



# Coniston House Family Guide

Putting you at the heart of our homes



Rochcare



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

# Welcome to **Coniston House**

Coniston House is a highly rated residential and dementia care home nestled in the small town of Chorley in Lancashire. Part of the Rochcare Group, Coniston House is a family-owned care home established in 2011.

We pride ourselves on providing exceptional accommodation and expert care for people aged 65 and over in a homely, community setting. We understand finding the right home for a relative can be stressful and upsetting. That's why we work closely with you and your individual needs to help reassure you that Rochcare homes are the best place for your loved one to call home.

Coniston House is a home from home, where your loved one will feel safe, cared for, and secure. Our team of highly trained staff foster a welcoming and domestic environment, with our open-door policy and genuine homeliness always in mind. Our guiding principle has remained the same since we first opened: to provide the standard of care and accommodation that we would want for our own family.

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





## Our mission

**Rochcare Group built its first residential care home in the early 1980s. Coniston House was built as a safe and spacious care home with over 40 available rooms for people who have age-related difficulties or dementia.**

## Our mission at Coniston House 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 Coniston House 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. 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 directly.
- 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

**Chorley is a town within the borough of Lancashire, which lies five miles southeast of Leyland and is commutable to the city of Preston. Coniston House is ideally located in the heart of the local Chorley community. We are situated near to local shops and have a spectacular natural light that shines throughout all the windows in the home.**

Coniston House is just a short walk or drive to nearby attractions including All Seasons Leisure Centre, Chorley Theatre, Astley Park, and Market Walk shopping centre and Birkacre Garden Centre.

We have excellent transport links, enabling families to visit easily and offering our residents the opportunity to take trips further afield, taking advantage of the bus stop just outside our home. There are multiple churches nearby & Chorley train station is a 5-minute drive away, with links to Manchester and Preston.



# The care **we provide**

**Coniston House offers residential care for 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 your loved one choose to join us at Coniston House, we will create an individual care plan for them. We talk to our residents and those close to them to ensure we provide flexible care that meets their needs and personal preferences. At Coniston House, 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 don't want, we listen to suggestions and we listen when people just want a chat. So, when your loved one moves to Coniston House 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, specifically 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 also offer Day Care options at Coniston House, to allow people to socialise in a safe and friendly environment while receiving exceptional 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 and help with any personal care requirements.

## Our **staff**

When you visit us at Coniston House 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 and 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

**Coniston House has achieved its Investor In People accreditation and been shortlisted for the following from The Great British Care Awards:**

- The Employer Of The Year Award
- Care Home Activity Organiser Award
- Care Home Frontline Leaders Award
- Registered Managers Award
- The Putting People First/ Personalisation Award

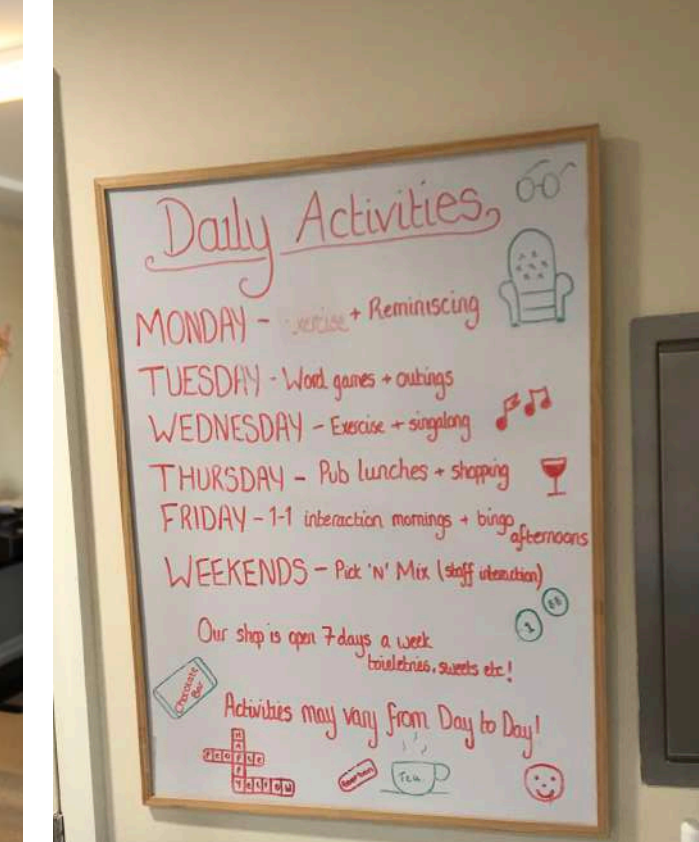


## Meeting **your needs**

**Each person's needs are assessed comprehensively before coming to stay at Coniston House. We draft a bespoke electronic care plan, working closely with you and your loved one throughout, so that staff can support each individual's needs, wishes, and preferences.**

