



# NORDEN HOUSE LITTLEHAMPTON

Where you can be at home  
with the care you need.





## **AT NORDEN HOUSE YOU WILL EXPERIENCE CARE WITH A DIFFERENCE.**

At the Healthcare Management Trust, our goal is to become the leading provider of niche health and social care services. At Norden House, we will deliver this vision and be a beacon of compassionate care in the heart of Littlehampton.

Eight households make up the small community and each household is dedicated to providing residential care, care with nursing or specialist dementia care.

This state-of-the-art care home is purpose-built and dedicated to setting a new standard in how older people can live their lives. What truly sets Norden House apart is its commitment to providing a home that supports you whatever your needs are and whatever the future may hold.

From its thoughtfully designed living environments to its specially trained staff, Norden House caters to the unique needs of individuals, whether they are living with additional health needs or dementia, offering them a place to reside and thrive.

It's a place where residents and their families can be confident in knowing that expert care, empathy, and dignity are at the forefront of every interaction.

## OUR PHILOSOPHY OF CARE

At Norden House, we have a brilliant team dedicated to delivering the very best quality of care. They include Registered Nurses, Nursing Assistants and Care Workers, who are supported by a dedicated team of ancillary staff. Their experience is enhanced with regular training and personal development.

We understand that each resident has unique needs, and that's why we work closely with you, your family member, power of attorney or advocate to create a personalised care plan that meets your individual requirements.

Our team is dedicated to delivering personalised care, that puts your needs first.

The constantly evolving care plan, which you can change, takes into account all aspects of your care and preferences. This includes your physical, emotional and spiritual needs. Importantly, it enables us to fully support you to live the life you choose.

Norden House is regulated by the Care Quality Commission. We work hard to provide a service that is safe, effective, caring, responsive and well led. In addition, we have our own Internal Quality Improvement Manager, a qualified Registered General Nurse, who has an ongoing responsibility to review our quality of care.





## **SPECIALIST CARE**

We are experienced in providing residential nursing and dementia care. Your needs will be assessed to ensure that Norden House is right for you.

We are also able to provide you with additional specialist medical services dependent on your needs. These could include physiotherapy, podiatry, speech and language therapy as well as dietary support. Day to day personal care services include a hairdresser and our dedicated holistic therapist who can provide aromatherapy, massage, reflexology and Reiki Healing.

We will endeavour to provide any specialist care requirement you might have within our criteria for admission

## **THE LOCAL SETTING**

Our location, backing onto the local garden and aquatic centre, provides a harmonious blend of nature and tranquillity. In a peaceful location near to Climping Beach and only a 10 minute drive to the beautiful historic Arundel Castle. Each of our households is surrounded by its own garden, ensuring that residents can cherish their own private outdoor space.

Importantly, our design caters to the unique needs of those with dementia, providing a calm and comforting environment where residents can enjoy the beauty of nature. We also take pride in offering opportunities for residents to engage in gardening activities in our allotment area, where we grow our own food for use at mealtimes.

## OUR HOUSEHOLDS

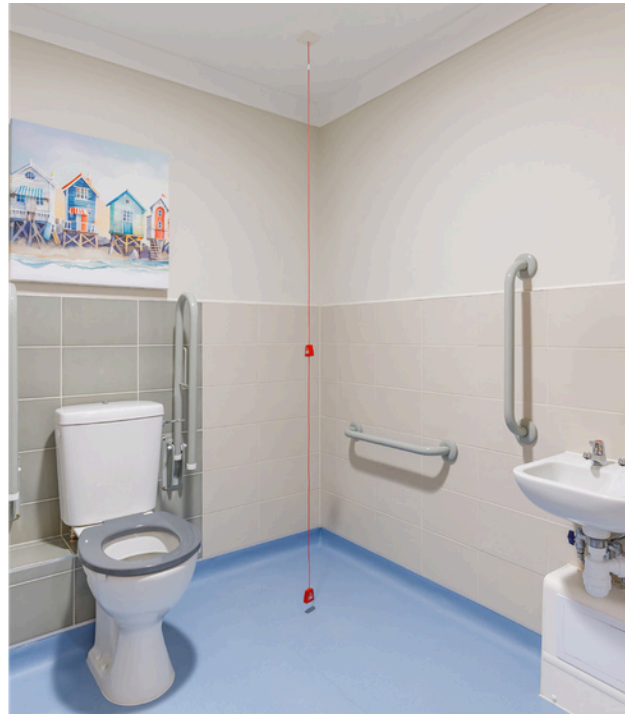
The bit that truly makes us different. Norden House has been designed with eight households surrounding a central hub area for all residents, their families and the local community to enjoy. Each household has eight generous ensuite bedrooms and a domestic kitchenette, dining room, lounge and reading areas.

