



RANDOLPH HOUSE

FERRY ROAD WEST,
SCUNTHORPE.
DN15 8EA



knights care

CARING FOR YOU,
CARING ABOUT
YOU.

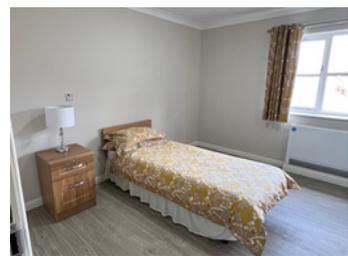
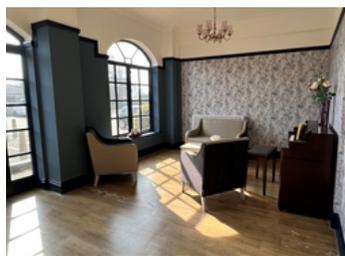


WELCOME TO Randolph House

At Knights Care Group, we appreciate that the decision to move into a care home can be sometimes confusing and often an emotional time for everyone involved. Our aim is to give you as much help throughout this very important process to ensure that you make the right decision, the one that is the best for you and your loved ones.

There are many benefits of moving into a care home such as the availability of 24 hour assistance, lessened feelings of social isolation and the promotion and maintenance of independence.

We hope this brochure gives you all the information you need to start this important journey with us. Of course, if you would like to discuss anything in detail, or have a specific question, please contact the home on **01724272500**



Our Vision:

Our residents are at the heart of everything we do. We put quality first and promote respect for the individuality, dignity and rights of every one of our residents, ensuring they maintain as much of their independence as possible.

Our Values:

- Person - Centred
- Compassion
- Respect & Dignity
- Safety
- Excellence

Our Promise:

To go the extra mile to improve and enrich the overall quality of life of our residents.



Knights Care Group

Randolph House is part of the **Knights Care Group** – a family run provider of award winning care. Founded in 2006. Knights Care Ltd is owned and operated by Adam Knights who has worked within the independent care sector since 2001. Currently Knights Care Ltd proudly owns six care homes, with our Head Office situated in Chesterfield, Derbyshire.

At each of our homes we strive to provide an outstanding level of care to every single person who has entrusted their future to us.

We believe in a personal and individual service, which is why at Knights Care we go that extra mile to improve and sustain the overall quality of life of our residents. We strive to provide care that is flexible, attentive, and respectful; thus, ensuring clients maintain as much of their independence, privacy, and dignity as possible.

We pride ourselves on creating an open, positive, and inclusive atmosphere throughout the home; somewhere where social activity is at the forefront of daily pursuits, where every meal is home cooked from scratch and where our staff give paramount care and attention to every single person as our residents are at the heart of everything that we do.

Adam Knights, Managing Director Statement:

“At Knights Care we are proud to support and care for the most vulnerable in society.

We aim to make their need for assistance a dignified experience, constantly reinvesting into our facilities and routinely looking at how we can better ourselves to better improve the overall resident experience.

We look after people with a variety of needs which range from residential care, dementia care and nursing care, with Randolph House now also caring for people with complex needs often combined with chronic or long term physical health conditions.

We are proud to offer people who challenge mainstream services a safe place to call home.

Our residents and their families are very important to us, we value their involvement in the care and support we offer. We will always treat loved ones of our residents courteously and welcome their input regarding their loved ones care.

We take great pride in how we support our staff to grow and develop; their passion and dedication never fails to astound us and is what allows us to care for our residents with the dignity they deserve in a place of safety.”

Our Pillars of Care

Residential Care

Residential care can be looked at as the 'first step' in care home support, enabling an older person to continue to live independently but with additional tailored support.

At Randolph House, our team will work with you and your loved one to understand their needs and what we can do to support them in how they want to live their life. We'll create a tailored care plan to enable them to continue to live independently - just with a little help from us.

