

# Coronation House



**2025**

In April 2025 we visited Coronation 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.

Coronation House is a purpose-built care home in Thetford, a town in Breckland, and is owned and managed by Danforth Care. The home provides residential, respite and dementia care for people aged 65 or over.

From this visit we received eight reviews for the home. We received six from services users and these have an average star rating of 4.8 out of 5. We also collected two reviews from staff members both of whom rated the home as five stars. The overall rating therefore was 4.9 stars out of 5.

Healthwatch Norfolk Officers who visited Coronation House noted:

The home, built around a year ago, was designed to optimise accessibility and comfort for service users and their families. There is seating at the end of each corridor, a library, cinema, and lounge area that opens onto the garden which is often used for family visits. Service users enjoy helping in the garden. They pot new plants, water the area and make fat balls for the birds.

Options are given for meal times and residents with sensitivities or particular requests can be accommodated. 'Show plates' are used to remind those with dementia what's available and aid them to make their choices.



Visitors to the home include a regular hairdresser, vicar, and pre-schoolers. Service users are also taken out on trips outside the home ranging from shopping to museum visits.

The activities programme is comprehensive and very popular with service users and staff alike. Posters display what's on and staff also remind and encourage everybody to take part. For those wishing to stay in their rooms, an activities trolley is taken around so they can join in. The home has an active social media presence so family members can watch their relatives having fun!

The Lifestyle Managers cover seven days per week to ensure there's plenty to be involved with. Ideas are enhanced by

service user's suggestions which are sought in regular resident meetings. Accessible exercise classes take place alongside theme days to celebrate national events or different genres like Disney. One-to-one activities such as board games with service users are also provided. During our visit we met some chicks the service users had hatched from eggs!



Overall, the service users we spoke to were happy with the quality and choice of food with two people describing it as "excellent". We were told about the interesting variety of activities on offer and that there is plenty to keep occupied with outside of formal arrangements. All service users were pleased with their rooms in terms of suitability and cleanliness. Staff attitudes and interactions were spoken about positively, however one service user felt there was a shortage of cover at night times.

Comment from the provider:

*"The home manager takes these concerns serious and has met with the resident in question.*

*The GM monitors call bells closely and ensure the residents who need assistance do get this. I understand that when a resident wants to get up it might not always be that exact time. I have spoken to the resident and shared the call bell analysis and my report and observations and expressed as the GM I do monitor very closely and I am in the home early each morning so I can follow up my observations."*

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?
258057	I'm happy	I like it here. The food is lovely, I enjoyed my lunch today. I'm happy with the choices you get. I've got a lovely room. I'm at the back and I can see all the birds, in the summer I'll be able to open my door and go straight outside to sit. The staff are all nice. They always offer activities but I prefer to just sit in the lounges and mingle, look at the weather outside. I'm happy with what they offer here, it's much nicer than the home I was in before.	5	Service user
257710	It's like being on holiday	<p>Here it is excellent, I can't fault it here. It's much better than the previous care home I was in. The food here is excellent and my room is lovely. Hairdressing and chiropody are all included too.</p> <p>I love the music sessions, there is one in a little while and I'm looking forward to it. The entertainment is superb. What I do like to see is the staff join in and dance with you. Everyone joins in. The staff also eat the same as us, which they have after we have eaten ours. I just consider I am on holiday, you're waited on all the time. The only thing I can think of that is slightly annoying is that when I get up to move to go somewhere else when I come back the stool I was using to put my feet up on has often disappeared.</p>	5	Service user
257714	I love the environment here	I love my role and the environment. I get a lot of support, and this is spread across every department. It is very different from where I came from, here we try to create an environment that is not institutional, so it feels like their home. That is the idea I have in my mind when I am supporting the residents. I just loved it here from the very start, from when I first came for my interview.	5	Staff

257711	I like working here	I enjoy my role, and I feel well supported. I think the residents get the best care they can.	5	Staff
257619	It's a good place to be	All the workers are really good. My bedroom is fine, and I have a bathroom as well. It's fine. The food is excellent, I have no grumbles there and I like my food. There are games we can join, all that sort of thing. Everyday seems okay for me, they all seem okay, I'm quite pleased being here and I can't fault anything	5	Service user
257617	I think it's lovely	I don't think they could improve anything, I think it's lovely. I couldn't manage on my own and they make it so easy. I can't really walk that well now but I'm a lady of leisure. My room is good, and the food is okay. Obviously, there are some food things I'm not as keen on but there is always something. I know you can't please everyone here all of the time. I'm knitting hats for premature babies, I usually knit one a day. They have been going to the West Suffolk Hospital and I think some are now going to go to the hospital in Norwich.	5	Service user
257616	It is absolutely brilliant	I was dreading this but it is absolutely brilliant. All the staff are lovely and it's a really nice atmosphere. I have a very nice room and one thing that is impressive is how clean it is and that's very important. The food is good and there is nothing I can think of that would improve it. Most of it is pleasant, you can watch people and things, it's just nice. My children visit me too. I'm giving it 5 out of 5 because it's nice.	5	Service user
258056	Lovely staff but not always available	Overall it's quite good here, I'm comfortable and well fed - generally well looked after. The food is good quality, cooked well and is nourishing. I don't do a lot of activities but I'm quite happy using my tablet and reading. My room is small but comfortable and I only use it at night to sleep, I like to be out. I have petted the dog who comes in and held a chick. The thing I would like to be improved is more staff available in the evenings,	4	Service user

		<p>overnight and early mornings as I need assistance getting in and out of bed. They answer the bell quickly but then tell you, you will have to wait which can be anything from one to three hours. I need help to use the toilet and if I don't get it I have accidents. The staff are all lovely, it's not their fault, but there is a shortage in the night or if you wake up early. It has improved from when I was first here, you still have to wait but sometimes not as long.</p>		
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