

Nightingale Lodge

Feedback

March 2024

In March 2024 we visited Nightingale Lodge 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.

Nightingale Lodge is situated in the west Norfolk town of Hunstanton. The home provides care for up to 29 people, including support for people living with dementia.

From this visit we received 10 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 4.2 out of five.

Healthwatch Norfolk Officers who visited Nightingale Lodge noted:

Nightingale Lodge had a homely feel, and we were made to feel very welcome. The living areas downstairs included a large lounge/conservatory area with residents seated together, a smaller quiet lounge and a dining room.

Outside there is an enclosed garden area with seating for residents. In the garden we met one of the resident cats and were told there were two cats living at the home both with their own care plans.

Staff told us

The transition from paper to electronic record keeping had freed up more time for staff to spend with residents.

We were told that cooking and menus were based on availability of supplies at the butcher and the availability of fruit and vegetables locally. Individual food preferences and choices were accommodated as and when required. "If residents have any particular requests we can pop to the shop and get them. For example, we got some smoked salmon and houmous for a resident recently."



Overall, residents seemed comfortable and happy in their home, and those who were able appeared to value the opportunity to make visits out of the home independently. Residents told us they liked their rooms and enjoyed the food.

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

ID	Title	Review	Rating
235227	The staff are really good	<p>I chose to come to this home and when I arrived they made me feel very welcome. There was a sign saying "Welcome to your new home". I think I have the best room. It's big and overlooks the garden. When the staff go outside for their breaks they wave at me which is nice. I do miss the cooking I used to do at home but the staff let me do all the sprouts for Christmas Day. The food here is good and I enjoy it. They will also accommodate food preferences and any dietary needs. I can go to church if I want and we can go to the Methodist church which is just next door. I am going out with my daughter today. The home arranges trips for us too. We went to see the Abba film in Kings Lynn and had tea at the Dukes Head which was at our request. The staff are also planning a trip to Banham Zoo. Sometimes we have singers at the home and we enjoy the quizzes. The staff are really good but sometimes we need to be patient with some of the other residents.</p>	5

235218	I enjoy working at Nightingale Lodge	<p>I have worked here for many years in different roles and I enjoy the variety. I think we are good at treating residents as individuals. Some of the residents go out shopping either on their own or with a carer. Some residents go to the church and we offer different activities in the home. Recently we changed from paper records to electronic record keeping and I am still learning but it does seem good. I have done lots of training whilst I have been working here. We are able to take residents on trips out and we can book the Black Swan group minibus for bigger trips. We are planning trips to Banham Zoo and the Muckleburgh Collection. Residents partners are able to come in for lunch if they wish and for Birthday Celebrations family members are able to visit for a roast lunch.</p>	5
235118	It has a good reputation locally	<p>I have lived here for 9 months and I wouldn't be alive today if I hadn't of come here.</p> <p>I had a big fall at home then came here from the hospital. I have had a couple of falls since I have been here but I have been well looked after.</p> <p>I get out at least twice a week, someone takes me because of my wheelchair. They make sure I get to church every week.</p> <p>Sometimes someone brings in some small animals which is good and we also have two cats that live here.</p> <p>The food is good, I like the meat pies and the desserts are nice.</p> <p>We have different entertainment like singers or a quiz.</p> <p>My room is nice, they have put up all my paintings in my room and along the hall.</p> <p>This home has a good reputation locally and I am happy living here.</p>	4

