



# Bank Hall Family Guide

Putting you at the heart of our homes



Rochcare



[www.rochcare.com](http://www.rochcare.com)



## Welcome to **Bank Hall**

**Bank Hall is a warm, safe, and welcoming residential and dementia care home nestled in the town of Burnley in Lancashire. Part of the Rochcare Group, Bank Hall is rich in history as it was previously a maternity hospital.**

We pride ourselves on providing exceptional accommodation and expert care for people aged 65 and over, and those with age-related difficulties in a homely community setting.

We appreciate that selecting a care home can be an emotional process. Loved ones and visitors to Bank Hall 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. Bank Hall 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.**

Rochcare

# Our **Mission**

Rochcare Group built its first residential care home in the early 1980s. Bank Hall was transformed from a maternity hospital to a safe and spacious care home with over 50 available rooms to support people who have age related difficulties or dementia.



## Our mission at Bank Hall 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 a safe, warm, and welcoming home for everyone.
- ✔ To maintain our reputation for specialist dementia care and to be trusted by families and the community for providing an outstanding, tailored experience for those we support in our home.
- ✔ To establish a warm and welcoming domestic environment which the people who live at Bank Hall view as home, and 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. We do this by helping people stay in touch with their loved ones. Relatives can ring at any time for an update on how their loved one is or speak to their loved one.
- ✔ 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**

**Bank Hall is a residential and dementia care home in Burnley offering accommodation for 52 residents with age-related difficulties. The home is situated within beautifully landscaped grounds and surrounded by woodland and wildlife.**

The home is conveniently located on a bus route direct to the market town of Burnley and is also within easy walking distance to the nearby shops, train station and the picturesque Thompson Park with its beautiful Italian gardens and boating lake.

Bank Hall is just a short walk to nearby attractions including Burnley Leisure Centre, and Mechanics Theatre, Queens Park and Charter Walk Shopping 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 Burnley and Blackburn. One of the nearest churches is St Peter's Church which is only 3 minutes' walk & Burnley Central train station which is a 6-minute walk away.



# The care **we provide**

**Bank Hall 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, day 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 Bank Hall, 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. At Bank Hall, quality of life is paramount. As well as providing excellent standards of care and support, and lots of opportunities to have fun. We also believe that quality of life is about being listened to. We listen to people when they tell us what they want or what they don't want, we listen to suggestions and we listen when people just want a chat. So, when your loved one moves to Bank Hall you know they have a voice and a choice. It's their home after all.

Our specialist dementia care offers a full range of enjoyable, safe, and stimulating activities to those living with dementia. Our home is safe, secure, and cosy, with round the clock support from staff trained in caring for 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.

We offer day care options at Bank Hall to allow people to socialise in a safe and friendly environment and to receive excellent care. We have dedicated staff for one-to-one activities, delicious home cooked meals, and assistance from fully trained staff during the day to give medication or even have a bath or shower for instance.



## Our **staff**

**When you visit us at Bank Hall 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** and Recognition

**Bank Hall has achieved its Investor In People accreditation.**

## **Specialist** dementia care

**Rochcare is passionate about enhancing the lives of those living with dementia. Families can have peace of mind that the care team at Bank Hall are extensively trained to care for dementia residents, and those with age-related concerns specifically in mind.**

- ✔ Wider corridors and large communal areas which make it easy for people to move 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.



## Meeting your needs

**Each person's needs are assessed comprehensively before coming to stay at Bank Hall.**

We draft a bespoke electronic care plan and encourage your loved one to be involved so that staff can support their needs, wishes, and preferences. We work closely with your loved one, so they are involved in planning for their care. If they are no longer able to be involved in planning for their care, we will encourage their next of kin to assist us in writing a plan of care that is right for them.

Some people may need help with eating, drinking, and personal care; others may be more independent. At Bank Hall, 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 Bank Hall

**Bank Hall 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 Bank Hall, to keep you or your loved one entertained and engaged.**

We have a dedicated Activity Coordinator who carries out both group and one-to-one activities. We have a greenhouse and lovely gardens for the green fingered, arts & craft, church services, entertainers that join us. Smart TVs in 3 lounges which we use for everything from sing along sessions to exercise to music afternoons. We have lots of 'functions' from a Pop-Up Pub evening, movie nights, birthday parties, and karaoke. We have a weekly coffee morning and a weekly dominoes tournament.

