

The Old Vicarage

Feedback

April 2024

In April 2024 we visited The Old Vicarage Care Home to speak to people living there about their experiences at the home. We also spoke to some members of staff about their experiences. This visit formed part of our targeted engagement visiting care homes around Norfolk. When all the visits are complete a summary report will be produced.

The Old Vicarage is a care home in Ludham, a village in the Norfolk Broads. The home provides residential care for up to 22 people aged 65 or over. We were told that the number of beds is set to increase in the future.

From this visit we received 7 reviews for the home; 6 from people who live there and one from a visitor. The reviews have an average star rating of 4.3 out of 5.

Healthwatch Norfolk Officers who visited The Old Vicarage noted:

The manager was recently new in post and was therefore unaware of our visit but was welcoming and allowed access to all appropriate areas.



The team spoke about each other with respect and expressed positivity about upcoming improvements.



The home was clean with a bright lounge area for residents to socialise in. Several of the rooms we saw were spacious and many had doors opening directly onto garden areas.

Most people we spoke to reported feeling satisfied with their care and the environment. Comments were made regarding the changes that have taken place over the last year with some stating the construction of an extension has depleted funds available for the rest of the service.

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

Review ID	Title	Review	Rating	Who?
235492	Friendly staff	Very good. The staff are very good, they're friendly. I feel settled in. The staff help me to go outside when I want to smoke. I'm not as keen on having agency staff but the regular staff are nice. Fortunately we don't have agency too often. The food is very good. We did have an activities person but they left, we're waiting for someone new to start for that. I sometimes go out and about with my family or they come to visit me here which is nice.	5	Resident
235488	Kind and helpful staff	I find it nice here. They're ever so good, the staff are lovely. They're kind and helpful, and we all have a good laugh. The food is good, we can choose what we have. We watch films together and someone comes around to paint our nails for us.	5	Resident
235377	Brilliant!	I'm alright living here, it's brilliant! I get on with most of the staff, some I don't of course. The food is very good, you always get a choice and they tell you you can ask for something different if you don't like it. I used to have an allotment so I'm looking forward to getting into the garden and planting some fruit and veg when the weather's nice. I moved rooms into this one which I asked to do and they let me. We have activities in the afternoons which I sometimes go down for. Somebody comes in from the local surgery every week and they make any referrals you need to the hospital. I'm more independent now than when I moved here, I can do some more things by myself.	5	Resident

235379	I'm content	<p>The hands-on care is great, they're a great team. I can't fault my room, I've got a lovely view. The food isn't so good but I was used to my wife's good cooking for such a long time and then my own.</p> <p>I am bed-bound but I have plenty to do with learning things on the internet and video calls with my family. Overall I'm content.</p>	4	Resident
235378	There's been improvements	<p>The staff are very good, very kind. Previously we weren't told about when things changed or why but hopefully the new manager will, she talks to us lots now. There's been improvement in a lot of ways. Activities have been on and off but there's a new person which is good as residents need something to do. There's been a lot of chef changes with varying quality!</p> <p>The extension probably shouldn't have been done, it could have been better to not have it there but here we are.</p> <p>There's an open door for visitors as long as you're mindful of mealtimes, which is nice.</p>	4	Visitor
235376	Staff are friendly	<p>It's alright. My room's ok but I'm mostly out as I don't like just watching TV by myself. The food isn't too bad, you choose from a menu and I usually like it. The staff thicken my drinks and things for me and they're friendly.</p> <p>Sometimes there's a bit of conflict between residents which I don't like but it can be difficult when you all lived together. There's some activities but not many. It's livable, not really anything to improve.</p>	4	Resident

235374	Everything is getting cut	<p>When I first came you had more food than you could eat, visitors, trips out, quick responses when you rang the bell but this all changed when the extension got started. Everything is getting cut. Profit is the main priority for the owners, it's all deteriorated. They make decisions that then make it hard for the staff to do their jobs. Carers aren't allowed to spend much time with residents and there's been thirty-nine leave in two years. The staff in the main are first class though, even the new ones without experience. The personal care is second to none. This has improved, and I do get checked on at night now.</p> <p>There have been so many managers over the last year but I am seeing more improvements recently. However the kitchen budget and care budget have been cut, the carers have had their hours reduced. The food quality is bad, you can tell it's the cheap range from a supermarket and it never used to be like that. I have to pay for my own bedpans, pads and blue sheets and I regularly miss mealtimes as I'm having hospital treatment so I have to buy myself extra microwave meals which aren't always heated properly. These costs all add up.</p> <p>There's problems with the car park too as it's been filled with gravel which means it's difficult to get wheelchairs or beds across, and there's no marked space for ambulances so the door has been blocked at times by cars or equipment when they've been trying to take me out.</p> <p>I would give the care four stars but the rest of it is a two.</p>	3	Resident
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