

QUEBEC HALL

A Place of Peace

Est. 1960

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12/01/2026

To all Residents and Friends of Quebec Hall,

It is with great joy that we share the results of our recent county council inspection, known as PAMMS.

Norfolk is widely recognised for having some of the highest care standards in the UK, and for over 65 years we have worked hard to uphold our reputation for excellence. During this inspection, we were determined to demonstrate that commitment once again.

We are delighted to announce that Quebec Hall achieved a rating of **“Good”**, placing us among the top care homes nationwide. This is a wonderful affirmation of our standards and a testament to the dedication, attention to detail, and genuine love our staff show to every resident.

Although there is always room for improvement, we want to celebrate this milestone, recognise the hard work of our entire team, and look forward to an even brighter future for Quebec Hall.

Warm regards,

Chris Simons
General Manager

David Woodgett
Registered Care Manager

Quebec Hall, Quebec Road, Dereham, Norfolk, NR19 2QY

Quebec Hall is a Registered Charity No.251535

Quebec Hall Limited Company No.00853450

ADASS EAST Accommodation Services (OP) v23.2 for Quebec Hall Limited



GOOD

Assessment Completed 07/11/2025

Domains

Name	Rating
1. Involvement and Information	Requires Improvement ★★☆☆☆
2. Personalised Care and Support	Good ★★★★★
3. Safeguarding and Safety	Good ★★★★★
4. Suitability of Staffing	Good ★★★★★
5. Quality of Management	Good ★★★★★

Standards

Name	Rating
1. Respecting and Involving People Accessing the Service	Good ★★★★★
2. Consent	Requires Improvement ★★☆☆☆
3. Care and Welfare of People accessing the Service	Good ★★★★★
4. Meeting Nutritional Needs	Good ★★★★★
5. Co-operating with other Providers	Good ★★★★★
6. Safeguarding People who use the Service from Abuse	Good ★★★★★
7. Cleanliness and Infection Control	Good ★★★★★
8. Management of Medicines	Good ★★★★★
9. Safety and Suitability of Premises	Good ★★★★★
10. Safety, Availability and Suitability of Equipment	Good ★★★★★
11. Requirements Relating to Staff Recruitment	Good ★★★★★
12. Staffing and Staff Deployment	Good ★★★★★
13. Staff Support	Good ★★★★★
14. Assessing and Monitoring the Quality of Service Provision	Requires Improvement ★★☆☆☆
15. Using Information and Dealing with Complaints	Good ★★★★★
16. Records	Good ★★★★★