

The Beeches

Feedback

March 2024

In March 2024 we visited The Beeches Care Home to speak with the people living there about their experiences with the home. 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

The Beeches is a care home in East Harling, a village in South Norfolk. The home provides residential care for up to 45 people aged 65 or over.

From this visit we received 3 reviews for the home from people who live there. The reviews have an average star rating of 4.3 out of 5.

The people we spoke to told us staff members work hard to create a pleasant environment and respond to individual requests. There is a range of activities on offer including trips outside of the home. Shortages within the team were said to have an impact on some aspects of care provided, such as regularity of baths.

Healthwatch Norfolk Officers who visited The Beeches noted:

Communal areas were welcoming spaces with plenty of seating and access to the large well-kept garden.

The home has regular visits from local children which is reportedly a very popular activity.



The Beeches appeared clean and had comfortable furniture. Consideration has been given to brighten the environment with artwork and on the walls.

Overall, people living at the Beeches felt the carers do their best to make them feel comfortable.

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

ID	Title	Review	Rating
228850	Everybody was smiling	<p>I've been here a month and I felt the warmth of people straight away, everybody was smiling. I started burning and cutting myself cooking at home as my eyesight was failing which is how I came here and it's absolutely lovely. I find the colours in my room very restful and I've got my plants in there.</p> <p>They tell you to always ask if there's something you'd like or want to do and they do their best. They're so obliging. I can have visitors whenever I want and they can take me out.</p> <p>Sunday lunch was gorgeous last week, a proper one with lamb and lots of vegetables. Lunch is the main meal and the desserts are lovely.</p>	5

228849	The girls are marvellous	<p>The girls are marvellous, I have no fault at all with them. I don't know how they keep their patience as they do have challenges. I came in for respite care and now I stay. I have a lovely room and the food's not bad, you have two choices for dinner. I enjoy lunchtimes as there's six of us who sit together for a natter and put the world to rights!</p> <p>The activity ladies are marvellous and take me to see my friends every month as I've lived in the area for 30 years.</p> <p>I do enjoy being in the lounge for things at Christmas time but other than then I'm not comfortable in there as I don't always want to do the activities and I can't always get somebody to help me leave if I want to. I'm supposed to have a bath once a week but it's been slipping lately and it's been ten days since my last one. I do get a chair wash but it's not the same. I've spoken to the manager and she is going to sort it out.</p> <p>I also think they shouldn't take carers off the floor if they're short-staffed in the kitchen, it seems a shame as they're qualified people.</p>	4
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228787	All the staff are very kind	<p>All the staff are very kind and nice. Louise is the most helpful and anything you ask her, she will do. I have a very nice room and it is one of the best. I would not wish to go anywhere else- I suspect there is nowhere better than here. The food is very good, but not as good as when I first came here, although the chef does spoil me a bit! If you want more food the staff are more than happy to give it to you. I have 3 bells in my room and the staff come very quickly if you press the bell. I have my own bathroom and have never heard anyone complaining about the toilet arrangements. If I want anything from the shops, the staff will get it for me. People can visit anytime they like which is convenient. I can't think of anything to complain about, although a resident woke me up as they were outside my room, but staff were apologetic about it. It's a bit disturbing though and if it continues, I will lock my door. In the summer, you can walk around the garden. They put on lots of activities, some are good but some are noisy. I rarely sit in the living room as most people are asleep and most people here are not well enough to make friends. I'm perfectly happy here, all the staff are kind and there are none of them I would want to leave.</p>	4
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