



Pen House

Our head office, Pen House, is situated in Earsham, near Bungay, only half an hour's drive from any one of our four homes. Here, we have a team of people whose job it is to support the management teams at each of our homes, ensuring that nothing is run at 'arm's length':

Frances epitomises the company's 'grow your own' culture. Having started as a kitchen assistant some 20+ years ago, she has progressed through various roles, gaining experience and qualifications, and is now Swan & Cygnet Care's Operations Manager overseeing all four homes. Frances is supported by Cristina, our Quality Assurance Manager;

Marina, our Training Manager, delivers our excellent induction and ongoing training sessions in our purpose-made training room;

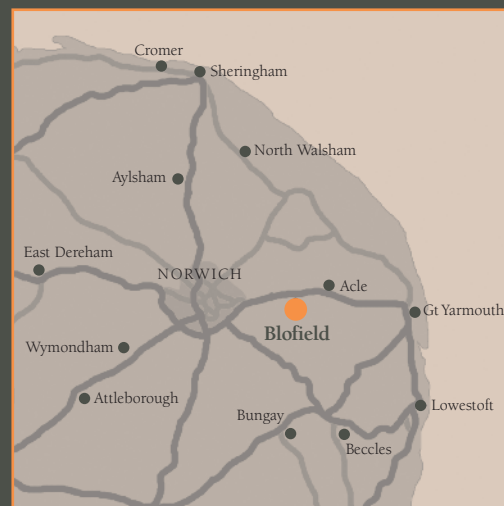
John, our Maintenance Manager, ensures all the homes are well-maintained, with a real focus on health and safety;

Ness, our Payroll Clerk and Administrator, makes sure our team of staff are paid on time, as well as reducing the burden of paperwork on our Home Managers so that they can focus on the care of their residents;

Elizabeth, our Accounts Manager, keeps everything in order at Pen House, not to mention making sure suppliers are paid as well as care fees sent out.

Hopefully, you will appreciate that it really is a team effort!

For further details and enquiries about Manor House & Lodge, call 01603 713965, asking to speak to one of the Senior Team, email info@cygnet.care or visit www.swanandcygnet.care



Manor House & Lodge Residential Care Home,
18 Yarmouth Road, Blofield, Norwich, Norfolk NR13 4JS

Tel: 01603 713965

Email: info@cygnet.care

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Swan & Cygnet Care
RESIDENTIAL CARE

www.swanandcygnet.care

Please note: All of the photos used in this brochure were taken prior to the introduction of Covid-19 measures.



Swan & Cygnet Care
RESIDENTIAL CARE

A POSITIVE APPROACH TO RESIDENTIAL AND DEMENTIA CARE



Manor House & Lodge

RESIDENTIAL CARE HOME

"Our vision is simple: to become a 'beacon service' for elderly people in this lovely part of Norfolk."



Swan & Cygnet Care – providing care homes, respite and day care for the elderly...

Swan & Cygnet Care is a local, family-run organisation providing residential care in lovingly-kept homes in and around South Norfolk and North Suffolk.

Within the family, we have over 50 years of experience in running residential care services for the elderly and we still have daily involvement with the operation of every one of our four individual care homes, located in lovely settings around South Norfolk and North Suffolk. Although each has its own character and appeal, all share the same excellent standards and dedication to caring for our elderly residents, respite and day care visitors, some of whom are frail and some who benefit from our compassionate and experienced approach to dementia care.

..with specialist facilities for dementia.

We appreciate the importance of the decision that you may be contemplating and we're here to help you in reaching the right conclusion to suit your circumstances.

Please take some time to browse through this brochure, and perhaps our website. They will hopefully provide information and answer some of the many questions you may have. However, there is nothing quite like seeing a care home for yourself and we would strongly recommend you making an appointment for a tour of the preferred home, so that you can compare it with others that you may be considering.

Thank you for your interest.

The Blackham Family



Manor House & Lodge – our vision

Manor House & Lodge Residential Care Home is situated in the pleasant village of Blofield, seven miles from the 'Fine City' of Norwich. Village shops are close at hand and there is a regular bus service into the City.

