

The Maltings (Oakwoods)

April 2024

In April 2024 we visited The Maltings Care Home (now known as Oakwoods) 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.

Oakwoods is a care home in Fakenham, a town in north-west Norfolk. The home provides residential care for up to 43 people aged 65 or over.

From this visit we received four reviews for the home, three from residents and one from a family member. These reviews have an average star rating of 4.25.

Praise was given to “kind” and “hard working” staff. Two people mentioned that they appreciated when the home organised visits from their doctor. One family member was hopeful of a bright future with the new owners.

Healthwatch Norfolk Officers who visited the home noted:

At the time of our visit The Maltings had 24 people who lived there (with a capacity of 43), mostly Norfolk County Council funded with some respite, some private, and with a mix of people living with dementia and some who are not.



We were given a tour of the large building which is on two floors (served by several staircases and lifts). Each floor had quite large communal relaxing and dining areas. The corridors were decorated with displays such as flower pictures and wartime memories. The décor appeared a little dated but very clean, as were the bedrooms. Each bedroom has ensuite facilities and an alarm bell.

There were activities every day, including “knit and natter”, bingo, Scrabble and film showings. The home also welcomes visits from the local Primary School, visiting singers and musicians and we were also shown the results of recent quizzes against some other homes under the same ownership.

There was a secure courtyard garden which looked a little tired although we were informed that it gets a lot of use in the warmer months.

The members of staff that we spoke to seemed professional, kind and welcoming.

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

ID	Title	Review	Rating	Who?
235582	I'm very happy in my room here	The food is up and down. It's not like homecooked food. When they are short staffed, those girls run around in circles, they work so hard! The new manager has brought in extra staff which has improved matters. I've been here seven years. The activities downstairs don't bother me, but I've got my music, TV, my word-searches; I'm very happy in my room here and always make the staff laugh. We had the Shanty Men here once and I even had a surprise birthday party!	5	Person who lives there
235884	Staff are very good	My husband and I live here together. We like it in general, they're very accommodating. The staff are very, very good; we all gel together. There's so much to do and visitors can come in to see us whenever. If we need to see a doctor or optician or anything then they come in to see us.	4	Person who lives there
235584	I'm happy with the current care that I see	We had a meeting with the new owners and if they do everything they say they will then everything will be smelling of roses. I'm happy with the current care that I see for mum. Being a carer isn't just personal care; it's taking care of the residents as people. During lockdown they were absolutely on the ball. Mum was seriously ill a couple of years ago and we fought to get mum back to the Maltings. Since then, the staff have been amazing and they were so happy to see mum return. The new manager has been good. The communication from the home about mum is great. If there is an emergency, they telephone me.	4	Family member

235579	I would recommend this place to someone else	<p>I couldn't manage on my own and it was recommended to me that I come here. My family pop in and see me. I'm quite content here. I have been here about two years. It has been a change, but you adapt. I find the carers very kind; not too strict, they're just doing their job. If I want to see the doctor, the staff arrange that. The food is reasonably good but monotonous. I eat what I can and there is a little bit of choice. I do sometimes go down to the dining room, but I mostly eat in my room. I have no complaints about the service here, they are very tolerant. They know my idiosyncrasies and I know theirs. I like to keep in touch with friends on my telephone. I have an alarm bell and they do come. I'm being well treated and well looked after. As far as I'm concerned, I would recommend this place to someone else.</p>	4	Person who lives there
--------	--	---	---	------------------------

