



Statement of Purpose

1. We aim to deliver high quality care that respects the privacy and dignity of the residents.
2. We will ensure that people live and work in an environment that provides emotional security, physical safety, opportunities for growth and development and in which both their human rights and rights of citizenship will be defended and upheld, through being cared for by a staff team that is well qualified and knowledgeable about the resident's needs.
3. We will ensure that residents' views are always respected and residents take full part in the running of the home, to empower and promote the personal autonomy of the people we work alongside.
4. We will ensure acknowledgement, acceptance and respect for the personal history, lifestyle and creativity of every resident.
5. We will ensure active encouragement and support for independent thought and action.
6. We will ensure a good quality service is provided which maintains the fundamental Standards.
7. We will ensure that people who use our service are protected by sound safeguarding procedures and a robust complaints process.

Lancaster house is a residential care home, registered with the Care Quality Commission providing Accommodation for persons who require nursing or residential care for 31 people over the age of 18, who have Mental Health issues and/or Dementia

At Lancaster House we cater for persons with varying levels of dependency. In general, we continue to care for residents even when deterioration occurs in their physical and/or mental health. However, we do not offer qualified nursing care as it is outside the bounds of our registration. In order to meet the greater care needs of our residents we rely on through the door support of District Nursing and Primary Care Services. We liaise with GPs, District Nurses and CPN's who provide the professional medical and nursing care for our residents

Some of the people we care for will have mental, physical, emotional, social and health problems and require support and personal care 24 hours a day, to ensure their safety and well-being.

Lancaster House is in South Norfolk in the district of Breckland, set off the main road in a quiet location on the outskirts of the town of Watton. The house is a former RAF officer's house which has been extended to offer spacious accommodation and has its own parking and enclosed gardens. We are within walking distance of Watton high street.



We have 31 single rooms of which 24 are en suite. We have 1 bathroom and 2 shower rooms, and communal facilities consist of 2 shared lounges with a through dining room and a sun room attached.

The hairdresser visits monthly, the prices vary and the chiropodist visits every 6 - 8 weeks, the cost is currently affordable for a straight forward treatment.