

Grenville Court

April 2025

In April 2025 we visited Grenville Court to speak with residents 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 the people that live there. We also spoke with some relatives.

Grenville Court is a care home in Horsford, five km north of Norwich. The home provides residential care for up to 64 people, most of whom have dementia at various stages. Most of the residents' care is funded by Norfolk County Council.

Healthwatch Norfolk Officers who visited Grenville Court noted:

The home was clean with homely furnishings across two floors, with residents rooms off two long corridors that form "wings", with social spaces at each end and at the centre of the building. There is a large dining room on the ground floor and a smaller one on the first floor. Food is cooked "in house" and delivered upstairs in heated trolleys. A non-alcoholic bar is soon to be installed to help residents stay hydrated. There is an onsite salon and a hairdresser visits weekly. A chiropodist visits every six weeks. There is a library with book and games, and a cinema room with a projector screen. Film nights take place once a week, with a large range of films.



It was noted that most of the shared social spaces had clearly labelled hydration stations.

A lift serves both floors.

All resident's rooms are ensuite (toilet and sink with room enough for wheelchairs and carers) Residents are invited to decorate their rooms and bring in their own furniture if they wish.

It was reported that residents often mix, spending time with friends and relatives across the floors and in each other's rooms.

There is a residents meeting every month.

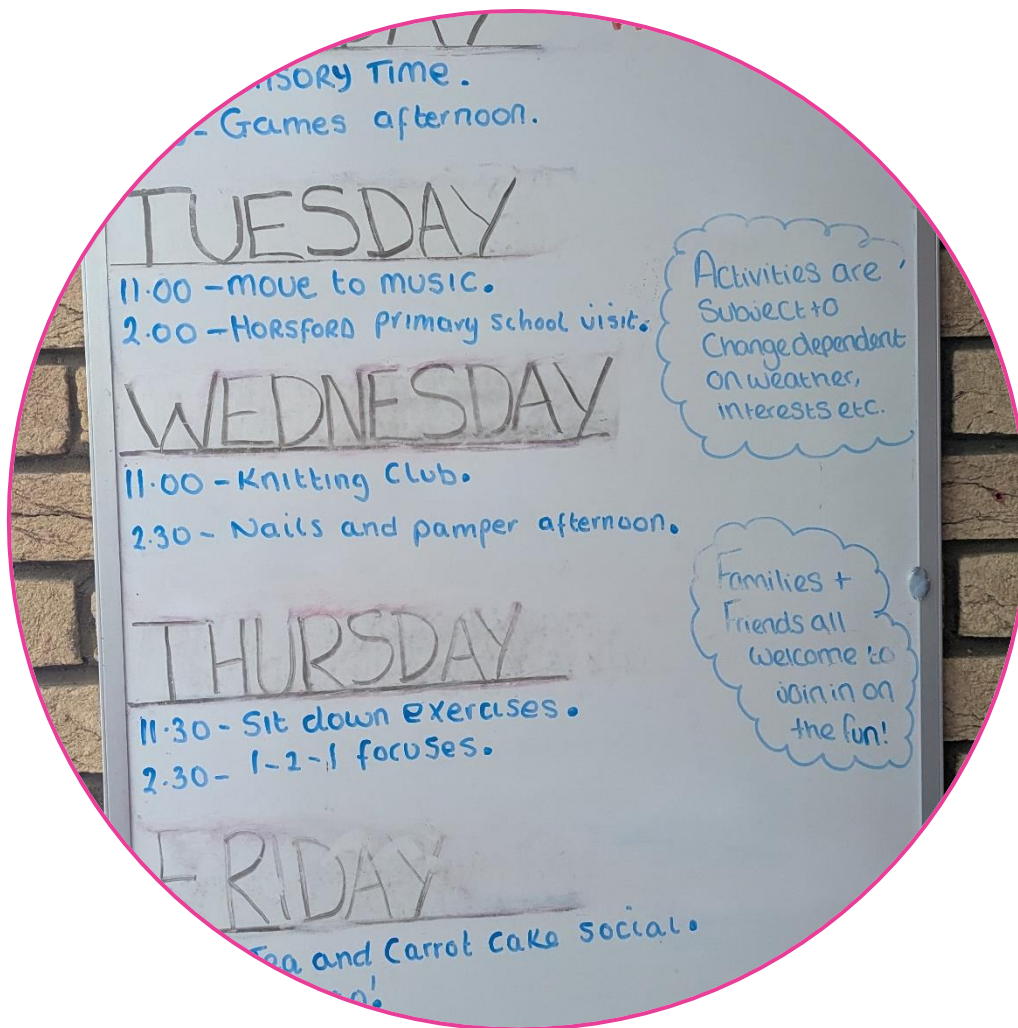


Grenville Court has an attractive and secure outside space to the back of the building, with a further lawn to the side which is often used for events. Fetes are held where residents can run their own stalls.

There is a variety of activities available, including games afternoons, sensory time, tea and cake socials, bingo, knitting club, exercise sessions and visits from the local primary school. Friends and family are invited to join in. There are visits from various animal groups, giving residents the chance to meet donkeys and hold owls. Residents can also visit the local pub which is nearby.

During the day there is a senior staff leader present on each floor with four carers on duty, two per wing. At night there is one senior staff leader present on each floor with two carers per wing. There is also an activities co-ordinator and assistant. It was reported that the staffing capacity would increase along with the number of residents.

The people we spoke to said they were happy living in the home and felt well cared for, and we heard from them how staff were kind, friendly, and approachable. 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?
