

I have ordered a system - called Kloud from a company called Kim Systems to help us track call bell usage and response times - I am hopeful that it should be installed soon, but the company has had some testing issues. Once again it is wonderful to read so much positive feedback, and that people in our care both enjoy living here and have good outcomes in their lives. I would describe us as a good service, that continues to grow and develop to improve all that we do.”

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
236832	It's like a hotel	<p>We have just moved my friend here from another care home as I was not happy with the care she was receiving there.</p> <p>I stopped by here just to ask if we could make an appointment to look round and they showed us round there and then which proves they had nothing to hide which was reassuring, nothing was too much trouble and they spent a long time with us showing us round.</p> <p>It's great how there are snacks and squash available all day. Today is her birthday and they have put a banner on the door and when we arrived they went off to find us extra chairs. We are concerned about the medication she has been put on and feel listened to here and they will talk to the doctor.</p> <p>There are lots of things for her to do and she likes the food and says it's good which is great as she can be very pedantic. All the staff have smiles on their faces and we have been given a warm welcome.</p>	5
236627	Teamwork is good	<p>Teamwork here is good, yes absolutely good. I can't think of anything at the moment that would make it better.</p>	5
236836	It's great	<p>I think it's very good here, I don't have to do anything, everything is done for me. I spend lots of time colouring and the staff bring me in colouring books, I have even done some paintings for the home.</p> <p>I have been here just over a year and I think it is wonderful.</p> <p>The food is good and is cooked fresh every day.</p> <p>The things they put on are good, I like it when they have singers. I have a CD player in my room so I can play my own music. 3 of us have decided we like have our meals together so they let us do it in a separate room.</p>	4

236835	Very nice staff	<p>I most of all like the people here, the staff are very very nice, I don't like it if they leave and there is a change.</p> <p>The whole home is clean and the food is good, there are two things to choose from every day.</p> <p>I have breakfast and tea in my room, but it's nice to join other people for lunch.</p> <p>I have my hair done here once a week and my daughters come to see me regularly.</p> <p>I don't think they can do anything more and I am allowed to make my own choices.</p>	4
236831	They care	<p>On the whole the staff care about us all. Sometimes you get an agency staff worker who don't smile and just walk in and say what do you want, but the main staff that work here all smile and talk to you when they come in your room.</p> <p>Someone coming in smiling and saying hello makes all the difference. I can't do many of the activities as I am losing my sight. I was feeling very upset as I used to do so much to help in the community. I now help here if they are interviewing new staff, I can ask questions from a residents point of view, it has made me feel more useful and that I am helping. I have even had staff that have started to thank me for the job.</p> <p>The food isn't bad but I do get a bit sick of sandwiches every day. Also in the morning if I have corn flakes they put the milk in and it goes soggy, I would like to be able to put my own milk in.</p> <p>It can take a long time for the bell to be answered but I know they are busy.</p>	4

236633	The staff are very joyful	<p>It's a nice pleasant house. The staff are very joyful and ready to help when you ring. They are there to help. Sometimes when you ring your bell it can be a bit of a wait before I get a response and if it was an emergency I don't think it would be very good. It has been a big adjustment coming here as before I was doing everything for myself and now I can't do very much. This morning I am still in bed because I am waiting for the nurse to visit and do my dressing but I usually sit out in my chair. I have my breakfast and supper in my room but I do have lunch with some of the others. I am glad because I have met some pleasant people.</p> <p>The food is generally good but I do have less appetite now which is probably because I am doing less. I have several friends visit, in fact I didn't realise I had so many. My family live further away so it is difficult for them to visit. I think the visiting times are flexible because I thought it was from 2pm, but my friend came at 11am and I was surprised they let her in. My priest is also able to visit and has been in with Holy Communion.</p>	4
236628	I like working with the residents	I like working with the residents, it's a good part of the job, it's the best bit. Overall it's all okay.	4

236833	I get to go out on my own	<p>I have been here just over a year. I don't like care homes and would much rather be at home on my own not living with other people but due to my disability I can't. I feel like there is nothing for me to do here, it's all for much older people. I am lucky as in my wheelchair I can take myself out and about, if I need to see a doctor I just make my own appointment and get myself there, I have even taken myself into town for fish and chips.</p> <p>I do not like the food here, I eat a dairy and gluten free diet and they do not cater for that so I get my own food brought in and they cook it for me, it's sandwiches every night for tea and they do not always have brown bread which is annoying.</p> <p>I would love to do something to volunteer but they can't find me anything, I am waiting to hear back from age concern to see if I can do some befriending over the phone.</p> <p>The staff are lovely, I love the staff, I don't have any problems with any of them, I just do not want to be here.</p>	3
--------	---------------------------	--	---