



# live later life well

**Norwood  
Ipswich**

Residential and residential dementia care







# A warm welcome to Norwood

**At MHA Norwood, we provide residential and residential dementia care for 45 residents in homely en suite accommodation, with views of Christchurch Park and the waterfront. Some rooms enjoy lovely garden views and there's Wi-Fi throughout the home.**

Previously a bishop's palace, our fantastic building has been carefully refurbished into a wonderfully calm and welcoming home, where we provide personalised care in a warm, supportive and friendly environment.

Our chapel provides the opportunity for some quiet time or residents can enjoy our beautifully landscaped gardens and simply relax in the summer house.

The Activities Coordinator creates a varied schedule of events and optional activities, helping residents to explore their interests and discover new ones. This includes, armchair exercises, gardening, baking, quizzes, arts and crafts. Residents love our themed events whether it's a sports day or a dog show. For residents living with dementia we offer award-winning music therapy, robotic pets and interactive 'magic' tables.

We also have regular trips out for afternoon tea on the quay, a pub lunch, or enjoying fish and chips at the seaside.

At Norwood we have a dedicated chaplain for all pastoral and religious care needs.






Respite care available



Virtual tour on request



Find us on Facebook



24 hour care



Activities schedule



Chaplain



Dietary & religious needs catered for



En suite bedrooms



Hair salon



Landscaped, secure gardens



Music therapy



Nurse call system



Snacks & drinks



Wheelchair access throughout



WiFi

Visit our website for further details and our key information document





To take a closer look into life at our care homes, find us on Facebook



# Care, above and beyond

At Norwood we develop a personalised care plan shaped around interests, needs and choices.

Round-the-clock care is provided by a team of highly trained carers, who are incredibly passionate about what they do. Life here is easy and enjoyable and we take the time to really get to know our residents to ensure we offer just the right balance of company and privacy for all.



## Residential care

Our residential care provides a home from home to make sure your loved one continues to live life to its fullest, remaining as independent as possible, with peace of mind that comes from 24-hour support.



## Residential dementia care

At MHA we have a pioneering approach to dementia care providing a reassuringly familiar environment where residents enjoy music therapy, interactive 'magic tables', robotic pets and activities designed to stimulate and engage.





# Creating a richer and more fulfilled later life

Our approach to care is a truly holistic one, always with the aim of nurturing mind, body and spirit.

This comes as part of our promise to you and our residents, to help them genuinely live a better, more fulfilled life by respecting their individual needs and presenting them with opportunities to keep their minds and bodies active.

Whether they flourish in a lively group activity or prefer to re-charge in the peaceful surroundings of a quiet space, our home is brimming with inspiration and potential.

## Enjoying every day

Activity Coordinators are integral to our homes, ensuring there is a varied weekly activities calendar, tailored to meet the individual interests and preferences of each resident.

## Recognising the spiritual needs of our residents

All MHA care homes provide residents with pastoral care through our dedicated chaplaincy service. Our chaplains provide one-to-one support, a sense of comfort and a listening ear to everyone who needs it. We know that spirituality is important to many of our residents which is why we treat every person as an individual and encourage links with local faith communities where appropriate.





## Keeping in touch with each other

There are a number of ways to keep in touch with family and friends in addition to visiting the home. Using technology you can catch up over Zoom, through our Facebook page, or Famileo, an individual, personalised digital/printable family newsletter.

## Creating a safe environment

We have a call system which can be operated by a hand control or pendant, depending on personal preference. All floors are secured by keypad coding to ensure that residents are safe and secure at all times.

## Freshly prepared, nutritious meals

Mealtimes are an important part of the day here, giving residents the opportunity to get together and enjoy home cooked food in a relaxed restaurant-style environment.

We always offer two meal options and all specialist diets are catered for. Our chef will happily prepare an alternative dish if nothing on the main menu appeals.



Freshly prepared meals, cooked by our in-house chef



Locally sourced meats, fruit and vegetables where possible



Seasonal ingredients – menus change three times a year with input from residents



Specialist equipment and assistance as needed



Snacks and drinks available 24 hours a day



Home baking every day



Relatives welcome to join residents for meals



# Personalised Dementia Care

Dedicated to providing exceptional support to people living with dementia.