Standing in extensive gardens, Manor House & Lodge combines a beautiful Georgian farmhouse, modernised with tasteful furnishings and fabrics, yet still retaining much character and atmosphere, with a modern, purpose-built, ground-floor facility designed in a horse-shoe shape to create a 'community' feel.

Manor Lodge has built upon the exceptional qualities already present at Manor House with the simple vision of being a beacon service for elderly people in the Broadland area.

Offering residential and respite care, it provides a real home-from-home for our discerning residents, allowing companionship and dignity within a friendly, supportive environment.



A Positive Approach to Dementia Care

It's important to Swan & Cygnet Care that a home has to be 'uplifting', light and airy to enhance the lives of residents living within it. Consequently, much thought and planning has gone into the layout and style of the facilities and services available at Manor House & Lodge.

- This is a small-scale development of 26 bedrooms in the Lodge and 19 in the House, enabling small group living, companionship and a real sense of community.
- Bedrooms, hallways and communal areas have large windows creating lots of natural light, thus helping remind residents of the time of day.
- Hallways are wide, though incorporate little meeting areas to maintain a feeling of cosiness.
- There is a communal quiet room / meeting room.
- There is a hair salon on-site.
- Décor and furnishings have a true 'homely' feel, though incorporate clever use of colour to aid residents' orientation.
- Large photo frames on residents' doors contain personal pictures to help in identifying rooms.
- Kitchenettes are included, both to give a homely feel and to help with cooking activities.
- The latest care-call system is used, incorporating sensor mats.

The importance of gardens...

A central theme of Manor House & Lodge is the residents' access and proximity to sensory and traditional gardens. All bedrooms have views of a garden (some with direct access) so that residents will feel connected to the tranquillity and calmness of the outdoors, as well as having the constant reminder of the ever-changing seasons.





Keeping active in mind and body...

Wherever possible, we see it as our duty to help our residents to lead as active a life as they can. Our pastimes and interests contribute to making each of us the person that we are, so, in consultation with our residents and their families, we encourage ongoing participation in hobbies and favourite activities to create life-enhancing experiences for residents and day visitors alike.

Outings, get-togethers, craft and other activities always appear on the calendar, giving everyone something to anticipate, enjoy and talk about after the event. From gardening, baking and life skills, to gentle exercise classes and entertainers, there's something to keep everyone happy, completely involved and living life to the full.

We have also used the latest technology in the form of our 'Omni Vista' – an interactive projection system which provides fun, exciting and engaging sensory experiences. You really do have to see it for yourself!



But we also realize the importance of quiet time – to keep your own company, read, consider and reflect. Our residents and day visitors are all individuals, all with their own likes and dislikes, and we always try our very best to accommodate their needs and wishes as members of the Manor House & Lodge 'extended family'.

Healthcare and wellbeing...

At Manor House & Lodge we are thoroughly committed to looking after the physical health of our residents as well as their mental health. Our dedicated staff are professionally trained in all care disciplines, including infection control and the use of PPE during the Covid-19 threat. We are lucky enough to be supported by excellent General Practitioners and district community nursing services, plus arrangements can also be made for visiting eye clinics/opticians or trips to the dentist. A private chiropodist visits us every eight weeks and we strongly recommend their services. A professional hairdresser also operates from our on-site salon each week.

People we know and trust...

Although having the right building and facilities play an integral part in providing care for the elderly, having the right team of people is paramount.

Our Manager is key to the success of the service we provide. We strongly believe in 'growing our own', ensuring that our Manager and Senior Team have a real understanding of the values and culture set within the home. They are passionate about providing a happy, homely and safe environment that creates a life-enhancing experience for our residents.

Together, they are responsible for a team of staff who are knowledgeable of elderly and dementia care, understand the importance of being patient and, above all, having a caring and sensitive nature. The whole team is supported by our wonderful Training Manager – Marina Collins.



