

Hickling House

2025

In February 2025 we visited Hickling House to speak with the residents about their experience living at 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 living there.

Hickling House is a rural care home in Hickling, a village in North-East Norfolk. The home provides residential care for up to 26 people, some of whom have dementia at various stages. About half of these residents are funded by Norfolk County Council.

We spoke to seven people (Five residents and two relatives. They gave an average score of 4.6/5.

Healthwatch Norfolk Officers who visited Hickling House noted:

The home appeared clean and bright, with homely furnishings. The environment seemed welcoming and comfortable. Each room has ensuite facilities and is of a good size, some with views across the countryside. There are bathrooms on each floor and a lift.

There are pleasant communal and dining spaces and an enclosed garden outside space.

The building is not purpose built and as such, some of the corridors seemed narrow. One resident mentioned that they were hoping to get a narrower wheelchair to help with this.



Hickling House Activities 24/02/20

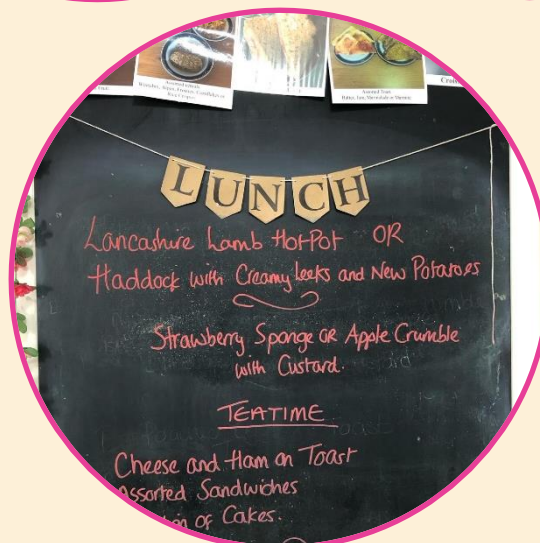
	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
MORNING	Classic TV Gold	Books of choice	Residents Choice	Armchair travel	Memory Box
REFRESHMENT	Armchair Movement	Quiz of choice	Bean Bag Toss	Name the game	Write
LUNCHTIME	Afternoon	Afternoon	Afternoon	Afternoon	Afternoon
AFTERNOON	Afternoon	Afternoon	Afternoon	Afternoon	Afternoon
SKILLS	Scrabble club	Hangman	Kolony Club	Entertainment	Real Game
REFRESHMENT	Board games	Classic Conroy	Getting to know you	Resident Choice	Afternoon Film



We also heard about residents helping each other out. It was highlighted that residents can make requests or raise issues to care home staff without concern and that these are responded to quickly. There is a quarterly residents meeting.

During our visit we were told of a Virtual Reality company who bring headsets into the home. Residents can have experiences such as trips to world destinations and art galleries. This has occurred recently and the home plan a return visit from the company. Residents reported that they loved the experience.

The residents said that they are well catered for in terms of variety of activities and food. The staff spoke highly of each other and how they all work well together.



A local GP visits the home as and when required.

A hairdresser visits fortnightly to use the in-house salon area.

The menu appeared varied and healthy, with monthly changes and usually at least two choices at mealtimes. Residents report that they were invited to have their say in the menu choices.

In general, care staffing consists of five members during the day and two on a waking night. In addition, there are two activity staff, two domestic staff and two kitchen staff. It was reported that agency staff are rarely used.

All the service users we spoke to said that they were happy living in the home and felt well cared for. They said that they were happy with the activities and food on offer. Some were a little uncertain about new members of staff they were not familiar with, but we heard how staff were kind, friendly, and approachable.

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

ID	Title	Review	Rating	Who?
254926	Very kind staff	I'm quite happy here, I've lived here for two years now. The staff are very good, they do what they can and they're very kind. Some really go the extra mile. Today I'll be going downstairs to play scrabble, they do a lot of different activities. It's a beautiful garden and conservatory, it's nice to sit there when you have visitors. I'm very happy with the view from my room, and the room is comfortable. The food is excellent. You get a good choice and if there's nothing you fancy, they'll give you something else. The portion sizes are good too. They go to town on occasions and decorate the home, they do as much as they can.	5	Person who lives there
254610	All the staff are wonderful	I've been here for two weeks now. It's lovely here. They have been helping me here with my disability. The place I was in before didn't really tell Hickling House a lot about me. The care I receive now is very good. Only this morning I was struggling to cope with the lift and a resident helped me. All the staff are wonderful. I'm getting some extra help here, which is good. I like my room; it's very bright and airy. I have a view over the fields. I really like it. My daughter lives very locally, which is ideal for us. She visits me nearly every day. I love words and word games. I also love the exercises. We do that from our chairs. Not every day, but a lot. The food is really good. My favourite is the salmon. When they do that, it's just in the way that they do it. Very nice!	5	Person who lives there

254609	I feel happy and safe	I've been here a couple of months. I feel happy and safe. I'm comfortable. Nice people. Plenty of things going on. We play games. We have plenty of activities. I like to do the questions and answers and the crosswords as well. The food is lovely; I never refuse anything! It is all very well cooked. There are at least two choices. I like it all in general. I do love my room. I'm on the ground floor. It's comfortable. I have a nice view; I can see the horses. I don't think there is anything that I would change. To be honest with you, I've no complaints at all. I go with the flow!	5	Person who lives there
254613	You can talk to them about anything and always get help	I've been here nearly two years. My daughter visits. My grandchildren are lovely. They all visit me. I find all the staff very, very pleasant. They put up with a lot from us. They are all brilliant. My room is fine. There are moments when I would like to go out for a walk; I feel a bit closed in sometimes. There is a lot of food that I can't eat because I take a lot of tablets. I've been here a while, and I find everyone very pleasant. I don't moan about anyone. I think if you treat everyone with kindness, you get that kindness back. I can't complain about anyone or anything. You can talk to them about anything and always get help.	5	Person who lives there
254924	No complaints at all	I've got no complaints at all. Where mum was before, they weren't looking after her. Since being here mum has put on weight, she's got colour in her cheeks. She's getting the care she needs. The staff seem like they're doing a good job. Mum tells me she likes the food.	4	Relative

254923	They're very respectful	<p>Since mum has been here, we feel we don't have to worry so much. She was in another home, but we weren't as happy with it. She's been here two years now. The girls in here are like mums' family. They ring us if there's a problem; it gives you peace of mind. She's very well looked after. They're very respectful of mum. We know there's someone here, we can only be grateful. When she was more active, she joined in the activities here. They have a lot going on, they do a lot of things for the residents. It's a nice, calm family atmosphere.</p>	4	Relative
254618	It's comfortable	<p>I've been here not quite three months. It's fine here. Let's say I'd rather not be here, if my husband was alive. My family are local; they all come and see me. The care is okay. I join in with most things; it fills up the day. I don't mind joining in most things really, as long as it's not childish. My room is fine. It's comfortable. I've moved in some of my own things. The food is fine here. The chef is good. It's all edible! They do the very best here that they can. They are very kind here.</p>	4	Person who lives there