## **MHA is a pioneer of relationship-centred dementia care in the UK**

Our dementia care homes offer relationship-centred care for people living with dementia, focusing on their individual needs, preferences and abilities.

We recognise the crucial role families have to play and work closely with them to ensure we provide the best care possible. We ask families to share information about their loved one so we can build a full picture of their needs, their life story, likes and dislikes which enables us to offer a personalised care plan.

Relevant team members receive a full training programme which includes Dementia Friends, Love to Move, Understanding Distress Behaviours, wellbeing activities and dementia training for family members. There is a particular focus on the importance of relationships between the person with dementia, their families, friends and our staff.



Interactive  
robotic pets  
in all homes



Activities tailored  
to meet individual  
needs and  
preferences



Award-winning  
music therapy



Visit our website to download a free guide on Supporting People Living with Dementia



## Music therapy

### MHA are the leading provider of music therapy in dementia care across the UK

Our award-winning music therapy sessions are led by highly-trained therapists and can have an incredibly powerful and positive impact on a resident's wellbeing by reducing feelings of anxiety and agitation. Each home has regular group sessions while one-to-one sessions can also be arranged based on an individual assessment of a resident's needs.

### Using technology to improve wellbeing

We use technology across our care homes to help residents feel engaged with others and to provide meaning and comfort. Many of the homes have interactive 'magic tables', which are portable, motion-activated sensory projection systems, equipped with quizzes, music, activities and virtual tours. HUG dolls, designed to mimic the feeling of cuddling another person, have weighted limbs and a simulated beating heart to bring moments of calm and relaxation. All of our care homes have a specially designed robotic pet, either an interactive cat or dog which responds as a real pet would, helping to stimulate conversation and evoke memories of past pets.



Joy for All™









# MHA in your community

We're proud to be the UK's largest charity care provider and are dedicated to enabling older people to live later life well.

MHA will be 80 years old in 2023, that's 80 years' experience of putting people at the heart of everything we do in all our homes, schemes and community services across England, Scotland and Wales.



## Retirement Living

Embrace the benefits of independent living in a community of like minded individuals. Our retirement housing is designed to meet the needs of older people. Find out more [www.mha.org.uk/retirement-living](http://www.mha.org.uk/retirement-living)



## Communities

MHA Communities, offer a variety of exciting and fulfilling social activities and services for people aged 55 and over. Find a scheme near you [www.mha.org.uk/communities](http://www.mha.org.uk/communities)



## Volunteering

Are you interested in volunteering for MHA? We can work together to find something both suitable and flexible for you and the needs of your local community. Volunteer now [www.mha.org.uk/volunteering](http://www.mha.org.uk/volunteering)



## Befriending

Befriending is one of the most popular services within our MHA Communities and gets people together to make friends either face to face or via the telephone. Find a friend near you [www.mha.org.uk/befriending](http://www.mha.org.uk/befriending)



## MHA Active

MHA Active has been created for older people to enjoy a range of live and on demand video based activities from the comfort of their own home. This includes baking, exercise, crafts, quizzes and religious services. Find out more [www.mha.org.uk/dc](http://www.mha.org.uk/dc)





## Contact us

For more information or to book a tour of the home.

### Norwood care home

14 Park Road  
Ipswich  
Suffolk, IP1 3ST

**Tel:** 01473 257502

**Enquiry email:** [enquiries@mha.org.uk](mailto:enquiries@mha.org.uk)

**General email:** [norwood@mha.org.uk](mailto:norwood@mha.org.uk)

[www.mha.org.uk/norwood](http://www.mha.org.uk/norwood)

 MHA Norwood



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### Information correct at time of publishing, September 2022.

This brochure is set out as a general outline of what we offer, and is for guidance only. The information in this does not in any way form part of a contract or warranty. All imagery should be taken as representative only. National and local guidelines were adhered to and PPE was worn correctly at the time of taking images in our care homes that are featured throughout this issue.



Proud to be part of the  
National Care Forum