



# The Great Hospital, Norwich

*An introduction to our Vision  
for a Sustainable Future*



## The Great Hospital – past, present and future

Founded in 1249 by Walter Suffield, Bishop of Norwich, the Great Hospital, nestled in the Cathedral Quarter of the city, has had to adapt many times since 1249. It has survived the Bubonic Plague, the Peasants' Revolt, the Reformation and Dissolution of the Monasteries, Kett's Rebellion and two World Wars among other things. In the beginning the first beneficiaries were aged priests, poor scholars, and sick and hungry paupers.

775 years later the Great Hospital continues to support local people in need with affordable independent living while also maintaining a seven-acre estate full of historic and architectural interest.

In fact, the Great Hospital is among the UK's finest collection of individually outstanding heritage buildings spanning the Norman, medieval, Georgian, Victorian and modern eras.

As well as being a registered charity, the Great Hospital today is a Registered Social Landlord and Regulated Care Provider providing affordable, sheltered living for over 100 older people in an eclectic mix of former almshouses, period buildings, and more modern accommodation.

Pressures on the charity's finances have led the Trustees to review the future viability of providing in-house subsidised, regulated care for the Great Hospital's residents. The regulated care provision was continued by the charity despite the closure of the care home, Elaine Herbert House, in 2012. As a result of the rising costs and difficulties in recruitment we propose making changes to ensure the charity is fair and accountable in how money is spent, to the benefit of all residents. The proposed changes will ensure that those relatively few residents who are in need of regulated care will be able to access that care within the national care framework.

The Vision and Proposal have been developed by the Trustees and Senior Management Team of the Great Hospital and we will be consulting on them. We are inviting residents, families, staff and members of our community to provide feedback.

We are confident that if we work together, our vision of creating a sustainable future for the Great Hospital, and delivering the best possible independent living with the parallel responsibility of preserving and maintaining our beautiful heritage site is achievable.

**James Banham**  
**Chair of Trustees**  
**The Great Hospital**



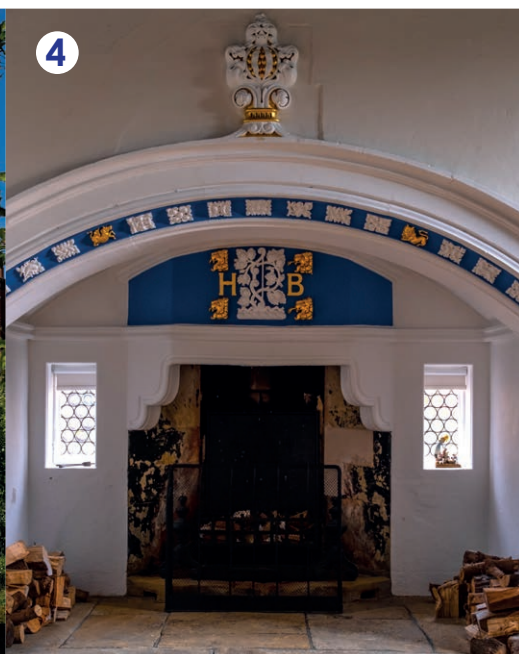
# The Great Hospital

*Where past and present come together*

- 1 The Great Hospital is home to the smallest monastic cloisters in England.
- 2 Georgian decorated ceilings adorn St. Helen's House.
- 3 The chancel ceiling of Eagle Ward, thought to have been painted in honour of Anne of Bohemia who visited Norwich in 1383 with her husband, King Richard II.
- 4 Birkbeck Hall was named after 1901's Chairman of Trustees, Sir Henry Birkbeck. There is an adjacent medieval refectory.
- 5 There are ideal spaces for fairs, exhibitions and events of all kinds including weddings.







## Consultation for a Sustainable Future

The changes are about adapting what we do to enable us to be financially sustainable and to fairly use the charity's resources for the benefit of all residents, offering value for money.

A consultation process will take place from February to April during which time the Great Hospital will be announcing and explaining the proposed changes and seeking feedback. Staff who are affected by the changes are also being consulted.

Historically, a care team has been employed by the Great Hospital charity to provide Domiciliary Care services (also known as 'Personal Care' or 'Extra Care' or 'Regulated Care') for residents of Prior Court. Costs have risen and the cost of the Domiciliary Care service has been subsidised heavily in recent years, but this is no longer sustainable. The Great Hospital needs to adapt and reorganise services to be sustainable.

All residents at the Great Hospital are invited to take part in the consultation and individual meetings are also being arranged with the residents of Prior Court who will be supported in arranging the services of an external Domiciliary Care provider according to their individual needs.

A new Resident Engagement Team is proposed, who would support residents living in all areas of the Great Hospital site including Prior Court to live independently and to enjoy the unique Great Hospital community and everything it has to offer.

## Events and Tours

During the consultation (and looking to the future) the Great Hospital will continue to offer venue hire opportunities and catering services to organisers of weddings, meetings and special occasions. History tours for clubs, groups and individuals with an interest in heritage buildings and architecture will also continue. Please contact the Office for further information.







# PROTECTING AND PRESERVING

## Our Vision

To provide the best quality of independent living accommodation for older people in need while preserving the priceless heritage of the Great Hospital.

## The Proposal

### To:

- Offer the best quality of affordable accommodation for people aged 60 and over who can live independently
- Enable residents who need it to access Domiciliary Care (also known as 'Personal Care' or 'Extra Care' or 'Regulated Care') from a third-party care provider, based on their needs
- Support and promote the welfare of all residents in our unique community by offering additional services:
  - A Resident Engagement Team with on-site presence seven days a week
  - Regular welfare checks in line with resident needs or preferences
  - Hot meals and refreshments on-site seven days a week subject to sufficient demand
  - Regular social events, concerts, dinners, special occasions and other entertainment
  - Wellbeing activities such as armchair yoga, poetry reading, craft workshops, bowls
  - Signposting to local support services
- Preserve and maintain the historic fabric of the seven-acre Great Hospital site for the benefit of residents today and for future generations





## Have Your Say

The consultation with residents takes place between February and April 2024. The timetable and topics for the consultation are as follows:

- February** Care provision and the introduction of a new Resident Engagement Team
- March** Catering and shop services
- March** Alarm call system and out of hours support
- April** Resident licence documentation

Overviews on each topic are being published together with a short questionnaire to provide feedback. Consultation sessions are scheduled for residents to ask any questions and discuss what's proposed after filling in the feedback questionnaire.

A separate consultation is taking place with those staff who are affected by the changes.

Feedback from families, friends and members of the local community is welcome.

Call the office **01603 622022**

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