

The Limes

2025

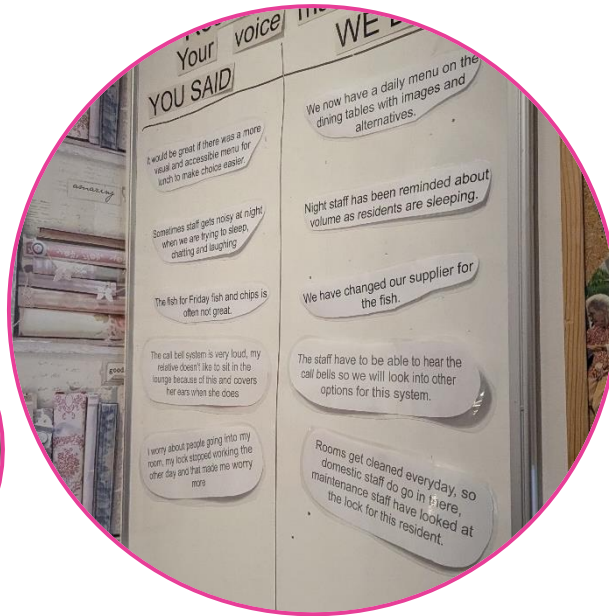
In March 2025 we visited The Limes to speak with residents and relatives about their experience with the home. This visit formed part of our ongoing targeted engagement of visiting care homes around Norfolk to learn more about the experiences of the people that live there.

The Limes is a care home in Hellesdon, Norwich. The home provides residential care for 41 (up to 46) people aged 65 or over, mostly funded by Norfolk County Council. It was reported that most of the rooms are ensuite.

Healthwatch Norfolk Officers who visited The Limes noted:

The home was clean with a mixture of furnishings. Effort had gone into making the environment welcoming and comfortable. The home is on one level as an extended bungalow. The various extensions to the building have created a somewhat maze-like feel to the home, but there was dementia friendly signage to negate this. There were lots of photographs of residents on the walls. The shared lounge area was spacious and looked out onto a secure garden. There were other outside spaces with views from several locations, giving parts of the home a very light and airy feel.





The staffing is reported to be six staff and two senior staff in the day and three staff and one senior staff at night, plus administrative staff. At lunch time there is a “down tools hour” where administrative staff help the care staff.

There is currently one activity co-ordinator, although management told us that they hope to have two more recruited soon to cover all seven days. Just having the one activity co-ordinator currently was brought up by some residents negatively. Currently there are several activities on offer, including balloon tennis, quizzes, brain games, bingo, baking, and gardening. One resident reported that they really looked forward to the weekly quiz.

The menu is on a four weekly rotation and always offers at least two choices for each meal. Food is offered first on sample plates so that residents can see what they are having. Residents are involved in the menu choices.

There is a resident and relative quarterly meeting. One relative mentioned that they were not aware of it.

The residents we spoke to were mainly happy living in the home and felt well cared for. They were happy with the food and activities on offer. We heard how staff were kind, friendly, and approachable.

During the visit there were some loud alarms sounding, and this seemed to be agitating some of the residents.

Week 3 - Autumn
Reviewed November 2024

<p>Monday-Lunch Chicken Pie with Cheddar Mash & Seasonal Vegetables Or Fishcakes with Baby New Potatoes & Seasonal Vegetables Dessert Baked Egg Custard Tarts Fresh Fruit, Assorted Yoghurts</p> <p>Evening Meal Tomatoes on Toast Soup of the day Assorted Sandwiches Dessert Eton Mess</p>	<p>Tuesday-Lunch Fishcakes with Baby New Potatoes & Seasonal Vegetables Or Lamb Casserole with Baby New Potatoes & Seasonal Vegetables Dessert Toffee Cheesecake Fresh Fruit, Assorted Yoghurts</p> <p>Evening Meal Scotch Eggs with Salad & Coleslaw Soup of the day Assorted Sandwiches Dessert Flummery</p>
<p>Wednesday-Lunch Roast Pork with Roast Potatoes, Seasonal Vegetables, Yorkshire Pudding & Gravy Or Roast Chicken with Roast Potatoes, Seasonal Vegetables, Yorkshire Pudding & Gravy Dessert Banoffee Pie Fresh Fruit, Assorted Yoghurts</p> <p>Evening Meal Cheesy Scrambled Egg on Toast Soup of the Day Assorted Sandwiches Dessert Jam & Cream Doughnuts</p>	<p>Thursday-Lunch Sausage Plait with Mash & Peas Or Chicken in White Wine Sauce with Mash & Broccoli Dessert Syrup Sponge Custard Fresh Fruit, Assorted Yoghurts</p> <p>Evening Meal Baked Potato with Cheese & Beans Soup of the Day Assorted Sandwiches Dessert Chocolate Eclairs</p>
<p>Friday - Lunch Fish & Chips with Peas Or Cheese Burger & Chips Dessert Apple Struddle Fresh Fruit, Assorted Yoghurts</p> <p>Evening Meal Pulled Pork Baps Soup of the Day Assorted Sandwiches Dessert Vienetta</p>	<p>Saturday-Lunch Beef Stew & Dumpling Served with Broccoli & Peas Or Cauliflower Cheese with Broccoli & Peas Dessert Sticky Toffee Pudding with Sticky Toffee Sauce Fresh Fruit, Assorted Yoghurts</p> <p>Evening Meal Sausage, Mash & Beans Soup of the Day Assorted Sandwiches Dessert Fruit Scones</p>
<p>Sunday-Lunch Lamb with Roast Potatoes, Seasonal Vegetables, Yorkshire Pudding & Gravy Or Roast Potatoes, Seasonal Vegetables, Yorkshire Pudding & Gravy Dessert</p>	