This unique integrated living approach follows a new research-led model of care, promoting a 'family' style environment. This creates an environment where relationships can thrive, and people feel a true sense of belonging. Each of our households is designed to support people with different levels of needs, this enables us to provide the highest level of bespoke care, whilst being effective with our resources.

## YOUR ROOM

We know that the quality and setting of rooms are very important to provide feelings of comfort, privacy and a personal environment that is yours alone. For this reason, your room will be safe and secure, light and spacious, creating a homely environment. You can personalise your room with small items of furniture, pictures, photographs and ornaments. Featuring patio doors or large windows, most rooms will have pleasing views over our gardens.



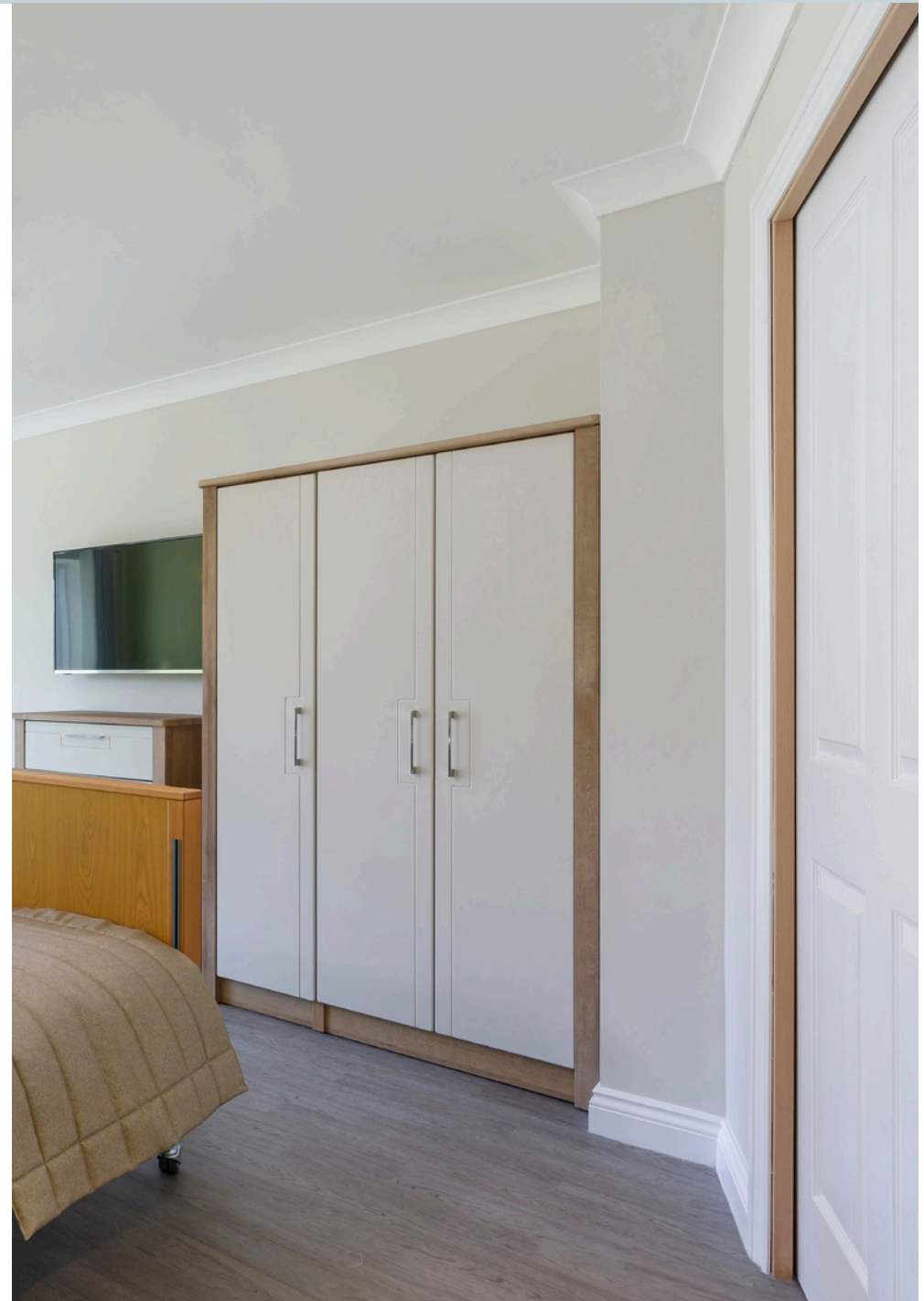


## **SOCIALLY FOCUSED HOUSEHOLDS**

We offer specialist support in a number of our households, where we cater to individuals who require more specialised assistance. Whether you have advanced-stage dementia or complex health needs, these households are equipped to provide the necessary support. These homes are designed to create a comfortable and familiar environment for residents with memory loss.

## **HOUSEHOLDS WITH NURSING**

We offer specialist support in a number of our households, where we cater to individuals who require more specialised assistance. Whether you have advanced-stage dementia or complex health needs, these households are equipped to provide the necessary support. These homes are designed to create a comfortable and familiar environment for residents with memory loss.





## OUR FACILITIES

### **The Honeybee Tea Room**

This is a vibrant and busy place, at the heart of our care home, where residents can have a cup of tea and a slice of cake in this space.

### **The Meadows (lounge)**

The Meadows is our lounge area, with large windows; it's a place where residents can unwind with family and friends.

### **The Woodlands (quiet terrace)**

The Woodlands is our secluded terrace; it's a place where our residents can embrace nature.

### **The Glades (snug/lookout)**

Tucked away like a hidden gem is The Glades, our snug and lookout space where you can look out over the front of the home and the reception.

