

Furze Hill House

March 2025

In March 2025 we visited Furze Hill House to speak with service users and staff about their experience with the home. We also spoke to a relative of a resident. This visit formed part of our ongoing targeted engagement of visiting care homes around Norfolk to learn more about the experiences of service users.

Furze Hill House is a care home in North Walsham. The home provides residential care for up to 40 people, some of whom have dementia at various stages.

8 of the 30 current residents have their care funded by Norfolk County Council.

Healthwatch Norfolk Officers who visited Furze Hill House noted:

The home was clean with homely furnishings across two floors. On entering the building there is a 'village square', a large, open space with a shop for residents, hairdressing salon, reminiscence area and pool table, as well as tables and seating. There is also a comments tree (pictured) which relates directly to the home's staff values. All residents' rooms are ensuite and of a good size. The corridors are wide and brightly decorated, showing pictures of local interest and details of the activities on offer. The signage is dementia friendly.



There are social spaces. There is a large dining area with a café feel, that can be shared with friends and relatives.

A lift gives access to each floor.

The salon is used by hairdressers who visit three times a week and doctors from the local surgery visit when needed.

Outside each resident's room is a wall-mounted introductory "memory box", and the doors are of a traditional numbered "front door" type, giving the corridors a street feel. Residents can choose the colour of their front door.



Furze Hill House has a large, attractive and secure outside space, with lawns, flowerbeds and trees.

There is a variety of activities available, including flower arranging, balloon tennis, bingo, film showings, armchair yoga and quizzes.

There is an interactive "OmiVista" table/floor projector in the lounge area where residents can interact with puzzles and games.

The home provides meals via "Apetito", a frozen food service. These meals are specifically designed for use in care homes, with fortified meals that adhere to residents individual needs and preferences, including easy to swallow food textures. The kitchen is also able to produce light meals in house. There is always a choice offered.

Staff reported that there is constant training available via a programme of learning, and that management meet regularly with staff to see if anyone requires additional training or equipment.

The service users we spoke to were happy living in the home and felt well cared for, and we heard how staff were kind, friendly, and approachable. One resident suggested that the food could be better. The staff spoke highly of each other and how they all work well together.



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

ID	Title	Review	Rating	Who?
256045	Mum's improved here	<p>I think my mum's got on very well here, there's plenty to do and she's very well looked-after. There's always activities and it's done her good being in the company of a lot of other people. Before at home she'd just go back to bed all day but she's doing a lot more now. Her favourite activity is anything arty. The staff are always helpful and keep us informed of any issues. If there's anything we're worried about we can discuss it with them. We can visit any time, we avoid meal times as we know they're busy but they wouldn't turn us away if we did come then. They have coffee mornings, fetes and different things throughout the year that families can come to. The staff are looking after mum's food intake, they give her protein drinks and monitor her. We're pleased with everything, the care package here is very good.</p>	5	Relative

255923	I cannot fault it	<p>I came here about two years ago, straight from hospital. I have family nearby. They are always coming to visit me here. My old neighbours still come to see me. I have a lot of visitors. I'm spoilt, really! I can't fault the care. I cannot fault it. I'm allowed to do what I like. I'm lucky that I can still do things for myself. There is always a choice. I've never had no bother. We have fresh vegetables. I have breakfast in my room. Toast and sometimes a poached egg. If I ask for one, I can have one. I go down for lunch. There are four of us and we go down together to eat.</p> <p>I always wanted to come here to live here. I'm not a Salvationist but when I was in the forces, the Salvation Army could not have done more for us. I'm content here. I have everything I need. There is nothing I would improve. There is no smell! Everything is so clean.</p>	5	Person who lives there
256043	Well looked after but lacking company	<p>There's no company as the majority of residents have dementia so they don't mix. It's not their fault it's just how it is. There's no-one to converse with about football, cricket, politics. The staff are great and do talk to you when they can but that's the biggest fault. Luckily my son lives nearby and takes me out at times but they have their own business to run. It's lovely and clean, I'm well looked-after with my personal cleanliness and my laundry. The food's alright, no complaints. An improvement I'd like would be people coming in just to have chats. I'm not interested in bingo and things, I just want to talk to people about normal things.</p>	4	Person who lives there

255915	All the staff are very good	<p>I have lived here for just over a year and a half. My husband died and my daughter moved down to be with me. It was a wrench at first to be here. I have two friends that I'm fond of. We go down for meals. They helped me when I was first here and now I try to help others. I'm not a big one for the activities but I love it when the animals come along. The food hasn't been so good but recently it's been getting better; but you can't have everything. All places have something that isn't so good. They don't have the facilities to cook. I think they need to invest in that. The portions are plenty; too much for me! All the staff are very good. The ones who have been here the longest are better. Some of the newer staff aren't quite so good. It's a nice place. Nice grounds.</p>	4	Person who lives there
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