

REBECCA COURT



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WELCOME TO REBECCA COURT

Rebecca Court is a purpose-built two-storey care home, situated in pleasant grounds near the centre of Heacham, an attractive seaside village in West Norfolk.

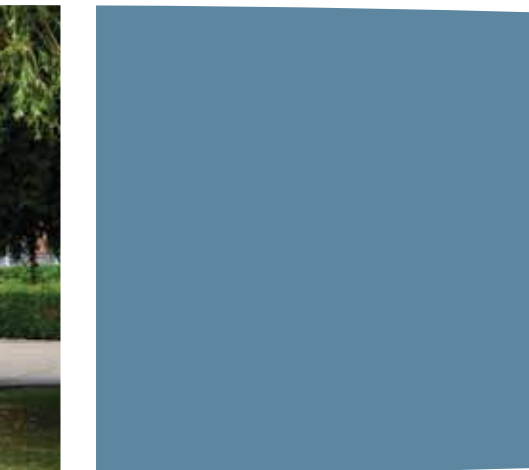
The home provides residential care for up to 36 people who are over 65 years of age.

You will have your own furnished room 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, you can have a telephone installed in your room at your own expense.

We do not have rooms with en-suite facilities but all bedrooms have their own hand basins and there are ample spacious toilets located throughout the home.





Other facilities include adapted bath and showers, a hairdressing room, a large dining room and an enclosed courtyard garden as well as attractive grounds.

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 Rebecca Court 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.

Rebecca Court 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, full support from local GPs will be arranged.



We have an optician and a private chiropodist that visit the home and staff are always happy to assist in making appointments. Family support for these services and hospital appointments is valued.

A hairdresser visits the home regularly, for which residents pay directly.

At Rebecca Court you are treated with dignity and respect for your privacy. We have registered 'dignity champions' who actively promote and monitor dignity, and we are always happy to discuss dignity issues with you and your family.

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.

We organise various activities each day throughout the day, based on what residents tell us they would like. Walks out with staff, arts and crafts, cookery,

gardening, karaoke, reading group, quizzes, sing-a-long, pub night, various games and sports all prove popular.

We also have parties and other organised events, often with outside entertainers including singers and theatre groups. Activities can be one-to-one, in small groups or with most of the residents all together.

Residents also enjoy shopping trips and trips to local places of interest and we usually book a wheelchair-accessible mini-bus for these trips.

Everyone is supported to practise his or her own religious faith. A church 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.

Morning and afternoon refreshments are served between these times and drinks are always available on request. Meals can be taken in the dining room, sitting room or in the resident's own room.

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



Visiting

Family and friends are most welcome to visit you at any time and you may invite them to share a meal with you. A small charge is made for this.

If you are unwell your family or friends are welcome to sit with you for as long as they wish. They may, where appropriate, stay overnight.



Visitors may bring in well-behaved pets to visit.

Rebecca Court is a non-smoking home and smoking is only permitted in designated areas

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

Residents at Rebecca Court are regularly consulted on issues surrounding the facility.

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

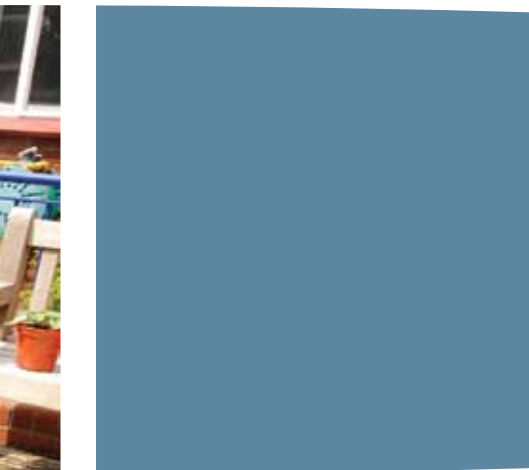
Residents are invited to voice their thoughts and opinions at

any time by speaking to the Manager, their Key Worker or the Care Co-ordinator on duty.

We also take carry out 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.

If you are happy with the service you receive, please say so. It helps our staff to feel valued. We also want to hear when things do not go so well so we can learn from this and improve our service.

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 Rebecca Court.

Charges

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

Charges cover all your day-to-day living costs apart from personal items such as toiletries, newspapers, hairdressing and chiropody.

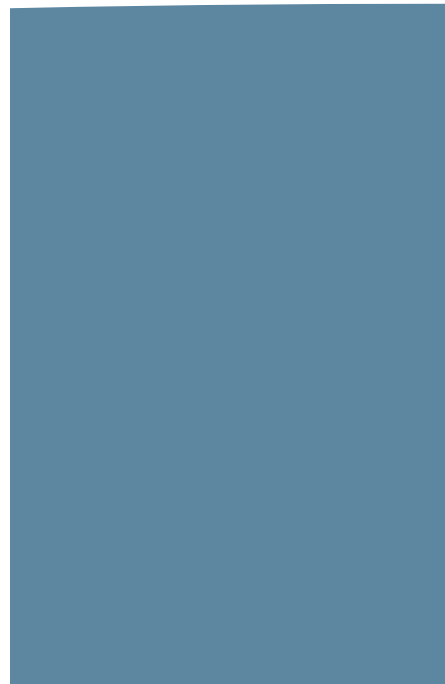
More information

You are welcome to visit us and meet other residents already living here – just call and fix a date and time. Telephone **01485 570421**.

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

Rebecca Court is owned by Norse Care Ltd, Nautilus House, 10 Central Avenue, St Andrews Business Park, Norwich, Norfolk, NR7 0HR.

Care and support is provided by Norse Care Ltd.



Rebecca Court

9 Staithe Road,
Heacham,
King's Lynn
PE31 7EF

T 01485 570421

www.norsecare.co.uk