### **Blossom and Bloom (hair & beauty salon)**

Blossom and Bloom is our delightful retreat where residents can pamper themselves and feel their best. (These services do have an additional charge.)

### **The Wellbeing Nest (Holistic therapy room)**

The Wellbeing Nest is our area of sanctuary for our residents, designed to nurture the mind, body, and spirit, where we provide gentle and healing therapies that promote relaxation.





## CHOOSING THE RIGHT CARE HOME

It's essential to understand the various funding options available to make informed decisions about covering the costs associated with living in a care home.

Choosing the right place for yourself or a loved one is essential. At Norden House, we offer various activities tailored to residents preferences and abilities, and everything we provide is of the highest quality, whether the care, food, or personalised support.

### Funding arrangements

Our funding rules are outlined in our Residency Terms and Conditions (a separate document). When you become a resident at Norden House, these terms, along with other key documents, create our agreement.

We accept residents who pay for themselves and we also accept funding from the NHS and Local Authorities. We welcome residents from all funding sources, as long as the total fee covers the care needs in the care plan and the provided accommodation and facilities.

## ADMISSION

It's essential to us that we undertake a deeply compassionate admission process. Our process begins with a heartfelt conversation, where prospective residents, their families and caregivers share their unique life stories, preferences, and medical history. This information forms the foundation for crafting personalised care plans prioritising dignity and comfort.

This assessment will inform our decisions about which household will suit your needs best and the support package that will wrap around you. During the first month whilst you settle in we will get to know you, building our relationships and trust. It is important that over this period we return to the assessment and make any adjustments needed so that you are fully supported.

To do this we carry out further assessment by a qualified member of our team to determine the level of care required. You will be fully involved in this assessment, driven by empathy, where every detail matters. From this assessment, we build a bespoke care plan for you. Ultimately, our goal is to provide exceptional care and create a nurturing home where residents and their families can enjoy their time together.





