



HIGH HAVEN



DIGNITY IN EVERYTHING WE DO...

HIGH HAVEN



WELCOME TO HIGH HAVEN

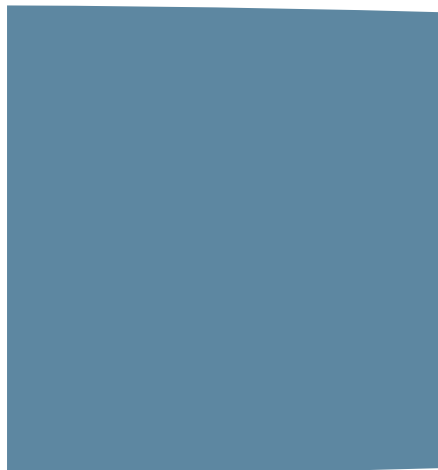
High Haven is a purpose-built residential care home, situated in the historic and beautiful west Norfolk town of Downham Market.

The home provides residential care for up to 23 people who are over 65 years of age. Some of the rooms are registered expressly to offer care and support to people who have dementia. We have some rooms specifically for respite or short-term care. We also work closely with the local hospital and, between us, offer a rehabilitation service for 10 clients in our 'Nordolph Unit'.

At High Haven you will have your own furnished room.

You can bring small items of furniture, pictures and ornaments on admission. We do not have rooms with en-suite facilities but all bedrooms have their own hand basins and there are ample toilets located throughout the home.





Other facilities include adapted bathrooms and a shower room, several lounges all with TV, a quiet lounge, a conservatory and extensive gardens with trees and shrubs.

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

The home's large and attractive dining room doubles as a room for meaningful activities, parties and entertainment.

The home has a payphone and also a mobile phone available for residents to use.

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 High Haven 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.

High Haven 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.

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 are three surgeries within Downham Market and the home has the full support from three GPs.

We have an optician and a podiatrist that visit the home and staff are always happy to assist in making appointments. We welcome the support of family and friends to help people attend appointments.

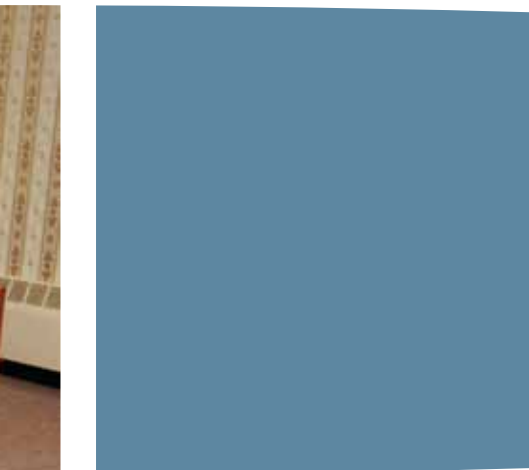
A hairdresser visits the home on a weekly basis, for which residents pay directly.

At High Haven 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.

We organise social events including musical entertainment and outings, and a number of in-house recreational, leisure and learning activities. These are discussed at resident's meetings and individual reviews and we try to encourage and implement any new suggestions or ideas



residents may have.

Everyone is supported to practise his or her own religious faith. Holy Communion and a monthly Sunday service is held in the home each month, 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 High Haven with a choice of menu available at all times. Special diets are catered for and, wherever possible, we try to respond to individual requests.



Morning and afternoon refreshments are served between these meals and drinks are always available on request. You can take your meal in the dining room, sitting 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.

High Haven 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 ideas

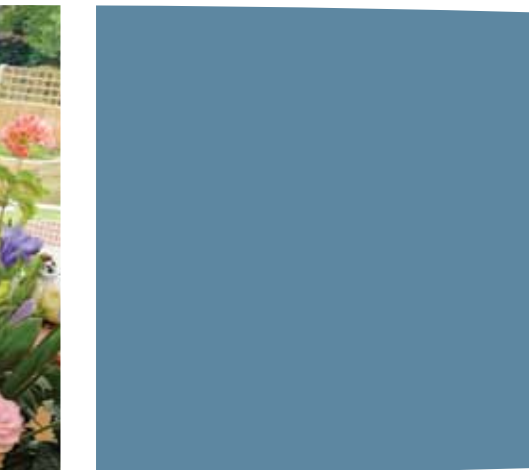
to enhance their lives such as food, outings and entertainment.

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. And 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 High Haven.

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 already living here – just call and fix a date and time. Telephone **01366 382205**.

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.



High Haven

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