



Rochcare

Pendle Brook

Family guide

Putting you at the heart of our homes

Welcome to Pendle Brook

Pendle Brook is a five-star residential and dementia care home nestled in the small town of Oswaldtwistle on the border of Accrington in Lancashire.

Part of the *Rochcare Group*, Pendle Brook is a family-owned luxury care home established in 2019. We pride ourselves on providing exceptional accommodation and expert care for people aged 65 and over in a homely community setting.

We specialise in dementia care, and our purpose-built home for up to 50 residents is architecturally designed to give therapeutic benefits to those living with dementia or age-related difficulties.

We appreciate that selecting a care home can be an emotional process. Loved ones and visitors to Pendle Brook will recognise our passion for delivering first-rate, friendly, and skilful care.

Our team of highly trained staff foster a welcoming and domestic environment, with an open-door policy and homeliness always in mind. Pendle Brook is a home from home, where you or your loved ones will feel safe, cared for, and secure.

Our guiding principle remains the same as it was at the beginning: to provide the standard of care and accommodation that we would want for our own family.

**We look forward to
welcoming you soon.**



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“We looked at a few homes when making our decision, but there was no doubt that Pendle Brook was the obvious choice. **The home is pure luxury**, the facilities are beautiful, and it is perfectly equipped to cater for my mother’s needs.”

Our mission

Rochcare Group built its first residential care home in the early 1980s after noting that many care homes were set in old, converted buildings.

These buildings were not always fit for purpose or designed effectively for those with age-related difficulties or dementia.

We embarked upon a journey to create a new blueprint for care home settings, and we now have four carefully crafted care homes with bespoke architectural designs.

Our luxurious residential care home designs reflect our ethos of offering domesticity, safety, and security in a contemporary luxurious environment.

Our mission at **Pendle Brook** is:

- To provide a unique and tailored approach to care, enabling the people we support to live a healthy, happy, and fulfilling life with us.
- To create and maintain luxurious purpose-built accommodation, thoughtfully designed with both functionality and a stylish aesthetic in mind.
- To maintain our reputation for specialist dementia care, with purpose-built accommodation specifically designed to minimise the stress and confusion often associated with dementia.
- To establish a warm and welcoming domestic environment which our residents view as home, valuing every individual's right to privacy, dignity, and respect.
- To remove any fears surrounding a move into a care home, either for yourself or for your loved ones. We recognise that the decision can seem daunting, not only for the resident but their families too. We strive to provide positive emotional support for loved ones and their families throughout the adjustment phase and beyond.
- To take a person-centred and individualised approach to care, promoting independence and supporting each resident to make friendships, pursue hobbies, and participate in leisure activities.
- To facilitate and respect a resident's social, religious, and cultural wishes within or outside our home.
- To provide a warm Rochcare welcome to family and friends!





Our location

On the border of Accrington, Oswaldtwistle is a town within the Hyndburn borough of Lancashire, which lies 3 miles southeast of Blackburn.

Pendle Brook is ideally located in the heart of the local Oswaldtwistle community. We are situated near to local shops and have a spectacular top-floor view of the surrounding hills and moorland.

Pendle Brook is just a short walk to nearby attractions including the Civic Arts Centre and Theatre, Rhyddings Park, and Oswaldtwistle Mills Shopping Village and Garden Centre.

We have excellent transport links, enabling families to visit easily and offering our residents the opportunity to take trips further afield. There is a bus stop just outside our home providing a direct route to Accrington and Blackburn. The Church & Oswaldtwistle train station is a two-minute walk away, and Accrington train station is also nearby.

“The quality of care is outstanding, the staff are so friendly, and it’s very reassuring to know my grandma is being so well looked after.”

The care we provide

Pendle Brook offers residential care for you or your loved ones aged 65 and over – with some exceptions made for those who need our service.

We welcome long term and short term stays and provide specialist services for those seeking dementia care or respite care. We pride ourselves in providing a high standard of dignified care, 24 hours a day.