Nursing Care

Nursing care within a care home provides residents with all day-to-day support you would expect from a residential home, however, the care is overseen by registered nurses who are on duty 24/7.

Our registered nurses are hand picked with extensive experience and help residents with their personal health care and oversee management of their medications.

Intermediate Dementia Care

As a person's dementia progresses, they will require more care and support. They may lose interest in their usual activities and may have problems managing their behaviour or emotions.

We understand that everyone's experience with dementia is unique and so we tailor the care we provide to the individual.

We are dedicated to helping residents live well with dementia and encourage them to continue with their hobbies and to stay as active as possible.

Specialised Dementia Care

Due to the fact that dementia causes changes to the brain, an individual's symptoms get worse over time and their advanced dementia is likely to cause difficulties in most aspects of their life. This means they will rely on others for much of their care as they will be unable to live independently and may experience moments of lucidity and may exhibit behaviours that challenge the level of support they already receive.

Our priority is to support these individuals in maintaining dignity and a good quality of life while ensuring they receive empathetic and caring support.

Specialised Individual Living Suites

Complex care is care given to individuals with significant, continuing healthcare issues. Complex care involves skilled nursing supervision and coordination from medical experts. Complex care aims to give the best possible daily life for those who require it in a safe and equipped environment.

We have purpose built our specialised houses to meet the needs of individuals with acquired brain injuries, challenging behaviour, dementia, and a variety of other complex conditions. Each unique space is designed to a high-end specification and has been created with safety and comfort as top priority.

Our specialised houses are clinically led, and we provide residents with bespoke 1-1 treatment and tailor each plan to support the complexity of their clinical needs.



Randolph House has two floors of accommodation

Situated on the ground floor, the Poppy suite has been designed for residential & nursing care individuals. Providing an opportunity for people to live safely and independently, enjoying like-minded company.

This area of the home has well-equipped facilities to accommodate all residents including a large dining room, lounge and access to the garden.



Situated on the second floor are the Eden & Primrose Houses and the Individual Living Suites.

All of these houses are equipped with lounges, dining areas and residents enjoy daily activities and the support of fully trained staff on hand 24/7, giving them the best possible daily life in a safe and equipped environment.

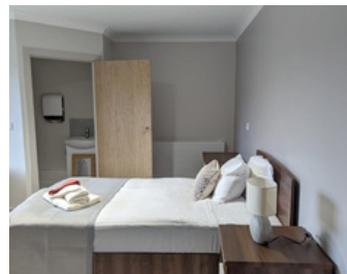
Randolph House

Randolph House is designed to a high standard offering residential care, nursing care, dementia care and bespoke care and support to residents who require more complex care.

Recently renovated and spread across two floors, the facility offers private ensuite bedrooms, a warm and welcoming reception area with multiple communal lounges, a full equipped dining area and beautiful garden areas to be enjoyed by all.

The team ensure there is always a warm & welcoming home-from-home feeling within Randolph House and residents are encouraged to socialise in the bright open social areas where they can enjoy games and activities or simply spend time chatting with friends and reminiscing with family.

Highly experienced and skilled staff offer round the clock care and strive to meet the needs and wishes of each resident each and every day.



Specialised Individual Living Suites

We have purpose built specialised environments to meet the needs of individuals with acquired brain injuries, challenging behaviour, dementia, and a variety of other complex conditions.

Each unique space has been designed to a high-end specification, created with safety and comfort as a top priority.



Our staff are highly trained and are supported by Studio 3, a specialist advisory and training company who advocate for a non-aversive approach to managing distress, which encourages stress reduction and de-escalation.

We provide residents with bespoke 1-1 treatment and tailor each plan to support the complexity of their clinical needs.



Our Staff

Our team represent who we are and what we do. Our staff are highly trained and our specialised units are supported by Studio 3, a specialist advisory and training company who advocate for a non-aversive approach to managing distress, which encourages stress reduction and de-escalation.

