

Benjamin Court Feedback

October 2023

Healthwatch Norfolk does not normally gather feedback about services that have ended or closed. We made an exception because we were contacted by numerous members of the public about Benjamin Court Reablement Services in Cromer. Because our role is to listen to the voice of the patient, we visited Cromer Library on October 13 to speak to people about their experience of the service. From this visit, we received 12 reviews, which have an average rating of 5 out of 5.

The reviews are published in full in the table below:

Title	Review	Rating
It was the most special place	My time at Benjamin Court was very special. It was simply wonderful there. I went after a knee operation and was there for two weeks and it was the most amazing experience - everything you could imagine needing. The staff were there all the time. The food was lovely. The staff would come in with the menu and the choice was superb. It was the most special place. I had never been in hospital before when I had an operation at the Norfolk and Norwich University Hospital, and I did not know where I was going. I was collected from the hospital and taken through a very nice reception area to a room, and I could not believe I had my own room with a window onto a quiet garden. It was perfect. I do not know where I would have gone if not here. The staff were very very special. I had a buzzer if I needed anything, it was like a little holiday - a lovely place.	5
Superb Service	My partner had palliative care at Benjamin Court. It was superb. I cannot speak highly enough of the place. The people of north Norfolk are only getting older and older, and which make places like Benjamin Court a necessity.	5
The Care Was Second To None	My husband was in Benjamin Court and the care was second to none. He had an individual room, and the care was there as and when he needed it. It was spotlessly clean. There were physios and equipment there. Nothing was too much trouble for me or him. He	5

	<p>was in the NNUH and realised he could go home but he could not until the physio and care package were in place, so they offered Benjamin Court and we grabbed at the opportunity as was so close to home. The staff were trained nurses and HCAs and physios as well as Occupational Therapists. Nothing could be improved on. It is quite a big facility. There were 18 beds on the side he was on. There was a restaurant where I could eat if I chose to. There was a sitting room overlooking a garden and his room did too - there were squirrels there! This will be the first winter without Benjamin Court and the staff are now having to do home visits. What about when the snow and ice comes? Staff are wasting their time going between houses. Staff are better placed in the Benjamin Court hospital and the patients are too. It was full when he was there, and we had to wait for the bed. And they did palliative care if we needed it - we didn't - but had we, we would have used it.</p>	
<p>They Were All Angels</p>	<p>My husband was cared for here. I would say over 100%, I would say 1000% for the treatment he got, it was very very good - excellent. They were all angels. He went in on a Monday and passed away on the Friday. I went in morning, afternoon, and evening - I could have stayed over but I only lived up the road so made sense to go home. He was always clean, his bed was always made. He was so well looked after. He was happy with it. When he passed away there were flowers left on his bed. They were all just so good. The nursing staff for my husband were all angels. He was in a room on his own. It was lovely and quiet; it was so peaceful. It is what he wanted. It is such a waste for it to close and it takes relief from the big hospitals.</p>	<p>5</p>
<p>Provided Absolutely Exemplary Care</p>	<p>I think it is shabby to close Benjamin Court without consultation. In the age of 'bed blocking' we should not be closing places like Benjamin Court. It is shocking that a community facility that could help with the issue is being shut down on the qt. My father had a stroke and was discharged to rehab at Benjamin Court. He was there for two weeks and received absolutely exemplary care. It was just the right sort of care - better than being stuck on the neurology ward. A hospital ward was not the right sort of care that he needed. My father liked it at Benjamin Court and was cared for by a wonderful care assistant. We live locally so friends and family could easily visit. Also, as he got better, we were able to take</p>	<p>5</p>

