



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 and two day-care places
- Day care - 2 hours to 10 hours per day including daily living skills
- Varied activities - on and off site
- Over 65's accommodated

---

**01379 674456**  
**high-oaks.co.uk**



---

## 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 schizophrenia, bi-polar affective disorder, past drug and alcohol mis-use.

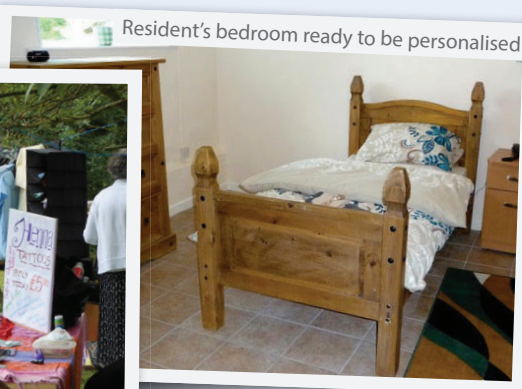
We are known for our success with people whose care in other establishments has repeatedly broken down.

We take referrals from throughout the UK.





Our summer fete



Resident's bedroom ready to be personalised

## 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



Resident

# 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*
- ✓ *Music workshops*
- ✓ *Gardening*
- ✓ *Arts and crafts*
- ✓ *Reflexology or other complementary therapies*
- ✓ *Individual counselling*
- ✓ *Anxiety management / relaxation*
- ✓ *Residents' Forum*
- ✓ *Swimming and gym*
- ✓ *Woodwork*
- ✓ *Floristry*
- ✓ *Local farm visits*



At a local farm



Reflexology



Woodwork workshop



Face painting at our fete

s' cooking session

01379 674456  
[high-oaks.co.uk](http://high-oaks.co.uk)



# High Oaks Staff

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

- Full-time Registered Manager who is a Registered Mental Health Nurse
- Registered Manager qualified to deliver in-house training which is tailored to our setting and resident group
- Support Team Manager, who is also a trained counsellor
- 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 facilitators within High Oaks and in the community
- Varying levels of one-to-one support provided
- Chef, Cleaner 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*



Staff handover



Staff training

01379 674456  
high-oaks.co.uk

## Meals/Nutrition

Our chef 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 chef 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 and specific sessions with staff support form part of each week.



## Residents' Rights & Responsibilities

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

The managers and support staff work with residents to formulate detailed Support and Recovery Plans. The plans are individually tailored to meet residents' needs, covering mental and / or physical health problems.

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.



A country walk

## For more information speak to...

Registered Manager: Claire Caswell  
Support Team Manager: Tony Gowers

**Call: 01379 674456**

**Email: [manager@high-oaks.co.uk](mailto:manager@high-oaks.co.uk)  
[supportmanager@high-oaks.co.uk](mailto:supportmanager@high-oaks.co.uk)**



Claire Caswell



Tony Gowers

## Get in Touch...

High Oaks, Rectory Road,  
Gissing, Diss,  
Norfolk, IP22 5UU

**[www.high-oaks.co.uk](http://www.high-oaks.co.uk)**

**Tel 01379 674456**

**Fax 01379 677094**

**Email**

**[info@high-oaks.co.uk](mailto:info@high-oaks.co.uk)**