



BURLINGHAM HOUSE

Residential Care Home



Burlingham House
Dell Corner Lane
North Burlingham
Norwich
NR13 4EQ

Tel: 01603 270600

www.burlinghamhouse.co.uk

At Burlingham House Care Home we provide a homely, welcoming and comfortable environment with a high standard of residential care.

Our trained, dedicated and professional team focus on the individual needs of each resident, whether or not they may have other significant requirements such as the provision of dementia care.

Every one of our residents has a tailor-made care plan that reflects their personal circumstances. Our priority is to have happy and contented residents who feel, and are treated, as though they were in their own home, so making them feel as comfortable as possible. These attitudes are reflected in the example of our home cooked food, where we use fresh ingredients from our own gardens whenever we can. We treat all our residents as individuals, and our staff pride themselves on listening to residents' views and wishes regarding the care home. If there is something that is giving them cause for concern we want to know about it and deal with it - after all, this is their home.

Burlingham House is set in beautiful gardens and surrounded by woodland and countryside, yet it is just off the A47 and thus easily and readily accessible from Norwich, Acle and Great Yarmouth. We welcome any visits and tours you would like to make of our home.



About Us

Our home is set in 22 acres of beautiful gardens and woodland. The main building is Georgian and was previously used by the charity Mencap as a home for people with learning difficulties. We acquired the building in December 2008 and have since completely updated it, but have striven to maintain some of the lovely original features where possible.

New features include a dedicated dementia unit with its own secure sensory garden, en-suites to all the bedrooms, and new central heating systems.

Other changes include the installation of two lifts, a medical room where residents can go if they feel unwell or can be seen by the dedicated doctor, a hairdresser, and a new kitchen and its appliances. We have a dedicated team of full-time gardeners that look after not only the plants and shrubbery but also our large vegetable/fruit garden - and for those residents who are keen gardeners, we have provided raised beds if they wish to participate. Not only is this a good way of getting outside in the fresh air but it is also great exercise!

We encourage the family and friends of our residents to drop by and visit as regularly as they can. They do not need to make an appointment, nor to telephone in advance.

High standard of care

Our staff are fully trained to provide professional and respectful care of a high standard. All residents are treated as individuals, and receive a personalised care plan which is identified and adapted to their specific needs. The identity and independence of the resident is upheld at all times and all staff are intrinsically trained to respect the individual's rights, privacy and dignity.



Services

Burlingham House is run under the auspices of Norfolk County Council, and we have a variety of services in operation. Here is a breakdown of the services we offer:

- 24-hour care
- 31 single rooms, all with ensuite WC
- Palliative Care
- Dementia Care
- Respite Care
- Convalescent Care
- Lifts to all floors
- Wheelchair Access
- Latest nurse-call system
- Hairdressers
- Beauty treatment room
- All rooms have phone points and radio / TV points

We have residential services that provide first-rate care for those who need security, extra help with their day-to-day living and companionship; short-stay care for those who need convalescence following an accident or illness, or for those who need a well-deserved break, and palliative care aimed at improving the quality of life for residents and their family, carers and friends.

Dementia Care

For residents that are suffering from a severe form of Dementia, we recognise that an extra level of care is needed. That is why we have created a dedicated Special Care unit specifically for those who come into this category or whose symptoms have deteriorated over time. This area of the home has 5 bedrooms (All with en-suite facilities) with its own sitting room and dining area. There is a dedicated sensory courtyard garden, which is both spacious and secure. The staff in this area have specific Dementia experience and training.





Dining

Good, high-quality and nutritious food is very important to us at Burlingham House. This is one of the reasons we grow our own fruit and vegetables. Our trained chef prepares fresh and nutritious meals that provide a varied and interesting menu. It is important that the residents have an input in this area and we encourage their comments and wishes. There is always a choice of options available so that, for example, if a resident does not feel like eating a hearty roast dinner, they are able to choose something lighter. We always aim to provide a healthy, balanced diet that pleases our residents and appeals to them. Any dietary requirements are provided for. Residents are encouraged to have their meals in the spacious and comfortable Dining Area, although they are able to eat in the privacy of their own bedrooms if they so wish.

Activities

Many people cite the lack of a decent activities programme as one of the chief complaints about care homes. But here at Burlingham House you may be spoilt for things to do.

Our gardens are a good example of this, since we have ample space for keen gardeners! For instance, there is an extensive fruit and vegetable garden where residents are able to participate. In addition, we have included some raised beds specifically for residents to use.

We have a dedicated activities co-ordinator who arranges many other kinds of activities such as outings and visits to places of interest, craft sessions, and so on. And of course an individual resident will have their own particular interests. Who knows - you may find someone with a similar interest to yours!

Contact Us:

Burlingham House
Dell Corner Lane
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Norwich
NR13 4EQ

Telephone: **01603 270600**

How to find us:

We are between Norwich and Acle, just off the main A47 road. Furthermore, there is a sign post on the A47 that directs you to Burlingham House. This is signed from both directions - coming from Yarmouth as well as from Norwich.

www.burlinghamhouse.co.uk