

Bilney Hall



2025

In March 2025 we visited Bilney Hall 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.

Bilney Hall is a care home in East Bilney, a village in Breckland, and is owned and managed by Healthcare Homes Group Limited. The home provides residential and respite care for up to 64 people aged 65 or over.

From this visit we received nine reviews for the home. We received six from services users and one from a visitor – these have an average star rating of 4.3 out of 5. We also collected two reviews from staff members all of whom rated the home as five stars. The overall rating therefore was 4.4 stars out of 5.

Healthwatch Norfolk Officers who visited Bilney Hall noted:

The home highlights a 'Resident of the Day' once a month to showcase their interests and celebrate their life. Service user's views are actively sought through monthly meetings and surveys. The survey can be adapted to make it dementia-friendly, and it has a 100% response rate. The staff survey is also completed by 100% of the recipients.

A monthly newsletter is distributed to family members so they can keep up-to-date with what their relatives are doing and any developments at the home.

Interesting information about the history of the building is displayed in the home and there are many activities for service users to take part in. During our visit, we observed a very well-attended performance by Elvis!



The garden provided different types of areas for residents to enjoy with safety measures in place, such as netting over the fountain water.

There are options at mealtimes for service users to choose from and the kitchen are happy to meet any specific requests or requirements. Lunch is served in two sittings to enable carers to provide assistance to those who may struggle during the first session. There are fruit bowls in various places of the home which service users can access at any time.

We observed staff members interacting warmly with service

users, creating a caring atmosphere.



Some service users told us they had positive relationships with staff who made themselves available in key moments despite being observed as generally busy. Management was noted as supportive to both service users and employees. The grounds of the home and resident wildlife were appreciated by service users who felt they enhanced their wellbeing.

Comment from the manager of Bilney Hall:

"We are very pleased with the findings of this Healthwatch report, which reflect the dedication, professionalism, and compassion shown by our team at Bilney Hall every day. We are proud to have an established and experienced team at the home, many of whom have been with us for many years, building strong relationships with our residents and their families. It is especially rewarding to see the warm and supportive atmosphere of the home recognised."

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

ID	Title	Review	Rating	Who?
255304	They're very good to me	They're very good to me. I have people come and help me and they never complain. If they're busy, they'll tell me but if I do wait it's not very long. Nikki the manager is particularly nice. They always ask if I want to do activities and I do it if I want to. I would like to get some fresh air outside in my chair when the weather's nice. I haven't asked them to take me as I know they're busy and I don't want to pressure them. But the staff are lovely. I like my room, I get lots of birds visiting outside as my daughter put some feeders out there for them.	5	Person who lives there
255312	Mum is happy here	Mum's always been very happy and settled here. She says she's getting "lovely care" and she knows all the staff well, she's built personal relationships with them. The link between here and the local GP is excellent, we couldn't get that when she was living on her own but here there's so much medical attention. There's weekly doctor's rounds so they can pre-empt things and prevent it becoming worse. The food is always good and mum can have an alternative if she wants. Mum loved gardening and she's bed-bound now so it's lovely she has a room where she can see the garden and smell the cut grass. Mum has also made her wishes clear that she doesn't want any more time in hospital which is why the GP relationship is key. The staff are so aware of what's important and make an effort to make her feel special. They set up her favourite photographs next to some lovely flowers where she could see them which was really thoughtful. The staff are also in daily contact with our family which is important now mum's health is declining	5	Visitor
255008	I enjoy working here and feel	I have worked in more than one role here and I have always enjoyed it. One of the best parts is the support I get from the manager. I have always been	5	Staff member

	very well supported	<p>supported, and the manager will do anything to support me and other staff members regardless of your role. If there is an issue on the day the home still runs as if it hadn't happened as the manager and other senior staff members step in to support so residents are not negatively impacted. We are well supported with mandatory training, and I have also completed 2 diplomas since I've been here.</p> <p>I think Bilney Hall is a lovely place. I am happy and content with my role and enjoy working with the residents and my colleagues.</p>		
255015	I know the residents and they know me, Its like a family	<p>I enjoy working here, I enjoy spending time with the residents. I know the residents and they know me, it's like a big family. Turnover of staff is not too bad, and I think staff and residents value and appreciate the continuity of care. It can be busy and sometimes and there is not always enough time to spend as much time as you would like chatting to the residents. I think the residents appreciate someone talking to them. I love the individual conversations with residents I think they make my day and theirs.</p> <p>I like giving back and making a difference. Some days are very challenging, but I still love working here. I don't think carers are recognised enough and if they were I think it might encourage more people to become carers especially if we were paid more. A lot of our residents prefer a female carer and sometimes that puts more pressure on me as we don't seem to have enough female carers.</p>	5	Staff member
255311	It's very nice	<p>The weather hasn't been good enough to go outside much but I'm hoping I can soon. Other than that, it's very nice. The staff are mostly nice girls. It is difficult to know who's who as there's lots of them and some have the same names. There's a lovely carer called Anna. Sometimes the food is very, very good, sometimes not so. I quite like my room as I can see the passing world</p>	4	Person who lives there

		outside my window. I've given up my own home so it will take time to adjust, especially to communal living with a lot of different people.		
255310	I've made friends	It was a shock coming here, I wasn't expecting it but I've made a few friends since I've settled in. I think it's pretty good for a care home. The staff are always very, very busy all the time but they're always very good. Sometimes they are looking after others but if it was an emergency they'd be there. As far as care homes go you couldn't get better than this. My nephew was very impressed when he came to visit. Sometimes I do get a bit sore as you're not dried properly after a wash.	4	Person who lives there
255309	Good so far	I'm just settling in and it's good so far. I'd been lonely living on my own. I haven't done any activities yet, but I will when it's something I like. I do a lot of knitting. The staff I've met are all very nice so far. The food could be better, the vegetables seem to be just carrots and beans, and I wasn't the only one who left quite a lot of their meal today. My room is splendid! It's quite big.	4	Person who lives there
255305	It's squeaky clean	The food quality and choice is pretty good for a care home. Another thing is the cleanliness, they're very particular that everything is done every day. It's mopped and always squeaky clean, even the windows. There's so much land here it would be nice to have a little patch each to cultivate as I used to love gardening. There are certain times when there's absolutely nothing to do except watch television.	4	Person who lives there
255002	I have a lovely room and enjoy watching the deer	I have a lovely room with an ensuite bathroom. I don't mix very well so I like being stuck out here on the edge. I have a lovely view from the window, and I enjoy watching the deer, while I'm peddling on my cycle. I have just got back from Elvis, he was very good, and I danced as well. The activities organiser is very good at getting people involved and I am pleased they encouraged me to join in. My partner says I don't join in enough as well. I really enjoy reading and I have my Kindle. I read nearly all the time. If I don't	4	Person who lives there

		<p>have my Kindle with me, I feel desolate.</p> <p>People do visit me, luckily including my partner. My partner takes me out to lunch every Sunday and sometimes other times too. The food here is okay, I enjoy my porridge for breakfast, but I often just have jacket potato at lunch. It's good they do all your laundry, although sometimes it can take a while to come back. They keep all the clothes nice and have not spoiled anything.</p>		
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