



INDEPENDENT LIVING

# SWALLOWTAIL PLACE

COMPASSION | ASPIRATION | RESPECT | EMPOWERING



SWALLOWTAIL  
· PLACE ·

SAFFRON HOUSING TRUST

IN PARTNERSHIP WITH





# WELCOME TO SWALLOWTAIL PLACE

We have 58 apartments as part of the independent living scheme in Acle, which has access to twenty-four-hour care.



**The scheme, consisting of one and two-bedroom self-contained apartments, will allow tenants to maintain independence for longer, with communal spaces where residents can remain active in the community.**

Every NorseCare resident receives the highest possible quality of customer care and support. The great advantage of living at Swallowtail Place is that a thoroughly trained and experienced care team is on-site 24 hours, seven days a week.

This means there is someone on-site to provide you with the care and support you need in an emergency. Swallowtail Place comprises one and two-bedroom fully self-contained apartments, available exclusively to those over 55.



**NorseCare can provide a package of care that is tailored to your needs.** This could be some light support once a week with domestic tasks, or daily support to help you with personal care and medication. The service is flexible and scheduled to suit your preference.

The scheme offers a range of private and public facilities, enabling you to socialise with like-minded neighbours, friends, family, and the wider community.

This Peace of Mind charge is separate from your day-to-day care package and will be paid by all residents.

**The amount you will pay is £35.90 per week\***

## INSIDE YOUR NEW HOME

You will be able to furnish your flat fully. This allows you to put your personal touches on your new home.

## OTHER FACILITIES

Swallowtail offers a Communal areas, where you can meet with other tenants, get involved with activities or relax in peace.

The complex also offers a cafe on your doorstep, on-site hairdressers, and a beautifully landscaped garden where you can enjoy the local wildlife.

\*Subject to annual review



# 1 ABOUT NORSE CARE

NorseCare was formed in April 2011, taking over the care and support provided in care and independent living facilities previously delivered by Norfolk County Council. We are the largest care provider in Norfolk.

## CUSTOMER SATISFACTION

Our staff are well-trained and live by care values, the first of which is keeping all tenants at the heart of everything we do and feeling proud of our service.

NorseCare is an award-winning care provider, and the testimonials from our tenants are proof of our success. All NorseCare staff go through a rigorous background check after completing at least one interview which assesses their suitability for the role.

Our experienced coordinator will match you with a Care and Support Worker that suits not only your needs but also your personality.

We constantly strive to improve and be innovative leaders within the care sector and promote good practice

The Care Quality Commission (CQC) independently monitors the care delivery in all residential settings and schemes in England and Wales. They provide an overall rating based on five separate areas: Safe, Effective, Caring, Responsive and Well-led. Our CQC inspection record is excellent compared to other registered care providers in Norfolk, England, and Wales.

## EMPOWERING OUR PEOPLE

NorseCare believes in a person-centred approach through engaging with tenants and their families, even before moving to Swallowtail Place.

The management team will complete an assessment prior to starting your Care Package, this assessment will help us learn about how you want to be supported, taking note of the personal touches and this will create your Care and Support plan.

A well-being coordinator provided by our partner Saffron Housing Trust will also ensure the facilities at Swallowtail Place are maintained to a high standard.



WE ARE THE LARGEST  
CARE PROVIDER  
IN NORFOLK



The loving care my sister receives is wonderful. The **kindness, love, well-being, and compassion** she receives daily is a joy to see. We are so glad and grateful that, along with my sister, this love and care is given to us. **we are all made to feel so welcome.**

RELATIVE OF RESIDENT AT A NORSECARE SCHEME





## ② QUALITY OF SERVICE AND VISITING

### BE A PART OF A COMMUNITY

At Swallowtail, we make sure every tenant feels a part of a community.

We encourage tenants to discuss issues they are concerned about and to put forward ideas to enhance their lives, such as food improvements, activities, and entertainment.

We also carry out regular audits to get a range of feedback from you and your relatives on the level of care delivered.

### VISITING

We want the family and friends of our tenants always to feel welcome. Swallowtail Place provides innovative and modern technology to support

residents in staying in contact with their loved ones.

With Wifi throughout the complex, residents who have friends or family who are unable to visit regularly can use Skype to keep in touch with them.

### HEALTH AND PERSONAL CARE

Swallowtail Place will have strong relationships with GPs, acute hospitals, the regional Adult Social Care teams, occupational and specialist therapists, community nurses, mental health teams and other health specialists.

The care team and Care Manager at Swallowtail Place will be on-site to ensure you have peace of mind and help encourage close links to the local community.



WE PROVIDES INNOVATIVE AND MODERN TECHNOLOGY TO SUPPORT RESIDENTS IN STAYING IN CONTACT WITH THEIR LOVED ONES



### 3 OUR SERVICES



#### PERSONAL CARE

Whether it is getting washed and dressed or help to look your best, we are here to make the little things easier to manage.



#### COMPANIONSHIP

Spend time with one of our team: chewing the fat, sipping tea, and catching up on the news (or whatever else you would like to do)



#### MEDICATION

We can ensure you are taking the right medication at the right time, so you do not have to worry about keeping track.



#### OUTINGS

Get out and about with one of our team – to the seaside, the city, or just to the local pub.



#### HELP WITH PETS

If you have a furry companion who needs walking, feeding, grooming, or a trip to the vets, we are on hand to help out.



#### SHOPPING

If getting out to the shops is a struggle, we can take you there, pick up what you need, or arrange a regular grocery delivery for you.



#### MEAL PREPARATION

From food to fluids, we can prepare all your meals and snacks, just how you like them. From a quick bite to a full meal, you can dine in comfort on your own doorstep with friends and family.



#### APPOINTMENTS

No need to arrange private transport to your appointments. Whether it is to the doctor, dentist, or hairdresser, we can accompany you while you are there too if you like.



#### DOMESTIC ASSISTANCE

We can take care of all your household chores, including washing up, laundry, bed changing, vacuuming, general maintenance, odd jobs, and gardening.



#### SIT VISITS

If your main carer is away on holiday, taking time off for illness or just wants to get out for some 'me time', we can keep you company in their absence for as long as you need.



#### DEMENTIA CARE

We provide outstanding dementia care, helping you to maintain your independence as much as possible and always putting your needs first.



#### ONSITE AMENTIES

On site you will find the Butterfly Bistro, serving hot and cold food throughout the day. There is a unisex hairdressing salon, a communal activity room for socialising and beautiful gardens with seating areas.



## ④ COST

Norsecare Service Prices:



One flat rate.



No hidden fees.



No set up charges  
for assessment.



No minimum  
contracted requirement.

HOURS	NORSECARE STANDARD RATE (£)	NORSECARE BANK HOLIDAY RATE (£)
15 Minutes	£8.90	£13.35
30 Minutes	£13.90	£20.85
45 Minutes	£18.60	£27.90
1 Hour	£23.80	£35.70







### **How to reach us**

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