Should you or your loved one choose to join us at Pendle Brook, we will create an individual care plan for you. We talk to you and those close to you to ensure we provide flexible care that meets your needs and personal preferences. Our specialist dementia care offers a full range of enjoyable, safe, and stimulating activities to those living with dementia. Our specially designed home is safe, secure, and homely, with round the clock support from staff trained in safeguarding people living with dementia.

Sometimes people require respite care, for example, after an illness or operation, or when a regular carer needs to take a break to recharge their batteries. Our respite service provides a welcoming and friendly solution for temporary stays.



Our staff

When you visit us at Pendle Brook you will meet kind, caring, and enthusiastic staff who are committed to providing exceptional person-centred care.

We are staffed in accordance with the requirements of the Care Quality Commission. All staff members are hand-picked using robust Safer Recruitment practices and background checks.

Every member of our team receives extensive training, including dementia care, safeguarding of vulnerable adults, first aid, infection control, end-of-life care, health and safety, safe handling of medicines, prevention of falls, nutrition and health, equality and diversity, diabetes management, and mental health.

Awards & recognition

Pendle Brook has achieved its *Investor In People* accreditation and has been shortlisted for the following:



The Great British Care Awards
for *The Employer Of The Year Award*,
The Dementia Carer Award, and *The Social Care Covid Hero Award*



The LaingBuisson Awards
for *Residential Care*



The Caring UK Awards
for *Excellence And Innovation In Dementia*



The Knight Frank Luxury Care Home Guide

Our building

We opened our doors at Pendle Brook in July 2019, following a research-led design and build.

The 50 private, ensuite bedrooms are located across three floors – Applegarth, Barleydale, and Caldervale – with lift and stair access to each floor.

Our home has a deliberately warm, spacious, and elegant interior suffused with natural light. We designed Pendle Brook to offer superior comfort and style in every aspect, and we are lucky to be in the heart of a friendly community surrounded by stunning moorlands.

Specialist dementia design

Rochcare is passionate about enhancing the lives of those living with dementia.

From its inception, Pendle Brook was designed with dementia residents and those with age-related concerns specifically in mind. We have used the latest research from Stirling University, an international centre of expertise in dementia design, to inform our decisions. From the architecture to the interior design of the home, every detail has been considered in relation to dementia design, including:

- An overall configuration that minimises the stress and confusion sometimes experienced by those living with dementia.
- Wider corridors and large communal areas which make it easy for people to stroll around the home and enjoy the space.
- Different colour schemes to make it easy for people in our care to identify various areas of the home.
- Smaller and more intimate seating areas for those who want quiet time or for those who feel overwhelmed in large spaces.
- Beautiful and comfortable furniture with softer edges to avoid injury.
- Rooms set with fireplaces to create an inviting and homely environment.
- Meaningful spaces that make it easier for those who have dementia to identify where they are.





Meeting **your** needs

Each person's needs are assessed comprehensively before coming to stay at Pendle Brook.

We draft a bespoke electronic care plan and encourage you to be involved so that staff can support your needs, wishes, and preferences. If you are no longer able to be involved in planning for your care, we will encourage those closest to you to assist us in writing a plan of care that is right for you.

Some individuals need help with eating, drinking, and personal care; others may be more independent. At Pendle Brook, each resident receives the level of care that their situation requires. We aim to satisfy all personal, social, physical, clinical, spiritual, and emotional needs.



Life at Pendle Brook

Pendle Brook offers a positive next step in life, welcoming loved ones to a place they can happily call home

We have a busy schedule of activities on offer at Pendle Brook, to keep you or your loved one entertained and engaged.

We also respect the privacy of residents who enjoy their own company - our home can cater to your habits and your social needs. We encourage the celebration of special occasions such as birthdays and anniversaries, and enjoy celebrating these with you.

Pendle Brook offers residents and visitors a five-star experience, whether for everyday living or as the perfect place to entertain guests. We welcome visitors in all parts of the home and gardens.



Our facilities

With three lounges, five quiet rooms, and three dining rooms, there are plenty of options when it comes to choosing where to meet friends or relax.

We also have a large activity room and our own café - 'The Spinning Jenny' - serving hot and cold drinks and delicious homemade cakes. Many of our rooms overlook our stunning landscaped gardens.