235117	Feel well looked after	<p>I have lived here about a year and I feel well looked after.</p> <p>The food is very good and I have a choice of what to eat. You get a glass of wine or sherry at lunch which is nice.</p> <p>The other day we had people come in with animals like hamsters and gerbils which was good and they do outings that you can go on if you want to.</p> <p>I feel you are given the choice of what to do when you want to do it.</p> <p>My room is nice and comfortable.</p> <p>I have visitors that come and see me and they can take me out if they want to.</p> <p>My wife is blind and brings in her guide dog with her which everyone loves.</p> <p>I have people from the church come her and I go out to them which is good and important to me.</p> <p>One of the other residents is going to put on a Christmas play which will be fun.</p> <p>I would rather be in my own home, but if I need to be in a care home then I am happy here.</p>	4
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235116	I like it here	<p>I have lived here on and off for over a year.</p> <p>I like it here, I like the staff, I chose to come back here when I left hospital.</p> <p>My room is a little bit small but I only sleep in it so it is not a problem.</p> <p>The food is okay but could do with more salt. You get asked the day before what you would like to choose.</p> <p>I can have visitors whenever I want and if I want to go out I just have to ask and someone will take me.</p> <p>Hopefully as the weather gets better there will be more trips out as it has been a bit cold lately.</p> <p>People come in to entertain us, it good and nice to see different people.</p> <p>I like my TV so don't really speak to the other residents, most of the time I get to watch what I want on the TV unless there is football on. I have a TV in my room so I can always go to my room and watch it if I want to.</p> <p>I really can't think of anything they could do any better.</p>	4
235112	No complaints	<p>I have been here 2 or 3 months and I have not complaints about my care. I don't want to be here but it's as good enough as anywhere to live. I wanted to go home but my daughter wouldn't let me.</p> <p>I didn't really bring very much with me, just some books but I would like something to do with my hands like some Lego.</p> <p>The meals are okay I have no complaints about them.</p> <p>I tend to keep myself to myself as I like my own company.</p> <p>The staff do take me out for a walk a couple of times a week.</p> <p>I just wish I could move around more independently may be with a walker as I have to be pushed everywhere in this chair.</p> <p>It will be nice to sit outside when the weather is a bit warmer.</p>	4

235111	I am content	<p>I have been here 7 months and it has been a big adjustment. I did not know I needed to be here until I was here and that took a lot of coming to terms with. I feel lucky as I am mobile so can wander the building with ease and nobody stops me or tells me not to. There is a small garden which I enjoy sitting in when the weather is nice.</p> <p>I can go out by myself and try and have a walk twice a day. I do have a mobility scooter but I am not very confident using it on my own.</p> <p>The girls here are beautiful, I don't think anyone should have to do the things they have to do but they are so patient, understanding and kind, they never blame anyone for any mess.</p> <p>I have just moved rooms so it is bigger than the one I had before and very nice. I don't tend to mix with the other residents but that is down to me.</p> <p>The staff are absolutely brilliant, nothing is too much trouble. Even the manager is really approachable.</p> <p>I am very fussy when it comes to food and I find it difficult, but they have tried really hard to cater to my needs but I know it's down to me not them, but if I am hungry I can buzz for someone day or night and they will make me some toast and there is always fruit available.</p> <p>It's good as when you have dirty cloths you put them in the basket and then the next day they are back with you washed.</p> <p>My grandson comes to visit me and brings in his dog which is lovey, everyone loves to see him.</p> <p>The minute they see something wrong they will put it right.</p> <p>I can't say I am happy as I don't want to be here but I am content and well looked after.</p>	4
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235226	I have good fun here with my friend	I felt lonely at home so I chose to come here after my husband died. There are none of the responsibilities of running a home here and that suits me. I had a choice of two rooms and I now have a good friend here. We have good fun together and she has a good sense of humour. It's nice to know she's there. The food is very good. We have two ladies who do the cooking and they both have their own specialities. There is lots of entertainment and some of the music is very good. I have lots of freedom and I can go out when I like. I have a walker that I use but I have just bought a mobility scooter. Some carers are better than others but they are all kind. I enjoy the fact that they give me lots of freedom and independence. I make my own bed and go to Sainsbury's to buy things when I like. I can also buy wine for my room if I wish. We do get wine with our meals if we wish too. I keep busy and I am just mending another residents jumper for him. Sometimes they bring animals in for us, like cats, guinea pigs and rabbits. We also have two cats that live here. They are very well fed. One was a stray but belongs to the home now and the other one belongs to one of the residents.	4
235223	I have good work colleagues and we all get on	I enjoy chatting to the residents and they are the best part of the job. I enjoy the whole job and I have good work colleagues, we all get on. I think everything we do is to make it feel like home. I like the fact that they get the vicar in to see people if that is something they want. Some of the residents also visit the church for services. As staff we get offered lots of training. One thing that frustrates me a bit is if I see residents asleep a lot of the time I think it might be because they don't get enough stimulation. However the home does seem to be offering more for residents now.	4

235219	I enjoy making the residents smile	<p>I like working here and enjoy the banter and chat with the residents. I like helping them and fulfilling their needs. I enjoy interacting with the residents to make them smile. Those who are able to go out really enjoy that and when they come back they are often chatty and happy and I think this helps the mood of some of the other residents too. Residents also seem to enjoy movie nights and are offered other activities like having their nails done. We try our best to meet as many needs as we can. I think the home is run well. Occasionally there can be some communication issues but eventually things get sorted and it's fine.</p>	4
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