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

Bank Hall offers residents and visitors an excellent 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

**Our home is wonderfully spacious, yet it retains a homely feel. There are 3 lounges and 3 conservatories, so there is plenty of choice in deciding a favourite place to relax or to catch up with Bank Hall friends for a chat.**

There is also a large kitchen where our professional chefs create delicious meals, and a small kitchen area where everyone can make their own drinks and snacks at any time of the day. And we maintain a beautiful garden, when people move into Bank Hall their favourite pastime soon becomes bird watching and looking out for the squirrels that come and go. We're even lucky enough to be visited by deer and foxes from time to time.

Free WiFi is available throughout the home, and an inclusive laundry service ensures there's no need to worry about washing and ironing. We have escorts available for outings, ensuring your loved one can enjoy every opportunity to explore the local area.



# Our **activities**

**We run a thriving activity programme at Bank Hall, with a dedicated activities co-ordinator. Activities range from; arts, crafts, letter writing, book clubs, baking, and photography. We also have exercise classes, pampering sessions, and massage days.**

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 all 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!



# **Food** and 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 cakes & cupcakes 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 52 spacious and comfy bedrooms are beautifully decorated and come complete with a TV point, telephone, WIFI, 24-hour nurse call system and handbasin. Bank Hall has a variety of rooms to choose from, there are multiple bedrooms that feature an en suite while other rooms maintain a modest toilet & handbasin. There are numerous shared wet rooms and bathrooms across the home.

Every bedroom is decorated and furnished to a high standard to create a cosy, homely environment. Each person is very welcome to decorate their room with their own photographs, books, and other keepsakes. In fact, we actively encourage it!

We all feel much more at home when we're surrounded by our own, familiar things and at Bank Hall we want people to feel completely at home.





# Funding

**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.

# Frequently asked questions

## 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. Bank Hall 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 Bank Hall, 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 Bank Hall 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.

# Testimonials



“My wife has only been in care at Bank Hall for approximately 3 months, during this time she has been looked after very well by the staff at Bank Hall. The most important thing is that I feel she is in a safe environment. Her room and communal area is cleaned to a high standard and I am very happy with the care provided.”



“My mother was moved here, and I noticed a big change straight away. Staff are very friendly, caring, and helpful. I am very happy for my mum to be here and would recommend to anyone.”



“My mum came to Bank Hall six months ago. She has been treated very well and her health has improved tenfold since being here. The staff have treated her with dignity and with loving care, which has been a great relief to myself and family. I cannot praise the staff here enough.”



“My mum has been in Bank Hall Care Home now for over 12 months and I have never seen her as happy. I would highly recommend this home and the service it provides.”



“The love and care this home provides is second to none. I will always be eternally grateful for how they look after my mum and dad. It's a home from home.”



“From the moment I walked into Bank Hall I knew I had found the best place for my dad. The staff were very welcoming, the residents seemed happy and content. Everywhere was clean and tidy. The residents have daily activities which I love. The staff are so friendly and caring nothing is ever too much trouble. As a family, we were really anxious about finding the right place for dad. However, everyone at Bank Hall made that choice so easy. We feel so relaxed that he is in good hands.”

# Other Rochcare homes

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

## Coniston House

**a** Coniston Road, Chorley,  
Lancashire, PR7 2JA  
**e** [coniston@rochcare.com](mailto:coniston@rochcare.com)

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.



## Pendle Brook

**a** 2 Haworth St, Oswaldtwistle,  
Accrington BB5 3EA  
**e** [Pendlebrook@rochcare.com](mailto:Pendlebrook@rochcare.com)

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. The home offers 50 spacious and luxurious en suite bedrooms, and stunning landscaped garden and gazebo and topped up with multiple quiet rooms and lounges.



## Royley House

**a** Lea View, Royton, Oldham, OL2 5ED  
**e** [royley@rochcare.com](mailto:royley@rochcare.com)

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.



# We look forward to welcoming you

Our caring and friendly team are waiting to  
welcome you to Bank Hall for a  
commitment-free visit.



## Why not get in touch?

Find us on the UK's leading care home review  
website:

- w** [www.carehome.co.uk](http://www.carehome.co.uk)
- a** Colne Road, Burnley, Lancashire, BB11 2AA
- e** [bankhall@rochcare.com](mailto:bankhall@rochcare.com)
- t** 01282 838 909

[www.rochcare.com/care-home/bank-hall](http://www.rochcare.com/care-home/bank-hall)



\*All information is correct at time of printing and is subject to  
changing government guidelines and regulations.

Bank Hall Care Home



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