



Adult Social Services
County Hall
Martineau Lane
Norwich
NR1 2DH
11th January 2024
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South Norfolk District Council

Ref: Eastern Healthcare – The Hollies, Brick Kiln Lane, Morningthorpe, Norwich, Norfolk NR15 2LH - letter of support for proposed new developments x 4

I am writing to express our support for the proposal for development of 4 new units at The Hollies, Morningthorpe, NR15 2LH.

The Hollies offer accommodation and support to those with serious functional mental ill health, mainly working with adults aged 18-64. The service is owned by an established organisation, Eastern Healthcare, an experienced, knowledgeable and resourceful provider. Norfolk County currently has 3 block beds at The Hollies and we will be exploring a block contract for the 4 additional beds.

The care provision will focus on reablement and recovery, offering good quality single occupancy accommodation, with ensembles, shared living room, dining room and kitchenette. All units will be wheelchair accessible.

This proposed service fits with the Norfolk County Council vision to provide a range of good quality mental health services which work collaboratively with other services, the community and based on good practice, which is psychologically, and trauma informed. The service will continue to focus on supporting working age adults with an ethos of recovery, enablement and independence.

The additional units are much needed to alleviate the pressure on health and social care. There is currently high demand with insufficient supply and urgent need for this type of service due to increasing costs, quality pressures on our care markets, increase in population of working age adults, improved life expectancy and a number of closures of mental health services in Norfolk.

Eastern Healthcare delivers a good service and achieves positive outcomes with the individuals who it supports. The Care Quality Commission have rated the service as Good in 2022. In June 2023 the service was rated Good by Norfolk County Council Integrated Quality Team. Norfolk County Council's Integrated Quality Service have no concerns.

Mental health commissioners work closely with the provider and feel assured that they have an effective track record to enable delivery of a new, good quality and much needed service.

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We would ask that you progress the application so the development can progress.

If you wish to discuss or have any questions, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Rob Cooper', written in a cursive style.

Rob Cooper
Commissioning Programme Manager – Mental Health