

# Walsham Grange

**May 2024**

In May 2024 we visited Walsham Grange to speak with the people who live 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 to learn more about the experiences of people. When all the visits are complete a summary report will be produced.

Walsham Grange is a care home in North Walsham, a Norfolk town 15 miles north of Norwich and 5 miles west of the coast.

At the time of our visit Walsham Grange had 49 people living there. The home is registered for 75 with the actual capacity at 60 or 61 (as there are some double rooms). Most people living there are Local Authority funded and living with Dementia.

We were given a tour of the extensive building (served by several staircases and a lift) which is over two floors. Corridors are mostly wide and easily navigable and doors to rooms are brightly decorated. People living at Walsham Grange are encouraged to personalise their rooms with pictures and furniture of their choosing. Most of the rooms have en-suite facilities. We were shown a vacant room which was neutral and clean. There are rooms on both floors, with availability and the individual's needs influencing who lives where. The rooms are equipped with alarms to summon a member of staff.



Healthwatch Norfolk Officers who visited Walsham Grange noted:

The home has a dedicated salon, and a hairdresser visits every Monday. A local doctor visits twice a week and people can sign themselves up to be seen. There is a Catholic service once a month, and other denominations and faiths can be catered for.

There is a courtyard style outdoor space, largely hard standing, with seating and tables, and planters.



Daily activities include conversations about people's pasts, and quizzes. One person we met enjoyed doing the crosswords of the daily papers. There was a television lounge

and other quieter areas. There was a room made up to have the look of a pub. The home is also visited by young singing groups. There are two members of staff that have responsibility for activities and well-being.



All members of staff were professional, kind and welcoming. The manager told us about the importance of person-centred care at the home, both in terms of looking after the people that live there and managing members of staff.

From this visit we received six reviews for the home. We received three reviews from people who live there and three from members of staff. The average score is 4.6 out of 5.

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	Who?
238710	The staff are friendly	<p>The staff are friendly. When I ring the buzzer they come running! They all know me. I find my room fine. Most of the time I get up and go to bed when I like. Most of the time it's okay. The food is good; we get choice. If there is something on that I don't like then I can ask for a bacon sandwich. There's usually two choices for lunch.</p> <p>I spend my day reading, watching TV and sometimes I take a stroll around. My relatives visit me here. Overall my experiences here have been fine. The carers look after me; they're good. I enjoy chatting to the staff.</p>	5	Person who lives there
238698	The staff are very attentive	<p>My dad has been here about 18 months. He doesn't really like living here on his own. Sometimes he is more settled though. The care has been fine; the staff are very attentive. Sometimes it can be hard to get through on the phone although I try and visit two to three times a week. We can't grumble at the food; it's great! If I am here they always offer me some dinner; it's nice to sit and eat with my dad. The communication is really good. They always let me know if something is wrong. They re-assure me that things are okay. Dad has seen a doctor here at the home. I feel safe that they would get a doctor in when needed. Dad's room has an alarm fitted.</p>	5	Relative

238716	It's like a first class hotel here!	I've been here about a year. The staff here are wonderful. I won't hear a word against them. My favourite is the cook! The food here is A! Generally I haven't met anyone here who wasn't A. I like my room. I've not really been put out by anything. I go to the things that are on; whatever is on in the afternoon. I love the quizzes and talking about our pasts. I'm a chatterbox! I can't think of anything to criticise. I was a school headteacher; I know what it is to run an institution so I'm on their side. I don't ask for anything too unreasonable. The food is good and the staff are excellent. I love to sit here in the good light and do the crosswords in the newspaper my son organises for me. It's like a first class hotel here! I'm very happy here.	5	Person who lives there
238401	I'm happy here, everything is good.	Everything is good. I like to sit here and listen to the music. The food is very good, you can't complain. I have nothing to complain about, my room is very comfortable. I suppose whatever you do it can always be done better, but I'm happy here. I often sit here in the mornings, and I also enjoy some of the group things. I enjoy the music. The staff are very good. I have nothing to complain about.	5	Person who lives there

238706	I love working here	<p>I have been working here ten years as carer, senior carer and team leader. I love working here. The management have made really positive changes; I feel like they really have their finger on the pulse of what's going on in the home. It is a relaxed, homely atmosphere. We have a good team, lead from the top. I love the residents. Some days are more challenging than others, as it always is with dementia.</p> <p>I'm supported in my role and I support others which I feel competent to do. It's been up and down at Walsham Grange but it's on the up at the moment, with positive changes. We have a really good overview each week with where the residents are at. We have a GP here twice a week for anyone to see.</p>	4	Member of staff
238403	I enjoy chatting to the residents	<p>I enjoy my role and, every day is different and overall, it is good. I like to chat to the residents as I work, they have stories to tell and it's lovely to be able to listen. I enjoy the work I do, I take pride in my work and want to make it as nice as possible for the residents.</p>	4	Member of staff

