

Welcome to **Ellacombe**



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Ellacombe

Ellacombe is our care home nestled in the Thorpe Hamlet area of Norwich close to the centre of Norwich. We provide dedicated care and support to up to 48 people living with dementia.

At the home we pride ourselves on providing person-centred care and support with a varied programme of activities and events, helping our residents to be as involved as they wish. We are proud to be part of the local community and welcome visitors to the home.



Fiona Harley

Registered Care Home Manager

I have been in the care sector for over 30 years, starting as a care assistant, and have managed care homes for more than 15 years. I have found that my passion and interest is in dementia care and I love the rewards that come with this. I am a Dementia Mapper and Dementia Champion and always strive to improve the experience of those living with a dementia.



I became manager of Ellacombe in July 2020 having managed it for two years previously, and am excited about enhancing the experiences of those living here and supporting staff to provide outstanding care. I enjoy being part of a company that is a market leader and has a set of values focussed on assisting all our staff to achieve their goals, both personally and for residents and their loved ones.

Food

Mealtimes are always an important part of the day for NorseCare residents and we provide an excellent catering service in our homes.

Our catering teams put the emphasis on healthy, fresh and locally-sourced food. We fully recognise the importance of a well-balanced, nutritious diet and keeping people well hydrated and healthy.

Events and Activities

Keeping active, engaged and entertained is a huge part of living with us in one of our care homes. All our homes have dedicated Activities and Events teams, who will get to know residents and build activities plans that suit everyone.

Medication

Our care staff are trained to manage all aspects of medication management, this includes ordering and administration of medication. We support people who live with us to continue to manage their own medication if they wish, but staff will undertake all aspects of medication management if required.

Laundry

Each room has its own bedding and towels. We will launder your clothes carefully and return them to you promptly.

Appointments

You may wish to continue with the arrangements you had at home if this is possible and convenient for all concerned. We have regular visits from hairdressers, chiropodists, and opticians. These services are an additional cost to the care fees and payments are made directly to the person completing the service. We have good working relationships with our local GP surgeries. You may choose to continue to be registered with your own GP, however, this may not be possible. If this is the case, our staff are happy to arrange registration with a local GP.

When people who live with us attend hospital appointments, we ask that a family member or friend accompanies them. We are unable to provide this service, as we need to maintain safe levels of staffing within the home.

Personal Items and Insurance

We are happy for residents to bring items of furniture with them to personalise their own rooms, providing it is suitable for both the room and in terms of safety.

Any electrical items must be tested to conform with electrical safety regulations. Appropriate insurance will need to be in place.

Families and friends

We are very keen for friends and families of residents to visit as often as they wish. We hold regular meetings to obtain feedback about the home and people are welcome to attend events, activities and social gatherings that take place at the home. We are also keen to maintain close links with our local community and we encourage residents to continue to be a part of this and welcome local residents into our home.



Where to find us



Call our team for more information

01603 519730

Ellacombe,
Ella Road,
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NR1 4BP

www.norsecare.co.uk