**Get in touch for further information  
or to arrange a visit**

**Contact:**

**Telephone:** 01903 497730

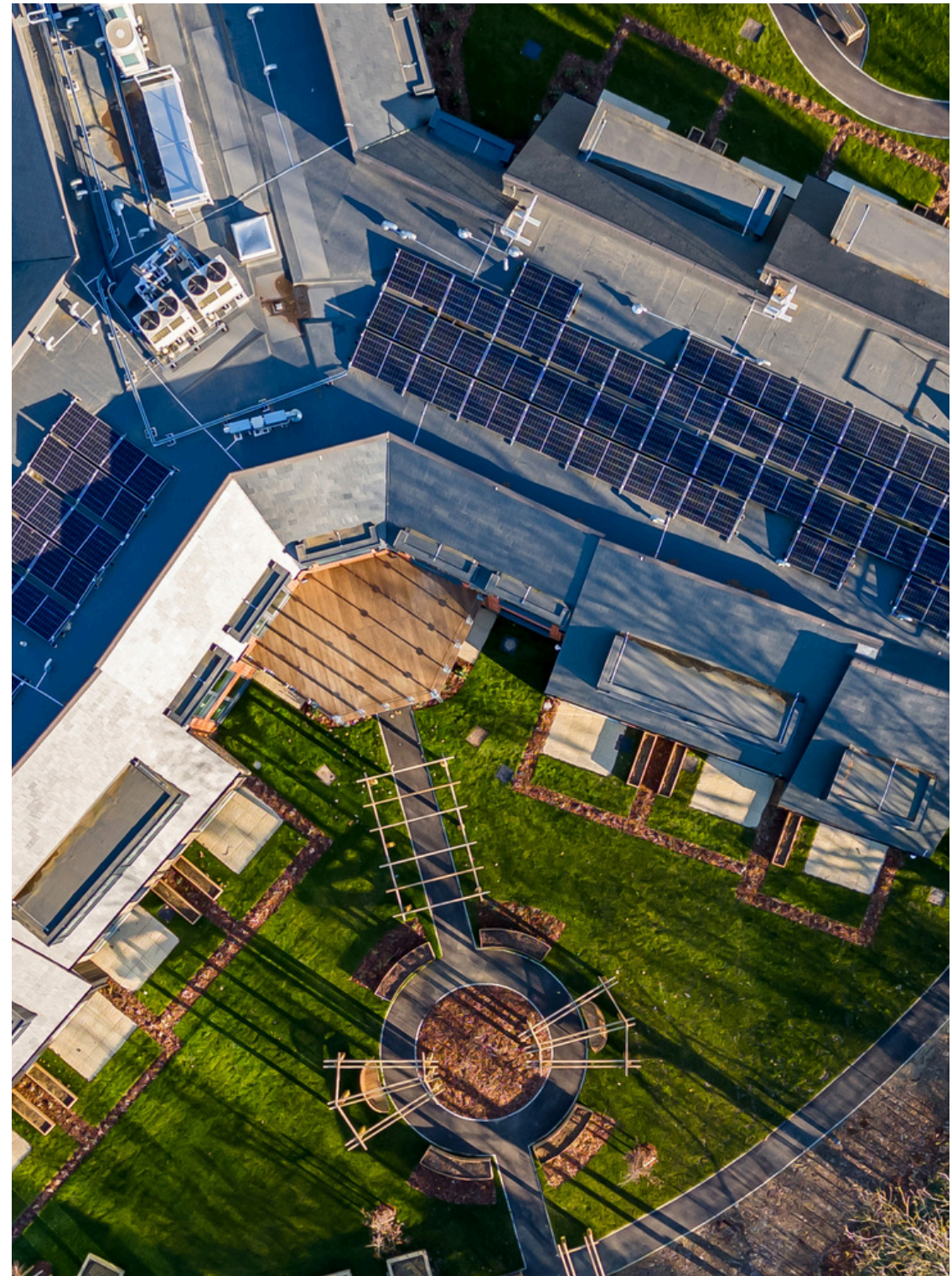
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