

 **0300 303 8430**
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 www.pilgrimsfriend.org.uk/furzehill



Furze Hill House, North Walsham

Fulfilled living in later life

Part of the Pilgrims' Friend Society network of Christian care homes and housing schemes

Furze Hill House is a 40-bed residential care home in North Walsham. We offer residential care for older people, including those who are living with dementia. We offer both permanent and respite care, and care at the end of life.



Spacious & furnished



Ensuite



24 hour care



TV & phone points



Wifi



Sunday services



Devotions



Hymns & songs



Activities



Meals & snacks



Hairdresser & salon



Secure gardens



Snacks & drinks



Village shop



Temperature control

About Furze Hill House

At Furze Hill House all rooms have an en-suite, with other assisted bathrooms with accessible baths available. All rooms are fully furnished, with aerial and telephone access points. We believe it is important that residents enjoy a feeling of homeliness, so each resident is encouraged to personalize their room with their own belongings.

The dining room and main lounge are both located on the ground floor. There is also a first floor communal social area for residents and extended family to meet with their loved ones as well as hosting activities. Families are welcome to use these spaces too when they visit, including if they wish to host special occasions for their relatives.

The secure wheelchair-friendly landscaped garden, which has both paved and grassed areas, raised flower beds, and sensory beach area is accessed from the main lounge.

The main lounge is used for several activities including Bible devotional times and other activities such as arts and crafts.

Relatives and friends are welcome to visit at any time during the day and there is the opportunity for them to purchase a meal in the home if they wish to do so, by prior arrangement.

Care Quality Commission

In England, all care homes are regulated by the Care Quality Commission who can be contacted online at www.cqc.org.uk and this is also where inspection reports, both current and some historic, can be found for Furze Hill House..



The last inspection of the home took place on 21st January 2021 and the home was rated Good.

Caring and highly trained staff

The Registered Care Manager, who is regulated by the Care Quality Commission, and Business and Facilities Manager who are responsible for the dedicated team of over 40 staff members.

Typically, Furze Hill House has up to six carers and one team leader senior carer on shift every day and there are three carers on shift overnight.

We also have an Activities Leader, Maintenance Officer, Support Services Supervisor and Housekeepers who work in different parts of the home – four in the kitchen and a team of five carrying out cleaning throughout the home and within the laundry a laundry service. This team ensures that the home is always clean and well-presented and that those who live with us have a well-laundered wardrobe.

Pilgrims' Friend Society puts in place excellent staff training, ensuring staff are equipped to the highest standards both in person and via our online learning portal, Access LMS. This allows staff to access National Vocational Diplomas alongside their in-house training. To keep those who live with us safe, we also provide all care staff training in Manual Handling to Level 2 which is accredited by the Royal Society for the Prevention of Accidents (RoSPA).

We are supported by a central team consisting of Operations, Property Services, Finance, Marketing and Communications, and Human Resources.

Our Registered Care Manager is Jodie Hemmings.

Our Business and Facilities Manager is Debbie Stanford.

Person-centred *care*

It is important to us that those who live with us lead fulfilled lives through the excellent care and services we provide. Before someone comes to live with us, we meet with them to complete a full and comprehensive care needs assessment to identify what the individual care needs, interests, and choices are and to ensure we can meet them.

Once someone has moved in, a senior member of the care team will further discuss their needs with them (and/or their advocate) and will create an individually tailored electronic Care Plan which is easy to understand and covers everything relating to their personal care. It also records their social interests, personal relationships, hobbies, and emotional, spiritual and cultural needs.

The Care Plan is regularly reviewed by the senior care staff, together with the resident (and/or their advocate), to discuss any changes needed and to make sure all the residents' current needs are being met. We want those living with us to be involved in decisions and be able to discuss their affairs,

alongside their relative or representative, knowing that information is kept strictly in confidence.

We support those who live with us to remain as independent as possible but our care team also provide support with activities such as bathing, dressing and mealtimes for those who need it. Residents can specify male or female care staff and, depending on the gender mix of the team, we will aim to meet this request.

Alongside the network of healthcare professionals, and with input from our specialist Care Leads and Catering Manager, a range of special diets and needs are catered for. We also have regular visits from a chiropodist and a hairdresser, and we can escort residents to appointments.

We meet regularly with those who live with us to talk about the activities and social life of the home, and their views are sought on every aspect of life in the home as part of our Quality Assurance system.

Whole person care in a *family atmosphere*

At Furze Hill House we have an active social life in which residents can take part or follow their own pursuits. Planned together with residents and our dedicated volunteers, a program of in-house and external activities, led by our Activities Leader, takes place every month. Our activities include singing, flower arranging, armchair exercises, coffee mornings, crafts, and lots more. We have other communal areas where various activities take place, and we can take the activity to a person's room as needed. Opportunities to join in activities at the on-site resource center are encouraged.

Bible study groups meet regularly, and we have main devotions in the lounge which are led by local ministers and staff. We have regular devotions in the lounge, led by our wonderful team of volunteers, as well as monthly Sunday devotions led by local church leaders. We also provide support for personal devotion and prayer. We organise trips out for those who are able, as well as inviting local schools in for games, craft activities, life histories, and singing which helps to keep those who live with us in touch with their local community.