We work closely with your loved one at every stage, so they feel central to the planning for their care. If they are no longer able to be involved in planning for their care, we will encourage you and 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 Coniston House, each resident receives the level of care that their situation requires. We aim to satisfy all personal, social, physical, clinical, spiritual, and emotional needs and always take a flexible and accommodating approach.



## Life at **Coniston House**

**Coniston House offers a positive next step in life, welcoming your loved ones to a place they can happily call home.**

We believe having things to look forward to and a sense of purpose is very important, so we help people get the most from each day in whatever way is most appropriate for them. With this in mind, we have a regular schedule of activities on offer at Coniston House, designed to keep the people we support entertained and engaged.

Our dedicated Activity Coordinator carries out both group and one-to-one activities that are designed for all interests, abilities and mobility styles. Activities include crafts, baking, gardening, massage and beauty treatments, gentle exercise classes, reading/sewing groups and trips into the local community. We also host themed events, movie nights and encourage residents to celebrate birthdays and anniversaries together.

We also respect the privacy of residents who enjoy their own company – our home can cater to your loved one's habits and social needs and we know how important quiet time can be too. With this in mind, we never pressure anyone to get involved before they're ready to and take the lead of your loved one at every stage.



## Our **facilities**

**With two lounges, two dining rooms, an activity room and a quiet room, the people we care for have plenty of options when it comes to choosing where to meet friends or relax.**

There is also a large kitchen where our professional chefs create delicious seasonal meals, and a small kitchen area where everyone can make their own drinks and snacks at any time of the day.

We maintain a beautiful garden and have ensured it is secure and single levelled for all to enjoy. Coniston House also has its own in-house hairdressing salon that everyone can benefit from.

Free WiFi is available throughout the home, and an inclusive laundry service ensures residents don't need to worry about their washing and ironing.



# Food & **nutrition**

**We pride ourselves on providing fresh, seasonal, home-cooked food that is prepared daily in our kitchen. Our experienced chefs offer a balanced, varied, and interesting choice of meals with a focus on health and nutrition.**

Our kitchen caters for all dietary and eating requirements, including vegetarian, gluten-free, and soft or blended meals. We also ensure a tasty alternative to the main menu is always available.

