



live later life well

Cromwell House
Norwich

Residential care





A warm welcome to Cromwell House

At Cromwell House, we provide residential care for 38 residents in purpose-built accommodation. We have a mix of room types, including some with a full en suite wet room and others with an en suite toilet and sink.


It is a wonderfully welcoming home, where our passionate team deliver personalised care in a warm, supportive environment. Our 24-hour support ensures maximum independence with peace of mind, knowing that help is always at hand.

Our landscaped gardens, sensory garden and summer house are lovely areas to relax outdoors. The hair salon offers an opportunity for a spot of pampering and the chapel is perfect for a little quiet time.

Our Activities Coordinator schedules regular optional events and activities, helping residents to explore their interests and discover new ones. This includes armchair exercises, gardening, baking, arts and crafts, bingo, quizzes and church services with our dedicated chaplain.



Respite care available



Virtual tour on request



Find us on Facebook



24 hour care



Activities schedule



Chaplain



Chapel



Dietary & religious needs catered for



En suite bedrooms



Hair salon



Landscaped, secure gardens



Music therapy



Nurse call system



Snacks & drinks



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 Cromwell House 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. Our team are available to lend a hand where needed with activities such as bathing, dressing and mealtimes.

We encourage residents to furnish their own rooms as they wish. This could be as simple as hanging a couple of their favourite pictures on the wall, to bringing a comfy chair that makes them feel more at home.



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 always safe and secure, although residents can move freely between floors using the lift.

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

Independent living with 24 hour support

All MHA care homes are committed to enable residents to live later life well. This means we actively encourage residents to maintain links with the local community, develop new friendships and take part in the varied, regular activities scheduled in the home.

Focusing on the individual wishes of our residents

We pride ourselves on being able to offer personalised care, tailored to residents' individual needs. As well as offering all the things you would expect in a care home, such as management and administration of medication, nutritious meals, cleanliness, safety and expert care when required, our residents enjoy companionship, can freely socialise and interact with each other, reminiscing and sharing stories.



'Seize the day'
turning wishes
into reality



Activities tailored
to meet individual
needs and
preferences



Famileo
personalised family
newsletter

Making sure you feel comfortable in your new home

Residents have their own private room which can be personalised with special items, a cherished piece of furniture, a favourite chair or photographs to help them feel comfortable and settle into their new home.

Seize the day!

We encourage residents and their relatives to share their 'seize the day' dreams with care staff who will endeavour to turn the wish into reality. This could include visiting a location that holds special memories, enjoying a former pastime or trying something for the first time.

“All the staff are polite and friendly. There are always activities taking place which I feel is very important to keep minds active and physical well-being.”

Independent relative review from carehome.co.uk





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



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



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



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



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



Contact us

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

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 MHA Cromwell House



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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