Why we have partnered with Studio 3

We are proud to offer those who challenge mainstream services a safe place to call home. Through our partnership with Studio 3, we are ensuring that our staff are equipped with the skills to manage distressed behaviours and their own well-being.

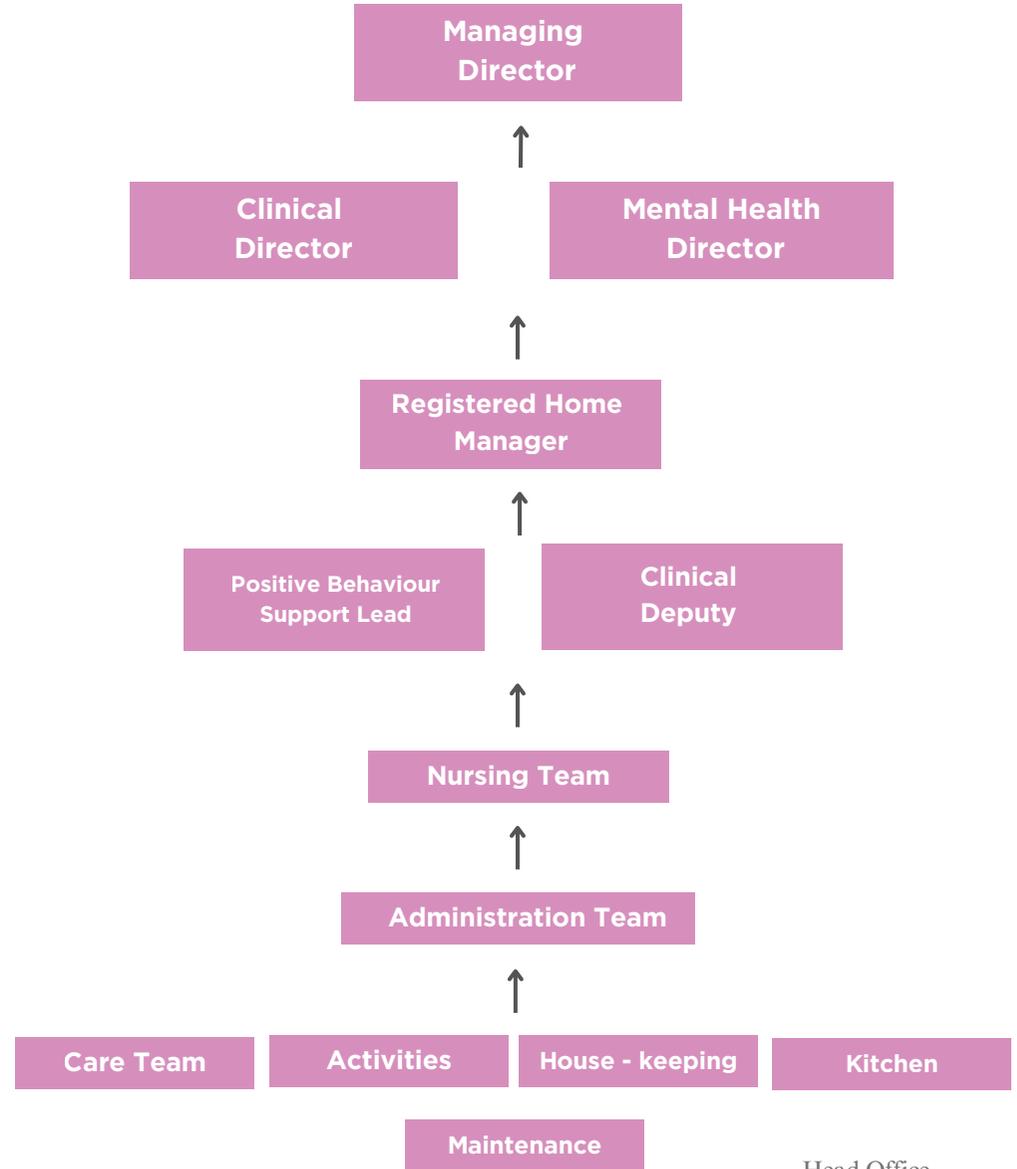
Extended Support

Our staff are supported day in and day out by a full clinical management team. We have a Clinical Director and Mental Health Director who work extremely close with the home, and staff benefit from regular up to date training and opportunity to develop themselves professionally through regular appraisals and further career development opportunities.

