

CRANMER HOUSE



DIGNITY IN EVERYTHING WE DO...

CRANMER HOUSE



WELCOME TO CRANMER HOUSE

Cranmer House is a two-storey purpose built care home that has been extensively refurbished and upgraded, situated in Fakenham. Currently we have a separate Health Service provision on the ground floor for people who require nursing care.

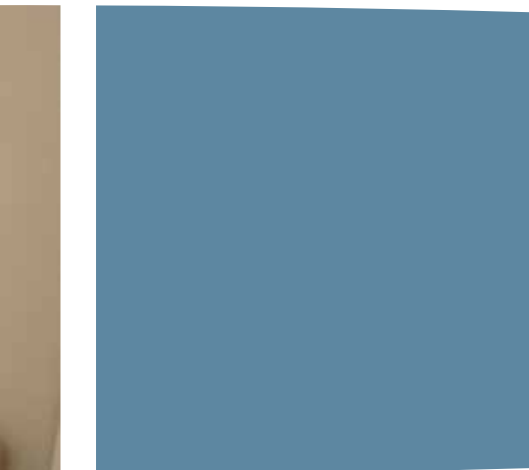
The home is used as a short term care resource and provides the following social care facilities:-

- Short term care for up to 15 older people
- Reablement for 5 older people

You will have your own room within Cranmer House which has an en-suite. Each room has an emergency call bell system, fire alarm system and Television.

Other facilities include an adapted shower, baths, a payphone, a hairdressing room and a secluded garden.





Whatever your particular needs are we aim to make your stay at Cranmer House as enjoyable as possible. The Manager, or one of the Care Co-ordinators, will always be available to answer your questions and address any concerns you may have.

Your health and personal care – our prime concern

When you come to stay with us, we will work with you and if you wish your family and friends to put together a personal care plan on how we can best support your stay here at Cranmer House.

The plan will also include an assessment of any risks and how these need to be managed, details of your health care needs, medication, doctor and any other community therapy services provided.

Cranmer House is a care home and the staff are not able to provide medical or nursing care. Any nursing needs that you have will be met the visiting community nursing staff.

There is a nominated GP who provides support to the home, however wherever practicable we will try and liaise with your existing doctor.

We have a chiropodist that we use frequently and staff are always happy to assist in making appointments. this service will also visit the home if required. We always welcome the support of family and friends to help people attend appointments.

A hairdresser visits the home each week, for which Residents pay direct.

At Cranmer House you are treated with dignity and respect



for your privacy. We have registered 'dignity champions' who actively promote and monitor dignity.

Lifestyle

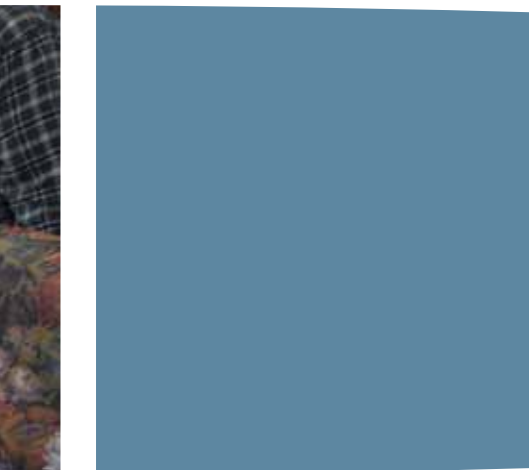
How to spend your day is entirely up to you and we encourage you to make as many choices as possible about your interests and activities.

The home and the adjoining Day Centre work together to provide daytime activities for the benefit of all service users. Entertainers visit the home periodically. The Friends of Cranmer House provide funding for activities/amenities that would otherwise not be available.

They also provide a trolley shop from which service users can purchase a whole range of sweets, biscuits and personal toiletries.

Regular Committee Meetings are held to decide what the donations should be used for.





Everyone is supported to practice their own religious faith.

Meals

Meals are freshly prepared on site by our catering staff.

All meals are provided at Cranmer House with a choice of menu available at all times. Special diets are catered for and we try to respond to individual requests.

A varied seasonal menu is offered each day and residents are consulted about their preferences when menus are reviewed.

Morning and afternoon refreshments are served between meals and drinks are always available on request.



Visiting

Family and Friends are welcome to visit at any time and they can join their relatives for a meal if they wish. A charge is made for this.

Service Users are of course free to go out at any time with family members. For safety reasons they are requested to advise the duty Care Co-Ordinator of their absence and the approximate time for their return.



Visitors may bring in well-behaved pets to visit.

Cranmer House is a non-smoking Home.

Having your say on the quality of the service we provide.

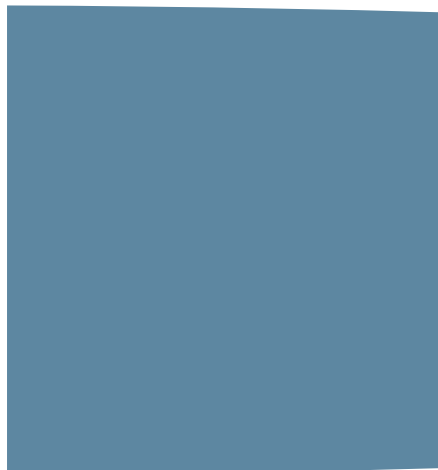
Service users are consulted about the day-to-day life of the home and its management. Quality Assurance Surveys of service users, their relatives and members of staff are undertaken regularly.

You can voice your thoughts and opinions at any time by speaking to the manager, their key worker or the care co-ordinator on duty.

We also take a range of audits to get feedback from you and your relatives on the care that is delivered, and we always act promptly in response to complaints.

Our service aims

- To provide individualised care, helping you to participate fully in the planning and delivery of your care during your stay with us.
- 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 to 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 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 your quality of life at Cranmer House.

Charges

The amount you will pay for your care 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, laundry (except dry cleaning)

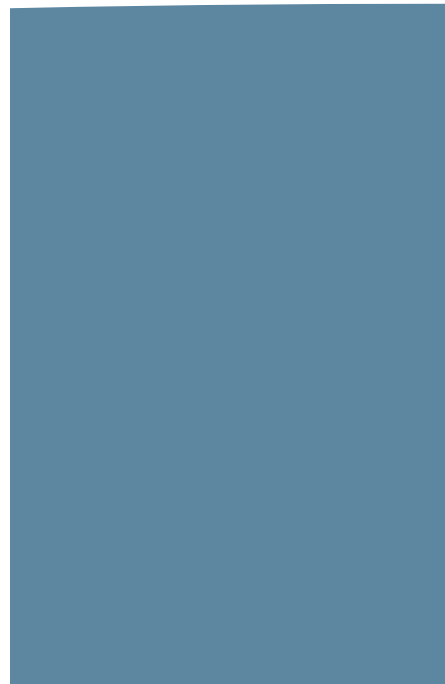
Personal items such as clothing, toiletries, hairdressing, private chiropody and newspapers are not included in the charge.

More information

You are welcome to visit us and meet other residents who are staying here – just call and fix a date and time. Telephone **01328 862734**

You can access our latest inspection report from the Care Quality Commission: **www.cqc.org.uk**

Care and support is provided by Norse Care Ltd. Nautilus House, 10 Central Avenue, St Andrews Business Park, Norwich, Norfolk, NR7 0HR.



Cranmer House

Norwich Road
Fakenham
NR21 8HR

T 01328 862734

www.norsecare.co.uk