

Lydia Eva Court

March 2024

In March 2024 we visited Lydia Eva Court to speak with people living there about their experiences of the home. We also spoke to some members of staff about their experiences. This visit formed part of our targeted engagement visiting care homes in Norfolk to learn more about the experiences of people living there. When all visits are complete a summary report will be produced.



Lydia Eva Court is a large, purpose-built care home in Gorleston, East Norfolk. The home provides residential care for people aged 65 or over, a large portion of the residents are living with dementia. At the time of our visit there were 73 people living there.

From this visit we received 6 reviews for the home. We received 5 reviews including one from a visitor and these reviews have an average star rating of 4 out of 5.

Healthwatch Norfolk Officers who visited Lydia Eva Court noted:

The home was divided up into 6 self-contained houses. Each one was clean, homely and individually decorated. They all had a well-lit living area which looked out to the garden. Houses located upstairs had balconies and those downstairs went straight out to the garden. There were personal photographs from people living there displayed in communal areas. There were also bedrooms, bathrooms and a kitchen and dining area. Despite the large number of people living at Lydia Eva the atmosphere was quiet and calm due to the home being divided in this way.

We were shown someone's room, which was spacious, bright, and clean. The room was furnished with dementia-friendly furniture with windows fronting the cupboards and drawers. Each room had call bells and over the bed sensors connected to staff monitors. These sensors can be adjusted to suit the needs of each resident. All bedrooms had ensuite bathroom facilities.



We spoke with the wellbeing team who coordinate the activities schedule for people. Activities were taking place on our arrival in a central communal area. On the day of our visit, they were making pizzas and singing songs together. Everyone attending seemed to be enjoying themselves. People that do not wish to join in with group activities have an option in the morning and afternoon to do individual activities with a member of the wellbeing team.

The team were incredibly enthusiastic about their jobs, telling us about how much they enjoyed it. We were told about the large variety of activities on offer, as well as the various relationships the home has with outside organisations such as the local school.



Everyone we spoke to reported being happy living at Lydia Eva Court, and this is what we observed of people participating in activities during our visit. Staff we spoke to were very positive about working in the home. The activities were mentioned by several people.

One relative we spoke to raised a concern about an aspect of his wife's care. We were able to raise this with the manager who responded immediately.

During our visit Lydia Eva Court appeared to be a well-run and welcoming place for people to live. The setting was homely and well maintained, and people seemed generally happy with the care that they received.

The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk. A response from the home to this report can be found on page 7.

| Title | Review | Rating |
|------------------|---|--------|
| Great activities | I like living here. I enjoy the activities, it's great. The staff are so good. | 5 |
| The right choice | <p>My wife has been here nearly 2 years now. It was a struggle getting the funding sorted once the money ran out. Nurse were really good but the communication from Norfolk County Council took weeks.</p> <p>I'm happy with the levels of care. She always seems clean, although she perhaps needs to have her teeth cleaned a little more often. The staff message me often to keep me updated. It looks like there's a lot of entertainment provided here and the building is always clean. I've not got any complaints, it was definitely the right choice picking this home.</p> | 4 |
| Beautiful | Beautiful! I get on well with the staff, they're very nice. I like to go outside for walks if I feel up to it. There's nice food. I can't think of anywhere I'd rather be. My family come to visit me. | 4 |
| Brilliant | Brilliant! It's beautiful, I've got a very nice room. | 4 |

| | | |
|------------------------------------|---|----------|
| <p>Our rooms are our own space</p> | <p>I feel alright living here. The members of staff I sometimes find a bit on and off. I use my alarm and they always come. There is a daily sheet and we do classes and activities. I do the keep fit classes. The food is okay. There is a little bit of choice but not a lot. I mostly eat in my room.</p> <p>I enjoy the garden when it is a bit warmer. We have activities and I love to do things outside. I make sure to get the weeding done!</p> <p>Our rooms are our own space, staff always knock before they come in. I enjoy watching films in my room. I've got plenty to do.</p> | <p>4</p> |
| <p>I don't mind the staff.</p> | <p>I don't mind the staff. They are lovely. But I don't like the food. I only got two little sausages with my lunch.</p> | <p>3</p> |

Response from Lydia Eva Court:

I would just like to say thankyou for providing us with the opportunity to share with you what we do at Lydia Eva Court and to be able to demonstrate that life continues albeit differently to what we might have planned once you move into Residential Care. It also provided me with the time to think about the service we provide and how we can continue to enhance what we currently do at Lydia Eva Court.