We would not be able to offer our incredible service if it was not for our committed and dedicated team who go above and beyond for residents of Randolph House.



Randolph House Safeguarding Flow Chart



Head Office
Knights Care Ltd,
Dunston Technology
Park, Millennium
Way, Chesterfield,
S41 8ND
01246 488688



Food & Catering

We believe everyone deserves a nutritious meal which is why we have partnered with *Apetito* - the leading experts in serving nutritious, delicious care home meals.



There is a choice of dishes at every meal-time and special diets are catered for to accommodate clinical or cultural needs and snacks and fresh fruit are available at all times, including during the night.



We can also help you celebrate special occasions such as birthdays, anniversaries and family events.

Activities Programme

We have a vibrant activities programme at Randolph House that promotes inclusive participation. Our activities co-ordination team are committed to offer residents a varied itinerary of activities that is both beneficial to well-being and enjoyable. We also embrace resident's hobbies and pastimes allowing them to continue the things they enjoyed prior to moving to our home. Some of our regular activities in Randolph House include:



- Board Games
- Pamper Days
- Exercise Classes
- Horticultural Activities
- Day Trips & Walking
- Reminiscence Sessions
- National Event

- Pet & Music Therapy
- Singing
- Knitting, Sewing & Needlecraft
- Art & Crafts
- Outdoor Games
- Community Involvement
- Hobbies and Pastimes

- Celebrations
- Cookery & Baking



Services Provided and Financial Arrangements

Knights Care are committed to providing an outstanding service at a cost that is affordable.

All fees are subject to an individualised care needs assessment carried out by the home prior to admission.

Fees Start from;

Specialised independent living care suites - price available on consultation

Specialised mental health houses from £3500 per week

Intermediate mental health houses from £1800 per week

Nursing Care from £1166 per week

Private Residential Care from £1000 per week

Local Authority funded residents accepted with £30 per week top-up.

Home Facilities

- Bedrooms - mostly en suite
- Lift
- Wheelchair Access
- Spacious Garden
- Open, spacious lounges
- Dining Rooms
- Hair Salon
- Wi-Fi

What is included:

- Highly trained staff providing 24 hour care
- Laundry Service
- Private Rooms
- GP Visits
- Call System
- Social Activities - External entertainment, live music, day trips
- Religious Services

Connecting Communities

We work with a range of outside partners who visit Randolph House - these include:

- GPs
- Hairdressers
- Entertainers
- Musicians
- Therapists
- Pet Therapists

We also hold open recruitment days, inviting local job seekers to visit the home and apply for open vacancies.

Keeping Up With Life in Randolph House

We understand that placing a loved one in care can be a difficult transition, and this is why we have recently launched Relish Wellbeing within Randolph House.

This is an exciting activity record keeping and reporting programme which relatives are invited to join to see all of the activities their loved ones have been taking part in. Supported by photos of their daily activity, we want to provide resident's families with a sense of comfort knowing that their loved one is enjoying a fulfilling and engaging life within the home, evidenced by these activity reports and supporting photographs.

Within the programme, relatives can upload their own photographs which the activities team will use in reminiscence therapy with residents.



Hear from our families

"My mum has settled in Randolph House very well she now feels like this is her home she is happy, safe and secure in her twilight years. She tells me she has lovely meals. All the staff appear to treat her with respect and dignity and clearly care for her wellbeing. She is always kept clean and tidy so overall very satisfied."

