

# Lincoln House

**2025**

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

Lincoln House is a care home in Swanton Morley, a village in Breckland, and is owned and managed by Castlemeadow Care. The home provides residential, respite and nursing care for up to 59 people aged 65 or over.

From this visit we received five reviews for the home. We received three from service users and one from a relative – these have an average star rating of 4.3 out of 5. We also collected one review from a staff member who rated the home as five stars. The overall rating therefore was 4.4 stars out of 5.

Healthwatch Norfolk Officers who visited Lincoln House noted:

We observed staff preparing food and decorations for a 'Seaside' lunch as part of a programme of monthly themed meals. Families are invited to join for lunches and summer barbecues, and staff told us they're well attended. The family members have built relationships with other service users, relatives and staff which has created a community.



Some lounge areas had recently been refurbished with particular emphasis placed on creating comfortable areas for families dealing with loss. Service users were involved in design choices of other areas, such as carpeted flooring, and naming of corridors.

We observed a monthly meeting with service users, family and staff members present. A discussion took place regarding the outcome of their recent survey which asked about the activities on offer. Cakes in the shape of ice creams to fit with the 'Seaside' theme were provided! The chef meets regularly with service users to devise menu plans.



Regular visits are made to the home by hairdressers and health professionals including a GP, chiropodist and dentist.

Service users spoke highly of their relationships with staff and were pleased with the quality of care. Mention was made about the speedy replacement of furniture as required. The varied activities schedule was appreciated by service users and the visitor. Collaborative working was highlighted by some in respect of service delivery and family participation. We also heard that people appreciated how well everyone worked together at the home when it came to both caring for residents and ensuring families were involved.

## Response from the service provider

I have investigated some of the concerns raised and have found the following:

*" I'm on a rota for a bath "*

It is not a rota as such for a resident's bath but used as an observational tool for those residents that are refusing or not accepting personal hygiene. This is so that we have oversight of the personal care. Some staff would say that a resident has ' refused ', there may be a genuine reason why this has happened, and we need to address this. Residents may be on a DOLs, continues refusal of personal hygiene we would need to contact them. A lot of residents request daily baths/ showers and this is done by carers.

*" I need a new bed. I have to wait for money to be approved by management"*

The resident did request a new bed and the nursing staff did ask the OT to visit, the OT found that the resident's bed was more than sufficient for his needs. My clinical lead did speak with the resident who did say that is not what he meant, however the resident has been assessed.

The reviews are displayed in the table below and can be found on our website [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk).





ID	Title	Review	Rating	Who?
255405	Staff are a jolly lot	<p>I get on very well with the staff. They're a jolly lot, they're not all official, they're a good crowd. There's lots of activities to do which is good as I like to keep busy. I'd like to produce an adult nativity as I used to write and perform and I know workarounds to include people with dementia. I haven't suggested it yet but I'm going to and I think the staff would encourage any ideas and see how they could help.</p> <p>The food is good, there's some I enjoy more than others but that's my preference and they wouldn't hesitate to get me something else. My room is adequate, I wouldn't want it any larger. My bed wasn't comfortable at one point, I reported it and another one came the next morning. I'm quite happy with what the home offers. The staff really are good I'm not just saying it! We have a laugh, they take an interest in what you're doing and they remember things.</p>	5	Person who lives there

255395	It's person-centred	<p>We have a meal forum every few months where the residents talk about the menu and they're involved in menu choices for celebration days, it's person-centred. We work very closely with Emma in activities to do theme days. We have five choices a day - two mains plus fish, jacket potatoes or omelette, with three choices of accompaniment and three choices of fresh veg. We have a huge selection! It's all based on what the residents choose. We have every type of soft and hot drinks you can think of.</p> <p>A lot of the residents do come to the dining rooms for lunch and families and friends can join in for meals too. Sometimes the residents will tell us about a food that's from what they call 'the old days' that I've never heard of but I'll look up the recipe and do it. I'm happy with the facilities I've got and the stock supply.</p>	5	Staff member
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255632	I think we're getting good value	<p>My wife has been here for two months. She has settled quite well. No serious problems. The nurses and care people have sorted out any small problems. There is a problem with her eating but I am happy that it is being dealt with. They said they will get a nutritionist in. The care has been good in general. It's perhaps not so good at the weekends when management don't seem to be in attendance.</p> <p>There is a lot going on here. My wife enjoys the "volleyball" as she used to play a lot of tennis.</p> <p>We looked at a number of care homes before moving here. They didn't have as many activities as here. She enjoys the religious services. They have musicians and singers coming in. She enjoys that. They also have sitting exercises. I don't know if she fully enjoys, it but she does it! I think we're getting good value for money.</p> <p>I visit every other day as I live locally. What is good here is that they try to include families and dependants in the activities. For example today is a well being meeting, followed by a seaside (themed) lunch. I would say that when we first came here, the management didn't work quite so well as it does now.</p>	4	Visitor
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255400	They keep a good eye on me	<p>It's been good so far, the nurses are alright. I'm happy as I am in my room. They keep my medical equipment clean and I'm comfortable. I was underweight before I came in and, because of the medication, I've put on weight and I'm healthy now. If I ring the emergency alarm they're in in a minute, they don't mess about. 'Bang' they're here! I've got my own toilet and I'm on a rota for a bath.</p> <p>I can't go out without anyone so I don't go anywhere apart from hospital, taxis are too expensive to town. I would like to go out with staff and I have told them but nothing's happened yet. My room is decorated how I want and my bed was wobbly but it's been fixed. I did ask for a longer bed as I'm tall and my feet get cold sticking out in the winter but I have to wait for the money to be approved by the management. They keep a good eye on me popping in and asking if I'm OK or need anything.</p> <p>We get Christmas and birthday presents here and they bring you round a birthday cake. They decorate for any events like Halloween or royal celebration days.</p>	4	Person who lives there
255393	No complaints	<p>I've got no complaints at all. We have little ups and downs but we always get over them. We do a lot of different things - we play ball games, we do lots of crafts and we make things to decorate if it's a special day. The food is good. You get two choices every day and you can have whatever you want if you don't like those choices. The carers are all lovely, there are permanent ones and some agency. I've got the best room in the place! I've got a beautiful view. I can't think of things they could do better as things suit me here but they might not suit somebody else.</p>	4	Person who lives there

