



Specialist care home for adults
Mental health and learning disabilities
Opening the door to positive living



For Adults of All Ages Mental Health and Learning Disabilities

Accepting UK wide referrals

01379 674456
high-oaks.co.uk



- Support for adults with severe, complex and challenging needs
- Short, medium and long-term placements
- Crisis support / emergency respite as an alternative to hospital
- Planned respite
- Sixteen residential places
- Varied activities - on and off site
- Over 65's accommodated

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High Oaks is an independent care home set in a spacious and peaceful location near Diss, south Norfolk.

Our dedicated staff team takes a non-judgemental approach, allowing people to be themselves. We support positive risk-taking, empowering people to explore their possibilities and limitations. This helps to produce our successful track record in reducing anger and challenging behaviour. It is beneficial for people experiencing symptoms associated with schizophrenia and severe mood disorders, such as bipolar, as well as those who have previously struggled with drug and alcohol misuse.

We are known for our success with people whose care in other establishments has repeatedly broken down.

We take referrals from throughout the UK.



A blank canvas ready for residents to make their own



Our summer fete



Accommodation & Facilities

In our spacious farmhouse:

- Activities, games and computer room with internet access
- Group session, meeting, reception room
- Clinic
- Dining room & kitchen
- Television lounge
- Smoking lounge*
- Laundry
- Toilets

In the converted barns on ground floor level:

- Sixteen residents' bedrooms - three are exceptionally large
- En-suite bathrooms to some rooms
- Showers - including a wet room
- Bathroom with walk-in bath
- Toilets

All residents have their own bedroom and key. Each bedroom has its own telephone for private incoming calls. A payphone is available for outgoing calls.

Our half-acre garden is well utilised and hosts our summer fete and barbeque.

* this is the only area, in addition to the garden, where smoking is permitted



Laundry time



Residents' cooking

Activities, Therapies & Outings

The home's individual and group activities, therapies and outings, both on and off-site, take into account residents' interests, skills, experiences, needs and medical conditions.

They may include the following, although this list is not exhaustive and activities may rotate.

Arts and crafts



- ✓ Cooking and daily living skills
- ✓ Computer and IT skills
- ✓ Church and religious establishment visits
- ✓ One-to-one sessions
- ✓ Budgeting
- ✓ Support with accessing community facilities
- ✓ Gardening
- ✓ Arts and crafts
- ✓ Reflexology or other complementary therapies
- ✓ Singing and music workshops
- ✓ Anxiety management / relaxation
- ✓ Residents' meetings
- ✓ Nail and beauty therapy
- ✓ Woodwork
- ✓ Floristry
- ✓ Local farm visits



At a local farm



Reflexology



Woodwork workshop



g session



Face painting at our fete

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High Oaks Staff

Our managers, Jane and Charissa, have exceptional knowledge and understanding of each resident, their behaviours and how to support them.

- Full-time Registered Manager
- Core of experienced, well-trained specialist support staff
- Well balanced mix of male and female staff of varied ages
- Waking night and sleep-in staff
- Specialist activity providers visiting High Oaks and in the community
- Varying levels of one-to-one support provided
- Cook, Cleaners and Administrator

"The senior staff are very experienced and their judgement is reliable" - Dr Aguis, Psychiatrist

"Staff have responded effectively and pro-actively at all times" - Care Co-ordinator



Singing Coach



Staff handover

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Meals and Nutrition



Cook preparing lunch

Our cook and staff provide good home cooked meals with varied menus including fresh vegetables, fish and fruit. Different diets are catered for (e.g. halal, vegetarian). Food surveys and cook consultations with residents are carried out periodically and we accommodate residents'

favourite meals where possible. Hot and cold drinks as well as snacks are available and visitors are catered for. Residents have the option of preparing and cooking some meals. Residents can assist with growing our own vegetables, herbs and soft fruits in the garden.

Residents' Rights & Responsibilities



Chess in the garden

In consultation with residents, care professionals and staff, the home developed a set of 'Residents' Rights & Responsibilities', contained within a booklet, which provides guidelines of the

home's responsibilities and expectations / entitlements of residents arounds matters such as freedom of movement and relationships. The booklet and a 'Residents' Guide' are given to each resident.

Support Planning



A country walk

The managers and support staff work with residents to formulate detailed Support and Recovery Plans. We use an electronic system which enables greater accuracy and efficiency thereby helping us to support residents more effectively. The plans are individually tailored to meet residents' needs,

covering mental and / or physical health conditions. They allow for positive risk-taking and chart a pathway for progression and successful outcomes. The plans include recovery tools to emphasise and support each resident's potential for recovery.



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For more information speak to...

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