

# Welcome to Westfields





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**Westfields is our care home in the West Norfolk town of Swaffham where we provide dedicated care and support to residents at the home. We are proud to say that we are currently rated as Outstanding with the Care Quality Commission.**

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.



## **Matthew Anthony-Knell** **Registered Care Home Manager**

I've worked in the care sector since I was 18, I started as a care & support worker and progressed to Team Leader, Deputy Manager & now Manager. I hold Social Care diplomas in Advanced Leadership and Residential care and have been nominated as a Future Leader of Tomorrow by a national care trade organisation. I'm immensely proud to be part of the management team that achieved an Outstanding rating from the Care Quality Commission.



The most rewarding aspect of my role, and the reason I get up in the morning and go to work, is seeing the positive impact we make on those that live in Westfields. I feel fulfilled and grateful when I reflect on how we support those that live with us to lead fulfilled & meaningful lives.



## 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

**01760 721539**

Westfields  
Westfields Road,  
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PE37 7HE

[www.norsecare.co.uk](http://www.norsecare.co.uk)