



**CORTON HOUSE**  
City Road Norwich NR1 3AP

A RESIDENTIAL CARE HOME IN THE  
HEART OF NORWICH



42 individual rooms

24 hour care and support

Spacious Grounds and Gardens for your enjoyment

Close to local shops and within reach of the  
City Centre

Corton House is a residential care home  
provided by Corton House Ltd, City Road,  
Norwich, NR1 3AP

This friendly and caring residential home has been specially designed with older people in mind and caters for people from all walks of life. Established for more than sixty years, Corton House encourages residents to be as independent as possible while providing care for the less able. All residents are recognised as individuals with their own needs and requirements and the mission of the home is to provide excellent, loving care and support for older people.

Our services are available to everyone regardless of gender, marital status, race, colour, nationality, sexual orientation, ethnic origin, religion or personal beliefs.

The aims of Corton House Ltd include:-

- In line with Christian values, to provide homes for older people in a caring environment, which recognises the individual rights, privacy, dignity and independence of its residents;
- To encourage all residents to exploit fully their chosen physical, spiritual and emotional potential and provide the means for them to do this whenever practicable;
- To give value for money, through providing a quality of life comparable with the best residential care accommodation in the Norwich area.

## Further Information

If you feel that you would like to know more about Corton House, or would like to visit us, please contact the Applications Co-ordinator (01603 624064) General Manager (Operations) or Head of Care who will arrange a mutually convenient time.

Telephone 01603 620119

Fax 01603 665095

Email: [care@cortonhouse.co.uk](mailto:care@cortonhouse.co.uk)

Website: [www.cortonhouse.co.uk](http://www.cortonhouse.co.uk)

Corton House is registered and inspected by the Care Quality Commission. Further information, including the most recent report and inspection rating, can be found at [www.cqc.org.uk](http://www.cqc.org.uk)

For directions and a map showing the location of Corton House, please see over.

October 2016

Once every third week a shop facility is provided for residents to purchase toiletries, cards, sweets and other items. Residents can order a daily newspaper which they pay for at the end of the week.

## Pets

It is Corton House policy that no pets are kept.

## Smoking

Smoking is not permitted within the premises.

## Lift

There are two lifts to the first floor for those who may wish to make use of them.

## Television and Telephones

The management holds a communal television licence with a central TV aerial. Residents may choose to have their own TV in their room for which no licence fee is required. Individual residents are responsible for the installation and cost of their own telephone.

Corton House is linked with Brakendon Close, a sheltered housing complex which stands on an adjacent site in the same spacious grounds. There is a great deal of communal and social activity between the two.



## Board of Trustees

Our Board of Trustees is drawn from local churches and qualified professional people who willingly give their services on a voluntary basis

## Staff

Our qualified staff are enthusiastic and many have been with us for a great number of years, providing continuous care and friendship to all residents.

## Application and Selection

An application form is contained within the application pack which is available upon request. Applications will be accepted from those who are looking to move into residential accommodation as soon as a room becomes available. An “Expression of Interest” list is also kept for those who wish to be considered, for residency, at some time in the future.

## Monthly Fees

The current fees are included in the application pack and are reviewed annually to take effect on 1st April. Fees are fixed and administered by the Board of Trustees. Fees cover such items as your 24 hour care, all meals, alarm call system, handyman and general repairs, window cleaning, gardening, laundry, lift and fire-fighting equipment, council tax, TV licence, light, heat and power, insurance, overheads and management.

## Furniture and Fittings

Residents are encouraged to bring their own furniture (except beds) to give their room a more homely feel and the pleasure of familiar possessions. All rooms are equipped with emergency call facilities.

## Services

Medical arrangements are the same as for anyone living in their own home. Our staff, the local community nurse and GP are available as and when required.

We also have regular visits from our own chiropodist and hospital visits can be arranged as necessary. We have our own hairdressing salon and all residents’ personal laundry is serviced on the premises.

There is an Anglican Church nearby and non-denominational services are held weekly at Corton House. Church of England and Free Church Communion Services are also held on a rota basis, in both Corton House and Brakendon Close. We have a Chaplain who lives on the premises.

## Shopping Facilities

There are several useful shops, a chemist and post office within easy walking distance of the complex.

The centre of Norwich is within walking distance for more able residents. There is a local bus service running into the city centre.

Our Activities Co-ordinator arranges outdoor trips and indoor events for interest and enjoyment. Attendance is always optional.



Residents' family and friends are encouraged to attend our regular events such as coffee mornings, the summer fete and bonfire party.



## Communal Gardens

A gardener is employed to maintain the communal gardens. The gardens are always a joy for the residents especially in the summer months and provide a place where they can sit in the warm sun and watch the birds.



## Maintenance

The General Manager (Operations) is responsible for overseeing all maintenance. All rooms are completely redecorated prior to your residency commencing. All portable electrical appliances will be tested shortly after your arrival.

## Communal Rooms

Our spacious lounge, leisure, garden and dining room have all been designed with the residents' comfort in mind.



## Visitors

Members of the family and friends are encouraged to visit throughout the day but we would kindly ask you to avoid mealtimes. However, lunch or tea can be provided by prior arrangement for which a small charge is made.

## Guest Room

Our guest room at Brakendon Close accommodates one or two persons and is also available for family or friends of residents to visit for a maximum of four nights. Prior notice must be given, particularly in the busy months such as summer, Christmas and Easter. A charge is made for this facility.

## Food and Beverage

Meals are prepared in our kitchen using fresh meat, vegetables and fruit of high quality from reputable suppliers. Wherever possible special dietary needs are catered for. If poorly, residents can have meals in their room but we encourage them to eat in the dining room so that they may interact with fellow residents.

In addition we serve morning coffee, afternoon tea and a bedtime drink. Birthday parties are a regular feature, with a special cake, as are Christmas and Easter celebrations for those unable to attend family gatherings.

## Activities and Leisure

An Activities and Leisure Forum which is composed of representatives from Corton House, Brakendon Close, Management and Staff, organises a varied programme of social events throughout the year.