

Hethersett Hall

2025

In February 2025 we visited Hethersett Hall to speak to service users about their experience with the home. This visit formed part of our ongoing targeted engagement of visiting care homes around Norfolk.

Hethersett Hall is a care home in Hethersett, a village in South Norfolk, and is owned and managed by Barchester Healthcare Homes Limited. The home provides residential and respite care for up to 67 people aged 55 or over.

From this visit we received eight reviews for the home. We received four from services users and one from a visitor - these have an average star rating of 4.4 out of 5. We also collected three reviews from staff members all of whom rated the home as five stars. The overall rating therefore was 4.6 stars out of 5.

Healthwatch Norfolk Officers who visited Hethersett Hall noted:

The accommodation is in a converted manor house with high ceilings giving a spacious feel to communal areas. It is decorated and furnished in a highly polished yet homely style. Care has been taken with presentation, for example, in the dining area which has the feel of a restaurant and comfortable seating in the lounges. There is also a hair salon.

The bedrooms we visited were large with en-suite facilities. There is an alarm system and adjustable beds in each room. Service users are welcome to furnish and decorate their rooms as they wish.



We saw a flower arranging workshop taking place and were told about the wide variety of regular activities available. The home owns minibuses used for group trips and has access to pool cars for individual outings such as shopping. Service users also told us they appreciate the grounds surrounding the house as they see a variety of wildlife and can take walks in the warmer weather.

Staff told us they host dementia cafes for family and local community members to receive advice and education from specialists employed at the home. People with no prior link to the home are encouraged to attend as staff recognise the isolation and concern that can arise when a diagnosis is first received.

We observed staff interacting with service users in a warm, friendly manner taking a keen interest in their conversations.

All service users we spoke to were pleased with the level of care they received and found staff helpful. Both staff and service users noted open communication is promoted through resident forums and as part of the general culture. The stability of staff personnel was seen as beneficial to the quality of relationships with service users, although some commented additional staff would be useful.

The variety and frequency of activities was highlighted by staff and service users as an asset to the experience of living at Hethersett Hall, however one person stated they were not well attended.

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



ID	Title	Review	Rating	Who?
254144	Mum's happy here	Mum's always been happy here, she's well looked after especially now she's bedridden. They see to her straight away for anything she needs. They're always looking in on mum and all the residents at night to make sure they don't want anything. And they do a lot here too, I didn't realise how much they do! There's always something on - art, music, flower-arranging, quizzes. I can come any time I like for as long as I like. The staff are very helpful and understanding with me. Sue on reception is also good. All the staff are!	5	Visitor
254133	Staff go above and beyond	I think the residents have a positive experience, they can express their views directly with staff. They have proper resident meetings with an agenda and ideas or issues do get acted on. We go out of our way to make things happen like requests for activities or particular meals. The staff go above and beyond. I've worked with this management for almost ten years and it's been a positive experience. The feedback from relatives is positive, they're super-appreciative of what we do here.	5	Staff member

254132	Residents know the staff really well	It's better than it was in the past because the current manager is good, we're lucky. She really cares a lot about all aspects of the home, everybody feels they can go to her. You've got a lot of staff who have been here a long time which is a definite bonus - the residents know them really well and form relationships. I know it's unrealistic but it could be better with more staff. We're never understaffed but there's always more you could do with an extra pair of hands.	5	Staff member
254130	We try to do activities people like	I really, really enjoy working here, I've done different roles. I'm the activities coordinator and it's really important for residents to fulfil their lives. I enjoy doing the 'Getting to Know Me' books with them and we try to get them out twice a week as well. We'll do activities in their rooms for those who can't get out to communal areas such as aromatherapy, animal and children visits. We're building in more feedback this year to make it so activities are things people like as everyone's different. We had a young person here doing their Duke of Edinburgh award who has stayed on as a volunteer, she plays the flute and the residents love that. The kitchen's really good here and we mix dementia residents with our non-dementia residents at times which works well.	5	Staff member

254129	They spoil me rotten	Everybody is very kind and helpful, they spoil me rotten! They'll arrange everything you need. I like my room, they keep it nice. I do go out, they'll take me to the church. The food is adequate and it's about what's good for your system. You do have the usual problems like anywhere, they could do with more staff but they're all lovely. You can have visitors any time, you couldn't go anywhere better.	5	Person who lives there
254146	The carers are fantastic	I like it here, I'm happy. I've just had a birthday and they made a terrific day for me. They took me for cake at a garden centre and then at the home they made me a chocolate cake with candles and sang me happy birthday! I do go down for activities sometimes but I'm not very sociable. They do bring things to our rooms to try like when they did bread-tasting. The carers are fantastic, I feel like I could speak to them. The food is nice enough, it's different to what I'd have at home but that's probably good. It's nicely cooked. We have open days and fetes, people can always come and look round and speak to us to see what it's like. Relatives can visit and they allow families to bring their dogs in which is great for me as I'm a dog lover!	4	Person who lives there

254142	They're open and helpful	<p>All the staff are very helpful. I came for respite but I'm proposing to stay. The people are very pleasant. I'm happy with my room. I've done knitting and yoga, Caroline is very good at the entertainment part. It was fantastic when a band came, it brought everyone together. It was the right era of music - from the 70s, 80s and 90s - and there was wine! They're very open and helpful if you wanted to do something in particular. There's always lots of things on offer if you want to do them, there's a variety but I would like to see more of the band. I am happy with the care, information gets passed from nurse to nurse. The food is mostly good and they're open to suggestions. I find there is plenty and they tell you to ask for more, they really encourage that so you don't feel guilty if you do want more. They have listened to how and when I want my meals. You can have visitors any time, it's very open, and they will give them lunch too.</p>	4	Person who lives there
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254131	Got me back on my feet but unsure about value for money	<p>I've been here for respite as well as permanent care and they're very good at getting me back on my feet. It's interesting that most of the staff have been here a long time, this is a good sign. The activities are very well organised but sadly not well-supported by residents who prefer to stay in their rooms. We went out on the home's minibus but there was only a few of us. It's similar with the meals, there's only about three that come down for breakfast. I do get on well with the people who do come out. The room is fine, a lovely view and a good size. There is an antiquated lift that breaks down but they have put a stair lift in now. There are times during staff changeover when you can't find anybody which makes things like breakfast a bit chaotic. You're not quite certain who's dealing with things. The food here is too elaborate, they have three-course meals, but the portions are just right so there's no wastage. Plus there's snacks all through the day which overall feels like a lot more than you would eat at home. However in the time I've been here I've got so much better, I can't ask for more than that, but I am unsure about the value for money in comparison to other homes.</p>	4	Person who lives there
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