

Beauchamp House

2025

In February 2025 we visited Beauchamp House to speak to service users about their experience with the home. This visit formed part of our ongoing targeted engagement of visiting care homes around Norfolk.

Beauchamp House is a care home in Chedgrave, a village in South Norfolk, and is owned and managed by Norse Care Services Limited. The home provides residential and respite care for up to 45 people aged 65 or over.

From this visit we received five reviews from service users and one from a family member for the home, and these have an average star rating of 4.7 out of 5.

Healthwatch Norfolk Officers who visited Beauchamp House noted:

The home is embedded in the local community in a residential area with a portion of beds allocated for those with enhanced care needs. Many bedrooms have en-suite facilities and all we visited had alarm systems, adjustable beds, and were personalised to the service user's preferences – for example, with their own furniture or decorations from their previous home. There are several communal dining and lounge areas, in one of which resides a budgie!



An on-site hair salon opens weekly with flexibility to have haircuts outside of these times. A trolley is brought around weekly from which service users can purchase convenience store-style provisions. Staff also told us a nurse practitioner visits weekly.

We observed staff speaking to service users with warmth and responding quickly to their needs.

Opportunities for activities are placed throughout the home such as a dressing-up area and fidget board. We observed a service user playing the piano which everybody has access to. A dog comes to visit every fortnight, and we saw lots of photo boards on the walls showing people partaking in the structured activities available.

The menu is led by service users with preferences and new ideas sought through questionnaires. There is a bi-monthly resident's meeting where open discussions are encouraged around activities, care and catering. People who wish to contribute but not attend can put points forward through staff and all service users are given the minutes.



All service users we spoke to praised the staff team. Some talked about how helpful they'd been with their transition to the home, and many appreciated their good humour and quality of the relationships. Service users told us they are happy with the food provided and are enabled to choose alternatives. There is also encouragement and support available to personalise bedrooms as they wish.

All service users we spoke to mentioned activities they enjoyed with one noting they have plenty of choices to occupy themselves with outside of structured activities. A visitor we spoke to also commented they have observed service users being busy and fulfilled.

The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk.



ID	Title	Review	Rating	Who?
254628	Welcoming staff	We have a good laugh with the staff, they make us welcome. They involve the residents in things, they don't just let them sit about. We can't fault the staff at all.	5	Visitor
254627	You won't find anywhere better	I can't fault it. The staff are friendly. I've been here just over a year. They're a good lot. It like it when Elvis comes to perform, and I enjoy knit and natter. I play the bingo, I like my bingo. There aren't many days when I've got nothing on. It's lovely food, excellent, and if I don't fancy anything on the menu they'll alter it for you. I get a lot of visitors. When I first came here the staff took my hand and made me feel welcome. I prefer being here than having carers at home. We have a good laugh with the staff. I can't see where you would find anywhere better. The tables are always set nicely and I like having a chat with the other residents and have lunch with them.	5	Person who lives there
254150	Staff are very good	The staff are very, very good. They're always available if I need them which is good. I like my room, the staff helped me make it how I like it. The food is good, any food will do and my favourite is toad-in-the-hole. The activities lady will ask me if I want to do Scrabble and I'll do it. I also like bingo and there's plenty to watch on TV. In the summer we go out on trips to the seaside. I go to the resident meetings as well. I would like to go on trips a bit more but I know the weather's not good.	5	Person who lives there

254181	I love it!	<p>I love it, every bit of it! What can I say? Everything is good. All the people, all the staff are friendly. Especially Yemi, he always has a big hug for me. They're always on the doorstep ready to help, we know them all really well. If you treat everybody how you would want to be treated, that helps. I do Knit and Knatter and they bring a trolley round once a week where you can buy mostly anything like birthday cards and toothpaste. The food is alright, it depends on the cook, but if I don't like the meal choices I can always have soup. I couldn't take a single step when I came in here but within three weeks they got me on my feet with a frame. I love my bed! The night staff come and kiss you goodnight, that means a lot.</p>	5	Person who lives there
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254154	They've looked after me well	<p>The change of coming here has been a bit of a struggle but they've looked after me well, especially Sarah and Tracey - I can't fault them. I had my own business and my own place before so I've had to adjust. I'm OK now but at first it was difficult but they tolerated my moods. I'm not allowed out on my own but I can go with staff to do shopping and things. Some of the residents moan but you have to accept you're in a home and you need to work with them. I like my room, I've got my own television and they check on me in the night. I found this strange at first but you get used to it. The food is pretty good, it's wholesome but then I've always been one to eat what I'm given. I often get a glass of sherry from the bar downstairs! I did bingo but it's not really my thing but I've got plenty to do. There's lots of books if I want to read and we've got a budgie. On the whole I think they're pretty good. If it was crap I'd say so!</p>	4	Person who lives there
254630	Nice staff	<p>It's good when you get to know people. The staff are nice. My room is comfy. The food is good and I get choice. We had somebody come in to sing, and I enjoy playing bingo.</p>	4	Person who lives there

