



OUR RESIDENTIAL CARE HOMES

BISHOP HERBERT HOUSE

COMPASSION | ASPIRATION | RESPECT | EMPOWERING

WELCOME TO **BISHOP HERBERT HOUSE**



TWENTY FOUR
HOUR ACCESS
TO CARE

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.

INSIDE YOUR NEW HOME

Within Bishop Herbert House there are 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.

OTHER FACILITIES

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.

INSURING YOUR POSSESSIONS

It is your responsibility to insure the contents of your new room.

We can help you with this process if you need guidance and assistance.

INFORMATION

You are welcome to visit us and meet other tenants already living here – just call us and fix a date and time. **Telephone 01603 620710.**



① YOUR HEALTH AND PERSONAL CARE



THE PLAN
WILL ALSO
INCLUDE AN
ASSESSMENT
OF ANY RISKS

CARE PLAN

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.

② QUALITY OF SERVICE AND VISITING

YOU CAN MAKE A DIFFERENCE

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.

VISITING

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 a chat and becoming part of day-to-day life in our home.

MEALS

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



MEALS ARE
FRESHLY
PREPARED
BY OUR
CATERING
STAFF FOR
PURCHASE
IN THE
RESTAURANT



3 OUR AIMS

OUR SERVICE AIMS

- To provide individualised care, helping you to participate fully in the planning and delivery of your care
- To ensure that we have your dignity at the heart of everything we do
- To keep you safe
- To enable you to exercise choice over your life and to remain as independent as possible
- To continually assess the quality of the service we provide to you
- To embrace new ideas and research that will improve your quality of life
- To ensure our staff are fully trained to provide you with the very best care and support

OUR STAFFING

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 person-centred care daily, 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.

CHOOSING A CARE HOME

We understand that choosing a care home can be a very sensitive experience.

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.



4 COST AND MORE INFORMATION



YOU ARE
WELCOME TO
VISIT US AND
MEET OTHER
TENANTS

COSTS

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

You are welcome to visit us and meet other residents already living here.

You can access our latest inspection report from Care Quality Commission: [cqc.org.uk](https://www.cqc.org.uk)

USEFUL CONTACT DETAILS

Norfolk County
Council Community
Services
0344 800 2020

NorseCare Limited
01603 894366

Bishop Herbert House is owned by XXXXXXXXXXXXX.
The care is provided by NorseCare Ltd.





Bishop Herbert House

Globe Place, Vauxhall St, Norwich NR2 2SG

01603 620710

bishopherberthouse@norsecare.co.uk

norsecare.co.uk



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