Our peaceful terrace and gazebo offer the perfect place to take afternoon tea, catch up with friends, or entertain visitors. Our in-house salon offers lavish hairdressing services.

Free WiFi is available throughout the home, and an inclusive laundry service ensures you don't need to worry about your washing and ironing. Escorts are available for outings, ensuring you can enjoy every opportunity to explore the local area.

“My grandma's feedback is that the carers treat her with **respect and dignity at all times**; the food is excellent, and the premises are always spotless.”



Our activities

We run a thriving activity programme at Pendle Brook, with a dedicated activities co-ordinator.

Activities range from arts, crafts, letter writing, book clubs, baking, and photography, through to keep fit classes, pampering sessions, and massages. Our residents regularly enjoy live entertainment at home, and we also go for walks in the local town and countryside, seaside day trips, and visits to the cinema and theatre.

For those with green fingers, there is the option to join in with gardening within our grounds. Our residents enjoy tending the beautiful flowers and shrubs in our raised beds, or growing vegetables to enjoy with lunch or an evening meal.

Our team always considers your abilities and interests when planning an activity. While we encourage interaction, we respect that some people may not wish or be able to participate in our activities, so there is never any pressure.

Family members are welcome to join in with activities. The more, the merrier!

“My mum says she is never bored, there is always something to do or someone to chat to, and I can see how well she is treated.”



Food & nutrition

We pride ourselves on providing fresh, wholesome, home-cooked food that is prepared daily in our kitchen.

Our experienced chefs offer a balanced, varied, and interesting choice of meals using fresh ingredients. A tasty alternative to the main menu is always available. Our kitchen caters for all dietary and eating requirements, including vegetarian, gluten-free, and soft or blended meals.

Menus are created with residents' input so that favourite meals are always on the menu. We run food tasting afternoons where new foods and flavours can be sampled.

Most people who we support tend to gather in the dining room for mealtimes, but we encourage you to eat wherever you feel most comfortable, whether that is in the dining room, your room, or another area of the home.

Snacks and drinks are also available between meals, from nutritious, freshly made smoothies, to soups and sandwiches, or homemade flapjacks fresh from the oven.

We know that those living with dementia or age-related difficulties can experience eating difficulties, so our experts are on hand to prepare meals outside of our mealtimes. A large-format menu can be provided upon request, and adapted cutlery and crockery is also available if needed.





Your accommodation

Each of our 50 spacious and luxurious bedrooms is beautifully decorated and comes complete with an ensuite wet room, telephone, WiFi, 24-hour nurse call system, and flatscreen television.

Our deluxe rooms on the first and second floors are styled in calming and neutral tones, with sophisticated furniture, co-ordinated soft furnishings, and high-quality non-slip oak flooring.

On the ground floor, our premium rooms offer a little extra helping of luxury, with larger beds, superior bed linen, bespoke furniture, and attractive feature wallpaper.

We encourage our residents to bring their own furniture and keepsakes to personalise their surroundings too, making Pendle Brook truly feel like home for everyone.

“**The care shown by all staff is excellent and my mum’s room is of a high standard.**”



Funding methods

Care costs can be a pressing concern for many families. However, different methods of funding may be available depending on your loved one's financial circumstances and care requirements.

Self-Funding

If your capital assets exceed the upper limits of the government's Capital Threshold, you will be responsible for your care fees. This may mean having to sell your property to release the necessary funds.

Twelve Weeks Property Disregard

In most cases, where a property does form part of your assets, the value will be disregarded. The Local Authority will then contribute to the care home fees for the first twelve weeks of residence. This allows time for your property to be sold.

Deferred Payment Agreement

In some instances, rather than selling your property immediately, you may be able to arrange a Deferred Payment Agreement with the Local Authority. This could mean that the Local Authority will cover the full care home fees secured against the value of your property.

Local Authority Funding

The Local Authority will fund or contribute to your care home fees if your capital assets are assessed as being below the upper limits of the Government's Capital Threshold.

NHS Continuing Healthcare Funding

This funding may be available if you have more intensive needs due to disability, accident, or long-term illness for example.