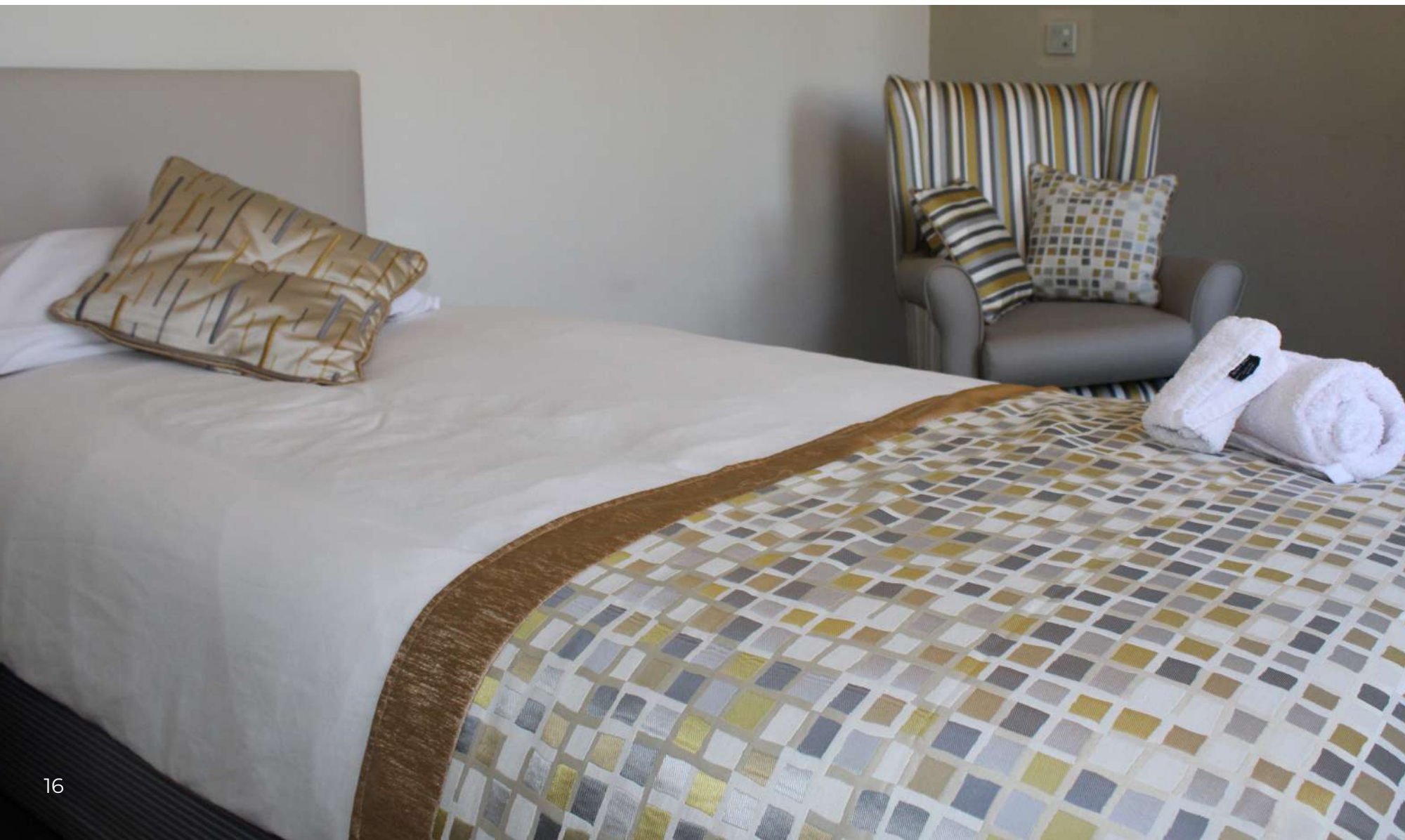
Although our bright, communal dining rooms are the most popular space for mealtimes, we encourage those in our care to eat wherever they feel most comfortable. That may be the dining room, their private room, or another area of the home.

Snacks and drinks are also available between meals, with nutritious, freshly made smoothies, soups, sandwiches, and homemade sweet treats all available.

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 set mealtimes. A large-format menu can be provided upon request, and adapted cutlery and crockery is also available if needed.







## Accommodation

**Each of the spacious and comfy bedrooms at Coniston House are fitted with an ensuite bathroom and are beautifully decorated. Bedrooms come complete with a telephone, WIFI, 24-hour nurse call system and flatscreen TV.**

Every bedroom is decorated and furnished to a high standard to create a cosy, homely environment. We encourage each person to decorate their room with their own photographs, books, and other keepsakes as we know adding these personal items plays a crucial part in making Coniston House feel completely like 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 a loved one's capital assets exceed the upper limits of the government's Capital Threshold, they will be responsible for their care fees. This may mean having to sell any relevant property to release the necessary funds.

### Twelve Weeks Property Disregard

In most cases, where a property does form part of any relevant 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 the property to be sold.

### Deferred Payment Agreement

In some instances, rather than selling any 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 loved ones 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. Coniston House 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 Coniston House, 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.

