

# *Welcome to* **Harker House**



# Welcome to...

# Harker House

**Harker House is our care home at the heart of the Long Stratton community in South Norfolk. We provide dedicated care and support to up to 38 people, including support for 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.



## **Louise Hewitt**

### **Registered Care Home Manager**

I have worked in care since 2007, starting off as a care assistant and progressing into my current position. I have experience of working in various care settings and my last role before joining the team at Harker Houser was as the Manager of a home providing dementia care.

I absolutely love how varied my days are and how rewarding it is to make a difference to residents' lives by providing good quality, person centred care.



## 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

**01508 508960**

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