



## HARKER HOUSE



DIGNITY IN EVERYTHING WE DO...

# HARKER HOUSE



## WELCOME TO HARKER HOUSE

**Harker House is a two-storey purpose-built care home, situated in the south Norfolk Village of Long Stratton.**

The home provides residential care for up to 35 people who are over 65 years of age. We also have a special secure unit for people who suffer from dementia.

You will have your own furnished room, furnished with a bed, bedside cabinet, and you can bring small items of furniture, pictures and ornaments on admission.

Each room has an emergency call bell system, fire alarm system and TV socket and, if you wish, can arrange to have a telephone installed in your room.

We do not have rooms with en-suite facilities but have ample toilets located throughout the home.





Other facilities include adapted bath and showers, a payphone, a hairdressing room and a secure garden.

We aim to provide a friendly environment in which to live, and to be on hand to help and advise on your individual needs. 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 become a resident at Harker House you are allocated a Key Worker who, under the supervision of one of the Care Co-ordinators, is responsible for agreeing your personal care plan.

The care plan, which is regularly reviewed with you, covers details of how you would like to be cared for, your choices and interests. If you would like family members and friends involved in putting together this care plan, we will be pleased to include them.

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.

Harker 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 by the visiting community nursing staff.

If your current medical practice covers this area it may be possible, should you wish to do so, for you to keep your existing doctor. If they do not cover this area, there is a surgery within the village and the doctors are



happy to take new patients.

An optician service visits as and when required, the local dentist will make visits on request, and a hairdresser, for which residents pay directly, visits the home regularly. We welcome the support of family and friends to help people attend appointments.

At Harker House you are treated with dignity and respect for your privacy. We have registered 'dignity champions', who actively promote and monitor dignity.

### **Lifestyle**

How you 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 offers a number of daytime interests including musical entertainment and a range of "in-house" activities.

Everyone is supported to practise his or her own religious faith and help will be given to residents to enable them to attend the place of worship of their choice.

### **Meals**

Meals are freshly prepared on site by our catering staff.

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

Morning and afternoon refreshments are served between meals and drinks are always available on request. You can take your meals in the dining room or in your own room.



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

### Visiting

We encourage family and friends to continue to play a key role in your life and your care. Visitors are most welcome at any time and you may invite them to share a meal with you. A small charge is made for this.

Visitors may bring in well-behaved pets to visit.

Harker House is a non-smoking home and smoking is only permitted in designated areas.



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

Regular resident's meetings are held at which residents are encouraged to discuss issues that they are concerned about, and to put forward about how we can improve the service.

Residents are invited to voice their thoughts and opinions at any time by speaking to the Manager, their Key Worker or the Care Co-ordinator on duty.



We always welcome discussions with relatives concerning any issues that may be brought up during their visit.

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.
- 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 Harker House.

### **Charges**

The amount you will pay for your care will depend on an assessment of your financial circumstances.

The charges made for care cover 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 charges.

### **More information**

You are welcome to visit us and meet other residents already living here – just call and fix a date and time.

Telephone **01508 530777**.

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



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