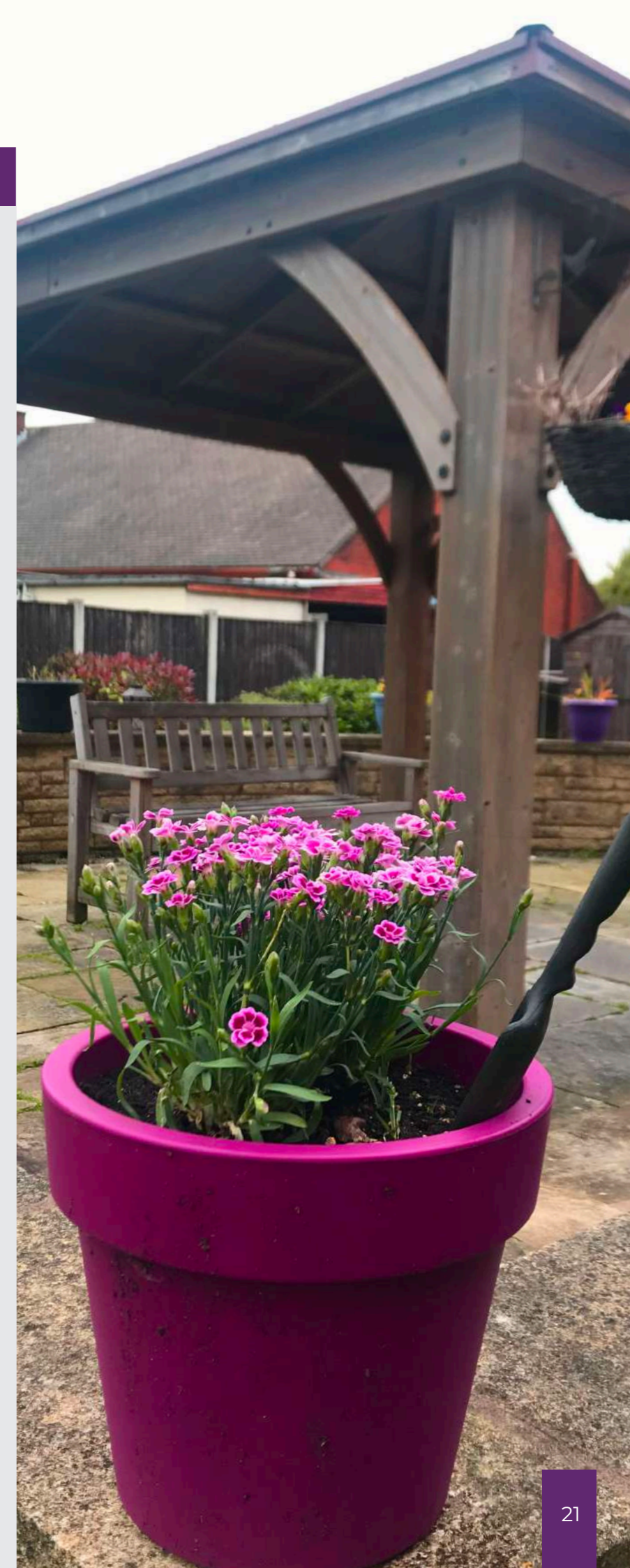
## **Who will help my loved one?**

Your loved ones room is fitted with a call bell to alert staff if they need assistance, staff are available at Coniston House 24 hours a day. We will assess their needs by talking with them, and you, to ensure that the care we provide meets all requirements and specific requests. This may include assisting your

loved one 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 my loved one bring their own furniture?**

We encourage the people in our care to personalise their rooms and bring any 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 aunt was moved to Coniston House Care Home in May last year. I have been able to visit her in the past 2 weeks. When I was unable to visit I was always kept informed and keeping in touch with my aunt was well supported. Now I can visit her, I find the staff friendly, caring and professional. The home has a welcoming feel and is clean. My aunt seems happy and well settled. A very good place”.

**Niece of resident**



“Mam went into Coniston House Care Home during the Covid period so I could not go in to look around, but I was sent a walkthrough video which was very helpful. I looked at Facebook photos and could see the range of rooms, activities, meals and happy faces. I have not been disappointed - from the moment Mam moved in she has been loved and cared for better than I could have coped with on my own.

The staff have been fantastic helping Mam settle in and supportive of me coping too. They are so friendly, helpful and you can see they genuinely care. There is always an activity going on, which during this hard time has fallen to the staff to organise and deliver everything - well done. I have been able to see Mam via window visits, the pod and now face-to-face visits are allowed - all extra work for the already very hard-working staff.

I would like to take this opportunity to thank everyone at Coniston House as I know Mam is safe and cared for. Thank you”.

**Daughter of resident**



“After much apprehension regarding placing mum into care. I have found Coniston House a great relief. Everything we had worried about was unfounded. The home is everything you could want, the staff are fantastic with all the residents, constantly showing loving care and understanding. The home is spotlessly clean and the activities a joy to see. I highly recommend Coniston House for complete peace of mind”.

**Daughter of resident**

# Other Rochcare homes

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

## Bank Hall

- a Colne Road, Burnley, Lancashire, BB11 2AA**
- e [bankhall@rochcare.com](mailto:bankhall@rochcare.com)**

A residential care home with a specially designed dementia unit in Burnley offering accommodation for over 50 residents with age-related difficulties. The home is situated within beautifully landscaped grounds and surrounded by woodland and wildlife.



## 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 Coniston House 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** Coniston Road, Chorley, Lancashire, PR7 2JA  
**e** [coniston@rochcare.com](mailto:coniston@rochcare.com)  
**t** 01257 244 700

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

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



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