

NorseCare

supporting people with dementia



background

Company established in April 2011 as a wholly owned subsidiary of Norfolk County Council and part of the Norse Group

The company took over the operation of all care services previously provided directly by the council in 14 Extra Care facilities and 26 Residential care schemes, for 1400 residents and tenants

TUPE transfer of 1700 staff on Local Authority Terms & Conditions

Contract with NCC based on a 15 year transformation programme, building new specialist Dementia and Extra Care facilities and decommissioning older stock

Transformation programme was funded by operational efficiencies, growth of private sector business and commercial borrowing.

Our Current profile

	Total	With dementia unit	Wholly dementia	Physical / learning disabilities
Residential homes	20	4	3	1 for people with Physical Disabilities.
Extra Care Housing	15	4		Some people with Learning Disability in each larger scheme

ECH landlords: Broadland, Orbit, Saffron, Wherry, Flagship

performance to Date

Operational review has resulted in a new model of care being delivered.

Developed a thriving private sector business from scratch, with income now sitting at circa £2.4m per annum.

Operational efficiencies and growth of private sector business have led to £6m rebate to our client in the first 5 years of operation and have funded some of the borrowing costs associated with our two new build projects.

Significant increase in quality;

- CQC compliance rate of 90%
- 'Best Care Home Provider' at the Laing Buisson Independent Specialist Care Award in 2015
- Shortlisted for 2017 EDP Customer Care award



Our Transformation Projects – Lydia Eva Court



‘An Exemplar Dementia
Care Facility in the East
of England’

Our Transformation Projects – Lydia Eva Court



Our Transformation Projects – Lydia Eva



- The spine contains the core facilities including a inviting reception, café, hair salon and a number of multi purpose communal spaces for residents.
- All rooms are spacious (20.5m²) and include en-suite facilities.
- National Dementia Care Awards 2015 – The home was a finalist in ‘Best Dementia Care Home category’

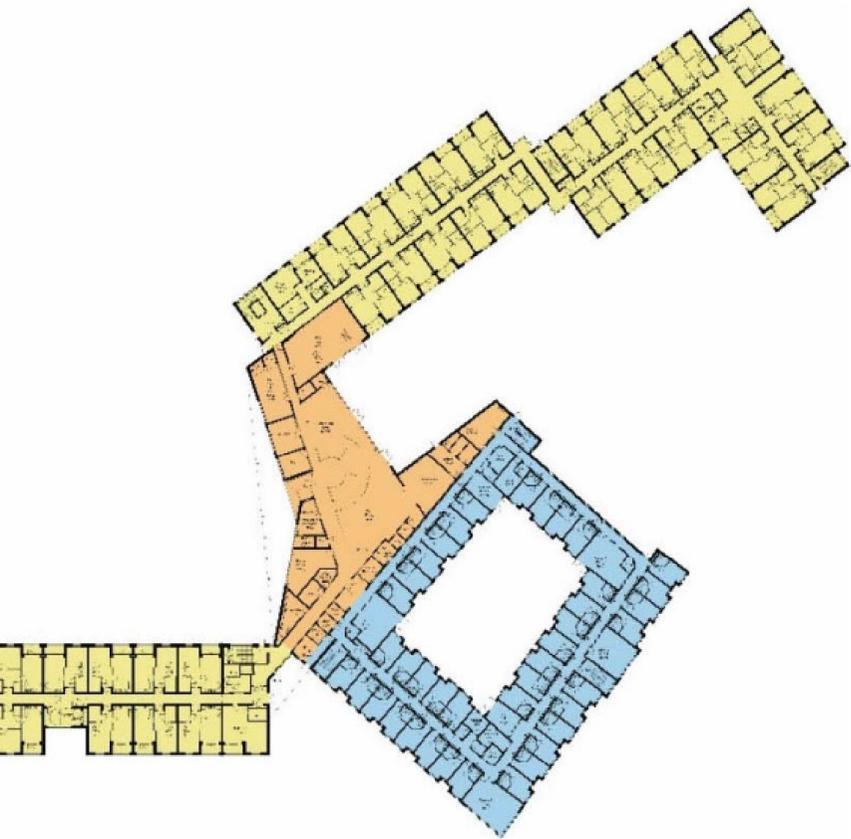


Our Transformation Projects – Bowthorpe Care Village



‘Most older people know the extent to which they can manoeuvre around their declining capacity. But if the housing that is on offer does not support their sense of self, and allow them to maintain control, they will resist it.’

Our Transformation Projects – Bowthorpe Care Village



Ground Floor Plan

- The first major development of a significant portion of land owned by Norwich City Council, unlocking the next phases of development
- Designed in accordance with the HAPPI design principles
- Extra Care Housing and specialist dementia facilities
- Dementia rooms and Extra Care flats are designed to facilitate more independent living

Our Transformation Projects – Bowthorpe Care Village



Supporting People with Dementia – The NorseCare approach



Providing dementia excellence training to our homes and schemes

Dementia Friends



Online training



Dementia Excellence Program



Dementia Leads

“Changes the way I see and care”

“Best course I have every been on”

“Really “changed my way of thinking”

NorseCare Key Strengths

Proven care philosophy.

Ability to transform services and build up a commercial business whilst improving the quality of care provided.

CQC record is good

Specialist expertise in Dementia Care.

Exemplary dementia training and development

Developed a strong and growing private sector business

Proven track record of working in partnerships, transformation and raising capital.