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

ID	Title	Review	Rating	Who?
256673	I'm happy here	<p>Good! I've experienced other homes through my parents and wife's parents, and this excels beyond any of those others that i've experienced. Of course there are certain things, like if a new carer starts, they have to learn about your likes and dislikes, I like my evening routine. The carers are all very good. I'm happy here. Food wise it's generally quite acceptable. You get a range of choices at breakfast, lots of variety for dinner. They do various desserts. After two years i'm not fed up with it. I was able to raise a complaint about a certain meal with the manager. There is one downside, they used to have a very good staff member doing activities. The entertainment has gone downhill. We used to do quizzes and organise day trips out. I'd like to see them happening again, we went to a lot of places. They are going to arrange a trip to Snetterton for myself a friend in June. I love my room; they did offer me a bigger room but I opted to stay in here for the view. It's a bit of a squeeze but I love it here.</p>	5	Person who lives there
256666	They are very good	<p>I miss my home. Sometimes I don't like some of the activities but some I do. I like the bingo. I really like it when the singer comes in because I used to be a singer. Sometimes I have to wait too long to go to the toilet. The carers here are good. They come in and wash me. They are very good. Sometimes I don't like the food but sometimes I do. I like the chicken! I always try the food. I enjoy Weetabix for breakfast. I think my room could be a bit bigger, but I do quite like it. In the past some of my clothes have gone missing. On the whole the people here are very good. I would give them five because they are good.</p>	5	Person who lives there

256677	The staff are very pleasant	I've been here about five months. I've found it alright; very good! The staff are very pleasant. They look after me. The food is good. I can't say I always like it but there is a choice of two options. More times than often there is a choice that I like. I like the cottage pie! My room is always clean and tidy. I've got some family photos in there. I'm comfortable in there. I spend my time sort of half and half, in my room and in the lounge. Sometimes there is a quiz, a trivia quiz. I like that. I'm not an expert on everything but I know bits and bobs. There's two or three of us that do that. That's usually once a week.	4	Person who lives there
256667	They look after my wife well	They seem to look after my wife well. The staff are okay. I come every day and I do see staff saying to people "I'll be back in 2 minutes" but they're not, it can be 10-15 minutes or sometimes not at all. I sometimes think they might be understaffed. They've been without an events coordinator for a while. My wife has a nice room with a garden view, and she joins in with the activities. As a relative I don't feel that involved, I didn't know about the residents and relatives meeting, perhaps I missed that. If I knew about it, I would probably come. They do events, like a fair in the summer and a Mother's Day lunch. I'm impressed with the food here. I sometimes stay and have a meal. Generally, I'm happy with the care here.	4	Relative

256671	I'm happy in my little room	I've been here 19 weeks. I've got two lovely daughters. Everyone was worried about the falls that I was having. The doctor said that I really needed more help, but I didn't think I would end up here to live. I do worry about it. There are some nice people in here. The people who work here are fine. They help me wash. The nurses really are terrific. They make me happy. I've got no complaints about any service. I'm happy in my little room. I sometimes enjoy the food. Sometimes it can be a bit iffy. It can be a bit cold. My daughters come in and visit me.	3	Person who lives there
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