	<p>him home for short visits before he was fully discharged. This was helpful so staff could see if he could manage being at home and friends could visit him in his own home. My family and I were able to get to know the staff as we were there a lot. They gave us lots of advice on rehab. Even after my father was discharged, we were still told that we could call anytime for advice. This enabled us to be the best carers that we could be. Local people volunteered at Benjamin Court. They gave their time to play games which is great for rehab.</p>	
<p>Filled The Gap Between Hospital & Home</p>	<p>My husband was seriously ill in Norfolk & Norwich Hospital last year with chest sepsis. After several weeks in hospital, he had recovered sufficiently to be recommended for a rehabilitation bed (he was not strong enough to be looked after at home). He was told that he would have to wait several weeks or months because no rehab beds were available. We were told that he was 27th on the waiting list. Also, that he would be allocated a bed anywhere in the country. Meanwhile he became a 'bed blocker' in the hospital and said he wanted to die. His physical and mental state declined rapidly in an overcrowded dirty dismal ward...with overworked and demoralised nurses. One day the wonderful news came that a bed was available at Benjamin Court. His experience there was excellent and after a couple of weeks he was able to return home. We live in Cromer. Benjamin Court filled the gap between hospital and home. I dread to think what will now happen to other people in an indistinguishable situation to my husband. I am aware that frail and sick people are now being sent home to receive minimal homecare. The result is that some of them are returning to hospital within a week or two. This would not happen if a rehabilitation bed were available. We need more rehabilitation units like Benjamin Court, not less.</p>	<p>5</p>
<p>Helped Get Me Moving Again</p>	<p>I have had a couple of experiences with Benjamin Court. I broke a leg and was able to be at home, but I could not bathe myself, so I would go over to Benjamin Court to have a bath. That was a very useful service. I later broke the other leg and needed convalescence. I spent two weeks at Benjamin Court. They helped to get me moving again. The consultant was fantastic, and they were very good to me. I healed there and was then able to return to my own home. It seems like there is a lack of service now. We need convalescence beds</p>	<p>5</p>

	here in Cromer, people need looking after. I have a very high opinion of Benjamin Court and am thankful for the care they gave me.	
Jolly Useful	My close friend stayed in Benjamin Court multiple times after hospital stays. He stayed there for two to three weeks at a time. It had a very homely feel. The staff were always good and enthusiastic. It seemed like that way of working came from the top down. It was a marvellous resource for the community, and I have very good memories of it because it was so small. People are being sent home from the hospital, but they are not really well enough to go home so they quickly end up back in hospital again. Places like Benjamin Court stop that from happening. It is a jolly useful place and a huge resource for the NHS.	5
Gave Me Back The Will To Live	It was great due to the understand, comfort and patience of the staff. They knew what I needed when I did not. They were firm with me, but I needed that, and it got results. I did not want to go in there after being discharged from the N&N, but the only option would have been to go home on my own as I live on my own and I would not have been able to cope. They made me face up to my needs and it turned me around. They helped me recover emotionally as well as physically. The food was amazing. I had my own room which was en-suite with my own shower. The soundings and staff helped me feel more relaxed which speeded up my recovery. They made sure I took my medication even when I did not want to. I would like to thank them; they were absolutely marvellous.	5
A Fantastic Place	They looked after my dad who went in there for palliative care for the last three weeks of his life. The staff looked after him brilliantly and nothing was too much trouble. They cared for us too and told us everything that was happening and reassured me that Dad would stay there close to home to be cared for. We were allowed to stay with Dad anytime, and during the night too. It was a quiet and peaceful calm environment. I do not believe there is any other facility in Cromer for palliative care which is so important for end-of-life patients.	5
We Need More Sites Like This	My husband was seriously ill in the Norfolk and Norwich Hospital with chest sepsis and was recommended for a place at Benjamin Court for rehabilitation. It took a while	5

	<p>for him to be referred and we were concerned he could be sent anywhere in the country, and his physical and mental state was declining. Once he got referred to Benjamin Court, he had an excellent experience. After a couple of weeks there, he was able to return home. I am aware that frail and sick people are now being sent home to receive minimal homecare which means that some return to hospital within a week or two. This would not happen if a rehabilitation bed were available. We need more places like Benjamin Court.</p>	
<p>Benjamin Court Must Be Retained</p>	<p>I relied on Benjamin Court for my husband's care. He suffered from a fall initially and he then continually needed care at the Norfolk and Norwich University Hospital over several years. I was not happy with his care at the hospital medically and how he was looked after as a person. Once he was out of acute care and in Benjamin Court, it was so much better. It was lovely to visit him, and the staff were kind. My own mental health improved as I knew he was in a safe environment. The staff were open with me, and we became a team. My husband was still seriously ill but bed-bound at the start of his stay. They taught me how to manage his care when he returned home, ordered equipment that I could borrow, and worked with me on domiciliary visits as he improves and was well enough to discharge. Without Benjamin Court, no-one as seriously ill as him could have been discharged. One home visit a day could not achieve what Benjamin Court did with constant supervision, physio, and reablement. I think if places like this were not available, the death rate and cycle of readmittance to hospital would increase.</p>	<p>5</p>

