



Bishop Herbert House

# Welcome to Bishop Herbert House

Bishop Herbert House is a purpose-built care home, situated in the historic city of Norwich, within close proximity to a range of shops, local amenities and the theatre.

The home provides residential care for up to 14 people. Residents have their own furnished room and can bring small items of furniture, pictures and ornaments with them when they move in. All our rooms are comfortable and are well-equipped with hand basins. There are toilets and bathrooms located throughout the home.

Other facilities include two communal lounges and two good sized dining rooms as well as outside courtyard areas, accessible to all. Wi-fi is also available at the home. We aim to provide a warm and friendly environment in which to live and we will be on hand to help and advise on individual needs.

The Manager, or a member of the team, will always be available to answer your questions and address any concerns you may have.





# Our Caring Ethos

At NorseCare we understand that choosing a care home can be a very sensitive experience. If you are looking for a care home for a loved-one, you may experience feelings of anxiety about finding the 'right place'.

Such an important decision needs to be taken with great care, but it will allow both your loved-one and you to move positively and confidently into the next phase of your lives.

And here at NorseCare we want to support you in finding the best option. That is why you are more than welcome to come and visit our home, to get a feeling for the quality of care and support we offer.

Take the opportunity to look around, speak with staff, chat to our residents and see how we are helping people to maximise their independence and lead fulfilling, secure, comfortable and dignified lives.

## More information

You are welcome to visit us at any time to meet our staff and other residents.

Telephone  
**01603 620710**



### **Activities and lifestyle**

We will always try to provide or facilitate social activities that promote a high quality of life including arts and crafts, exercise, games, cooking, animal therapy, reminiscence to promote wellbeing and pamper sessions. We encourage interaction with the community and have various entertainers come to the home and parties and outings are arranged throughout the year.

If residents have a particular interest that they would like to continue or try, we will be pleased to include it in the personal care plan and support them to enjoy it.



# Living With Us

## **Key workers**

All residents at Bishop Herbert House are allocated a 'Key Worker' who, under the supervision of a Team Leader is responsible for agreeing a personal care plan. The care plan, which is regularly reviewed with residents and their loved-ones, covers details of how they would like to be cared for and any personal choices and interests.

Family members and friends can of course, be involved in putting together this care plan and we actively encourage them to be included.

The plan will also include an assessment of any risks and how these need to be managed, details of any specific health care needs, medication, doctor and any other community therapy services provided.



## Food

Meals are freshly prepared on site by our catering staff. We have two spacious dining rooms where residents can enjoy their meals. A varied seasonal menu is offered each day and residents are consulted about their preferences regularly.

Morning and afternoon refreshments are served between meals and drinks and are always available on request. A selection of sandwiches, cakes, yoghurts and other snacks are also available 24 hours a day.

## Staff

We understand that high quality staff become trusted and caring friends for our residents. Our staff are the greatest asset we have, and we are very proud of the consistently high levels of care and commitment they provide.

They provide real 'person-centred care' on a daily basis, ensuring all residents are treated exactly how they would like to be treated.

We are committed to maintaining a high quality, well-trained staff team. Our rigorous recruitment and selection procedures and our comprehensive induction and staff training packages ensure that our personnel are best able to help deliver the best quality of life at Bishop Herbert House.





## Friends and family

Friends and families are welcome to visit our home at any time, and it is something we actively encourage. We love to see friends and family popping in for a cup of tea or chat whenever they like, and becoming part of day-to-day life in our home.

Residents and families are also regularly consulted on issues surrounding the home. Regular meetings are held at which residents and their families are encouraged to discuss issues that they are concerned about, and to put forward ideas to enhance their lives such as food, outings and entertainment.

## Charges

The amount you will pay for the care of your loved ones will depend on an assessment of your financial circumstances. The charges made for care covers all personal care and accommodation costs, food, drinks, heating, lighting, and laundry (except dry cleaning). Insurance is required for personal belongings.

### More information

If you have any queries regarding costs or the process of finding a care home for yourself or a loved one please feel free to contact us and we will be happy to help **01603 894366**.



**Bishop Herbert House**

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We'd like to thank the residents and staff from  
Bishop Herbert House for starring in this brochure.



You can access our latest inspection report  
from the Care Quality Commission:

**[www.cqc.org.uk](http://www.cqc.org.uk)**