Fees

Should a self-funded resident no longer be able to afford to pay the fees, for example due to their savings falling to £23,250 or less, they should seek financial help from the local authority. A top-up will be sought by Bethany House wherever possible.

The Registered Care Manager at Furze Hill House must be informed of any top-up proposals by the resident or their advocate. Notwithstanding any contribution paid under Local Authority or NHS Continuing Health Care funding provisions, the full weekly fee, as set out in the Residential Care Agreement and the annual service fees letter, will continue to be due and payable unless we confirm otherwise in writing.

Residential Care Agreement

A sample of our Residential Care Agreements can be found on our website at www.pilgrimsfriend.org.uk/information. The RCA includes information about any conditions on the arrangement to live at Bethany House, including giving notice and ending a contract with the home. Terms and conditions can also be found on the RCA.

Trial periods

New residents are invited to consider the first four weeks as a trial period. This will allow them, their relatives or advocates and the Care Manager, along with other appropriate representatives such as a social care professional, to agree the placement and formalise the Care Plan. The resident or the home may terminate the contract, effective at the end of the trial period, by giving two weeks' notice at any point during the trial period.

NHS Continuing Healthcare

NHS CHC is a complete package of on-going NHS and social care support, arranged and funded by the NHS. An Integrated Care Board (ICB), which is made up of local GP practices, is responsible for managing the NHS CHC process and makes eligibility decisions on behalf of patients registered with its member practices, and agrees and funds NHS CHC care packages. If we or the resident or their advocates consider that they may be eligible for this funding, the ICB will be responsible for carrying an assessment of their care needs.

We will negotiate with the ICB should the resident become eligible for CHC funding. If the resident has been funded by NHS CHC and then become ineligible, we will discuss with them the fee rate for their ongoing care with us.

Food Hygiene

The Furze Hill House latest Food Hygiene Rating is **5 star**. The last inspection date: **9th December 2024**.

Complaints procedure

If a resident, their family or friends are unhappy about any matter, we would request that they follow the complaints procedure. They will not be discriminated against in any way for bringing a complaint under the Complaints Procedure, and residents are invited to make any suggestions for improvements, which they would like to be considered. Support is available from your local advocacy services and details can be found on the home's noticeboard. The complaints procedure can be found at www.pilgrimsfriend.org.uk/information.

Contents insurance

Pilgrims' Friend Society provides insurance cover which includes up to £5,000 per resident for personal belongings against the usual main risks. If a resident has particular items of value then it is recommended that they provide details to the insurer. While the insurance will cover up to £1,000 in cash, it is recommended that residents keep only minimal cash in their accommodation; the home will keep up to **£100** in the safe for residents. More information on contents insurance can be found at www.pilgrimsfriend.org.uk/information.

Pets

Pets are not allowed at Furze Hill House.

About Pilgrims' Friend Society

Rooted in our Christian faith, at Pilgrims' Friend Society we believe that as well as providing secure, comfortable homes and professional care, older people can be supported and encouraged to spend the later part of their lives contributing to the world around them, growing and enjoying fulfilling lives.

We have been supporting older people to flourish for more than 200 years, since a group of Christians concerned about "the aged and infirm Christian poor" established the Aged Pilgrim's Friend

Society in 1807. We started off by providing pensions and support through volunteer visits before developing housing and care schemes for older Christians.

Today we continue that legacy by running residential care homes and independent living housing schemes around the UK, providing environments in which older people are comfortable and secure whether they need care or are living independently.

We are committed to developing the work to support fulfilled living in later years through our Growth and Renewal Programme which is working to see brand new state-of-the-art homes being built to support Christian care, and ensuring our existing buildings are continually improved and maintained.



What we *believe*

Pilgrims' Friend Society is a Christian charity, rooted in the Bible.

We believe that the teachings of the Bible are our sole and final authority.

We believe that there is one God in three persons, Father, Son and Holy Spirit.

The good news of the gospel is that, although men and women are sinners, God has taken the initiative to save people from every tribe, tongue and nation.

We believe that God will bring about the redemption of all things.

God sent Jesus Christ, His Son, to be our Saviour. Jesus became fully human and, at the same time, remained fully God.

Jesus came to buy us back from sin and death by living a perfect life, having no sin, and dying in our place on the cross.

But God's grace did not stop there. When Jesus ascended to heaven, the Holy Spirit was given by God to continue His work on earth.

It is this Holy Spirit who gives us new birth and brings us to repentance and faith in the Son. When the Spirit has begun such a good work in someone, He will bring it to completion.

At the time appointed by God, Jesus will return to earth in glory. He will raise the dead and judge all people. He will banish those not known to Him and He will take His people to be with Him in eternal glory in the new heavens and earth.

Where to find us

Furze Hill House is easily accessible on the southeast of North Walsham which is served by rail and road links.

 **73 Happisburgh Road, North Walsham, Norfolk, NR28 9HDH**

Contact us

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Follow us on social media:     

Furze Hill House is part of the Pilgrims' Friend Society family of care homes and housing schemes for older people. Pilgrims' Friend Society is a registered charity and a company registered in England and Wales. Charity No: 1045920 Company No. 3027071