256722	I cannot praise them enough	<p>My wife is here. Where she is now, I cannot praise them enough. They have formed a family here. Nothing is too much trouble. My wife has been here for two years. You can't pay them enough! I come here every day; not to check up! The care really goes the mile extra. The patients here come first. We celebrate every occasion. There is something different every day. We have lunch out, dinner out. They're always there for you. The food here is top class. I might join them on a Friday as it's fish 'n' chips! There is always a couple of choices. The young chef is lovely. They have trips to the pub on a nice day. The entertainment and keeping them busy, it's important. They have musicians and singers who are brilliant! They bring owls and mini donkeys to visit. And Daisy the dog!</p>	5	Relative
256717	Oh, the care is perfect	<p>I've been here quite a few years. Oh, the care is perfect. I'm so fortunate. I have a view of the main road. I can see the children going to school and they wave. I can see the animals. I join in some of the activities. I love doing the activities. I used to walk a lot, but I can't so much anymore. But I'm learning to walk better again. I do the exercises whenever they are here.</p> <p>I'm a very fussy eater. I'm not being judgemental; I think they do very well. There is always plenty of food. My sons make sure I have plenty of clothes. I like to have standards. I like my room. My sons make sure it's decorated. I'm going to have it re-done soon! I would like a pale blue.</p>	5	Person who lives there

256520	<p>My brother and I came to the care home together in November 2024. The staff are all very friendly and the rooms are really nice.</p>	<p>We have been together in the care home for around 6 months now. We have lived together for a long time, so it was important to us that we could remain together. Here we are able to see each other all the time, we can sit in each other's rooms whenever we choose to. The staff are all very friendly. They will check in on you all the time to make sure you are all right and they will take me in the wheelchair into my brother's room so we can spend time together - we enjoy listening to Norwich City playing on the radio and never miss a match. The atmosphere here is really nice, there's lots going on, all of the time. We enjoyed the visits by the owls and the lady who visits with her dog. We like the music evenings too - we usually stay in our rooms but can hear the music from down the hall and enjoy listening. The food is okay too, there's a good mixture. Not everything is to our taste, but if there's something you really don't like the staff will be happy to provide something else. We usually stay in our room and eat and they're happy to let us do that.</p>	5	Person who lives there
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