

# Glenholme

**January 2025**

In January 2025 we visited Glenholme to speak with service users and staff about their experience with the home. This visit formed part of our ongoing targeted engagement of visiting care homes around Norfolk to learn more about the experiences of service users.

Glenholme is a care home in Cromer, a town on the North Norfolk coast. The home currently provides residential care for 16 people, with a variety of care needs including Learning and Mental Health needs. Some of the residents have resided at Glenholme on a long-term basis for many years.

Healthwatch Norfolk Officers who visited Glenholme noted:

The home was clean, with comfortable furnishings. Effort had gone into making the environment welcoming and homely, with pictures on the walls and lots of colour. Each room was decorated to the liking of the residents, making the rooms personal to them. The building is not purpose-built and so does have limitations e.g. the width of hallways and doors and no lift. It is clear that every reasonable effort has been made to adapt the building to provide residents and staff with a safe environment.



We observed residents interacting with each other in a positive way. It was highlighted that they can make requests or raise issues without concern and that these are responded to quickly. Residents are encouraged and assisted in using local amenities. The residents are well catered for in terms of variety of food.



Glenholme has 18 rooms with 9 ensembles. 15 of the current residents are Norfolk County Council funded.

Three of the current residents attend day services.

The service users we spoke to were happy living in the home and felt well cared for. We heard how staff were kind, friendly, and approachable.

There are two members of staff on each shift in the morning and afternoon, with one waking and one sleeping overnight.

The staff spoke highly of each other and how they work well together.

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?
252915	I like living here, I really do	I've lived here a long while. I do enjoy living here. I like to spend time in my room, watching the telly. My favourite is The Bill! I get out and about. I go into town on my own sometimes. I like going for a walk and seeing the sea. The food is lovely! Nice and hot. I like all of it. I've got a comfortable place to live. I have some jobs that I do around the house. I do the bins and sweep up sometimes. Overall, I like living here, I really do.	5	Person who lives there
252913	They look after me well	I've lived here over ten years. It's alright living here. I watch the television. I go down to the shops and the bookies. I go into town on my own whenever I want to. I find the care alright here. They look after me well. I'm a keen football fan. The food is okay. My favourite is steak and kidney pie, but I don't like my greens!	4	Person who lives there

