

Welcome to **High Haven**



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High Haven is our care home at the heart of the Downham Market community in West Norfolk. We provide dedicated care and support to up to 40 people, including support for people living with dementia.

At the home we pride ourselves on providing person-centred care and support. We also provide 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 South Norfolk community and welcome visitors to the home.



Karen Buckle

Registered Care Home Manager

I have been working in the care sector for 20 years, having worked at High Haven for over 10 years. I have a passion for dementia care, strongly supporting the Alzheimer's Society. I am a dementia champion and also a dignity lead promoting dignity at the home.

I am very passionate about striving to improve the quality of life for those living with dementia and enjoy being with a company whose core values include a person centred approach. I feel that the training and support provides all our staff with excellent opportunities and staff progression.



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.

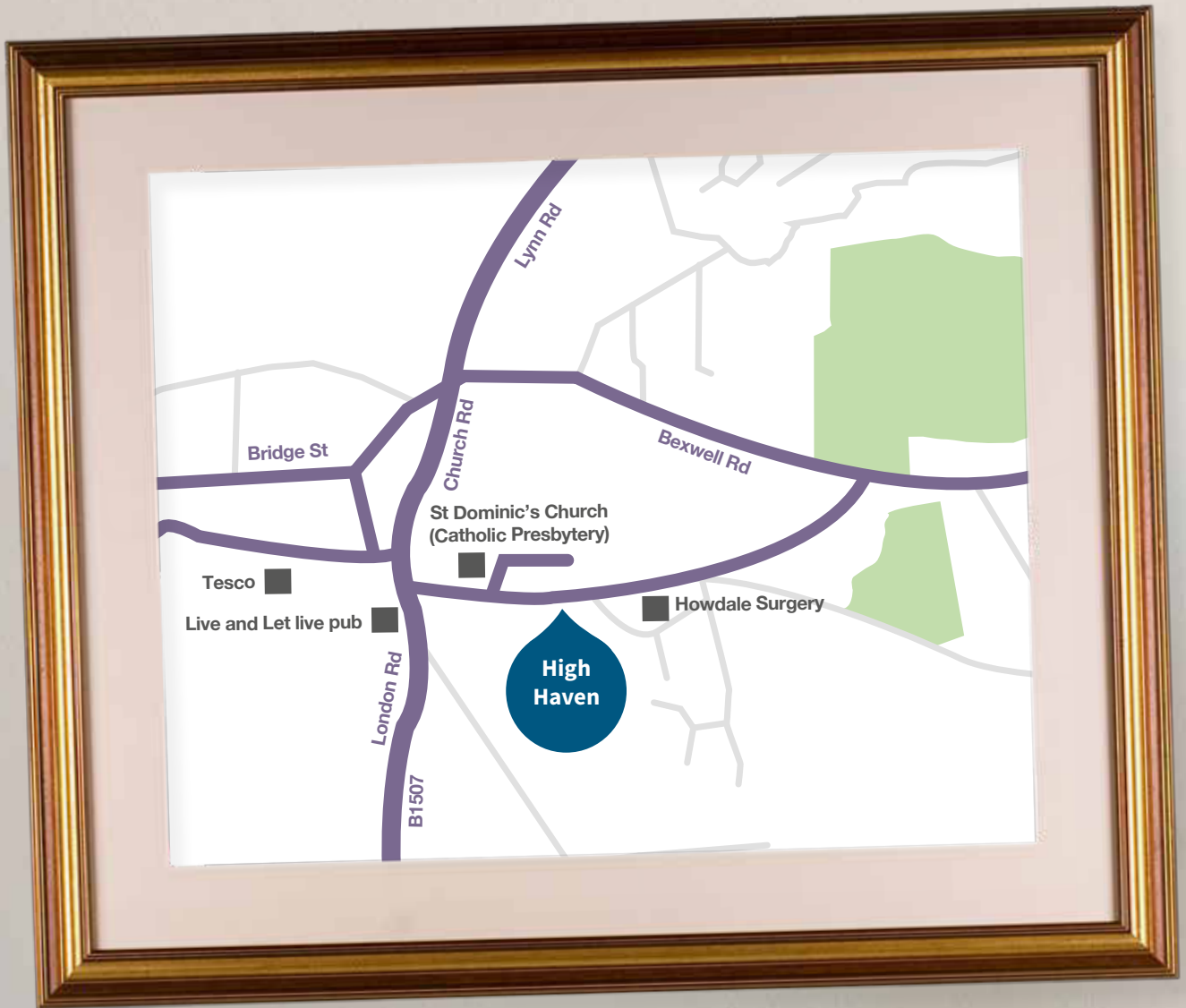
Any electrical items must be tested to conform with electrical safety regulations. Appropriate insurance will need to be in place.

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

01366 315670

High Haven,
Howdale Road,
Downham Market,
PE38 9AG

www.norsecare.co.uk