“The staff are so friendly and welcoming, and we immediately knew this was the right place for her.”

Frequent questions

Here are some questions we're frequently asked about life at Pendle Brook and what you can expect from our service.

How will you keep my loved one safe?

Your loved one will be cared for by our highly trained and experienced staff. Our team undertakes regular training and safeguarding checks to ensure we're always in line with care regulations and standards. Pendle Brook has CCTV cameras and secure doors to provide additional peace of mind.

What if my loved one wants privacy?

We understand that communal living and frequent interaction with others is not to everyone's taste.

At Pendle Brook, some people we support prefer their own company and, in this instance, their privacy is always respected. Residents can choose to spend as much time in their room as they wish.

Our staff have been trained to treat people with dignity and to respect their privacy always.

What are your visiting hours?

We don't have set visiting times - our home is always open to visitors. Friends and family are welcome to pop in at any time to see their loved ones in their rooms, lounges, and other communal areas. Our residents have the right to decide who they see and when, and are also free to get up and go to bed when it suits them.

Can I take my loved one out?

Yes, of course! We encourage days out, whether that is with family and friends or as part of our extensive activity programme.

We ask that you provide advance notice and an anticipated return time, so we can ensure there aren't any medical reasons which could affect your loved one's excursion.

Who will help my loved one?

Staff are available at Pendle Brook 24 hours a day. Your room will have a call bell to alert staff if you need assistance.

We will assess your needs by talking with you, and those close to you, to ensure that the care we provide meets your needs.

This may be assisting you with washing, dressing, and bathing. Some people need help with eating and drinking, assistance with their toileting needs and mobility or other aspects of personal care, whilst others may be more independent. Our flexible care supports and respect's each resident's needs individually.

Can I bring my own furniture?

We encourage loved ones to personalise their rooms and bring items that make them feel more at home. All of our bedrooms are fully furnished with a single bed, flatscreen TV, armchair, wardrobe, chest of drawers, and nightstand. If larger furniture is to be brought in, please check with us and we'll do our best to accommodate you.

Please note, we do require all furniture that is brought into the home to be removed at the end of the occupancy.

If you have any other questions that need answering, please don't hesitate to get in touch.

01254 311 777
pendlebrook@rochcare.com

Our other carehomes

Each of our Rochcare care homes offers residential care, specialist dementia care, and respite care.



Bank Hall Burnley

Bank Hall is a single-storey residential care home in Burnley offering accommodation for over 50 residents aged 65+. The home is situated within beautifully landscaped grounds and surrounded by woodland and wildlife. Connected to Scarlett House, a purpose-built specialist dementia care home.

- t** 01282 838 909
- e** bankhall@rochcare.com
- w** rochcare.com/bank-hall
- a** Colne Road, Burnley, Lancashire, BB11 2AA



Coniston House Chorley

Coniston House is a modern, 43-bed residential care home in Chorley. It provides professional care and support in an environment built to suit the particular needs of those living with dementia.

- t** 01257 244 700
- e** coniston@rochcare.com
- w** rochcare.com/coniston
- a** Coniston Road, Chorley, Lancashire, PR7 2JA



Royley House Oldham

Royley House is a modern, purpose-built care home in Oldham with well-appointed accommodation for 41 residents. Offering residential care and support, Royley House has a friendly and family-like environment intentionally designed to ensure people in our service feel at home.

- t** 0161 633 4848
- e** royley@rochcare.com
- w** rochcare.com/royley-house
- a** Lea View, Royton, Oldham, OL2 5ED



“My grandma is a current resident of Pendle Brook and is set to stay there for the foreseeable future. Our experience so far has been nothing short of positive.”



“My mum has been **extremely well cared for and supported** and given the opportunity to remain as independent as she can be. My family and I are thrilled at how well she is doing and how happy she is.”



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Pendle Brook Oswaldtwistle

t 01254 311 777

e pendlebrook@rochcare.com

w rochcare.com/pendle-brook

a 2 Haworth Street, Oswaldtwistle, Lancashire, BB5 3EA



@Pendlebrook



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