Review from Daughter of Resident

"Just to let all at Randolph house know that while my dad was there the care he received was fantastic. All the staff I came in contact with were absolutely amazing. They was always speaking to him having banter with him and looking after him. He hasn't shut up talking about them. You really did look after him and thank you again"

Review from Son of Resident

"Mum has had a lot of falls due to her fragility and Alzheimers. She now has to wear a collar and cuff sling so is unable to feed herself. The staff here are lovely taking care of mum assisting her with dressing and at meal times. I visit mum almost every day and the staff are brilliant! Meals are nutritional. Everywhere is always spotlessly clean. I myself can't praise the staff and management enough"

Review from Daughter of Resident

"Overall, I am very pleased with the care my mother receives, staff are good. I also like the Relish App to see mother and what she has done during the day. 4 stars, very good!"

Review from Relative of Resident



Discover Randolph House

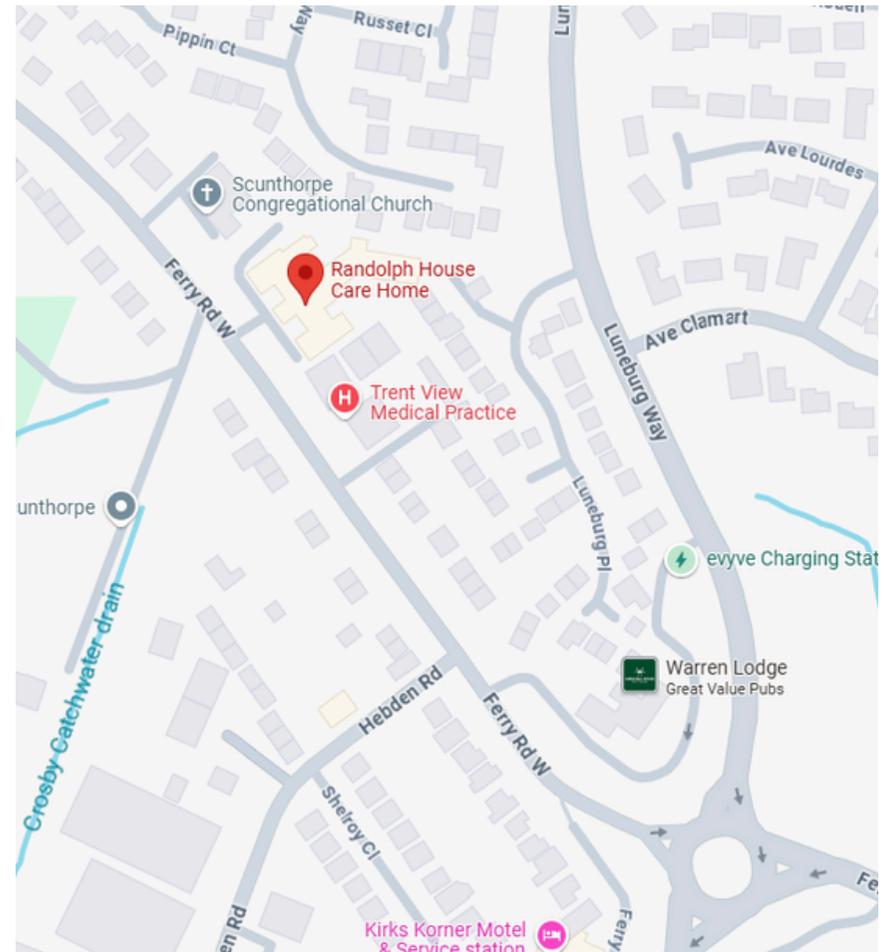
To book a visit, spend time with residents, talk to staff, and see our facilities, reach out to our team at:

Randolph House
Ferry Road West,
Scunthorpe,
North Lincolnshire,
DN15 8EA

01724 272500

Home Manager: lynn.lacey@knightscare.com
General enquiries: info@knightscare.com

We look forward to welcoming you.





knights care