



Brook Meadows House

Brook Meadows House is a purpose-built Care Home that opened in February 2022, located just a short walk from Gainsborough and Priory Park. Our aim is to provide a high standard of professional care that enables our residents to thrive, while also supporting the growth and development of our diverse team. We consistently achieve this by taking a holistic approach to everything we do—continually evaluating and improving our practices to ensure we deliver the best possible care.

We are a warm and welcoming home, providing 24-hour care for individuals with varying levels of dementia, mental health challenges, or complex needs. At Brook Meadows House, we understand that every moment matters. Our dedicated team is always on hand to offer compassionate support, ensuring that each resident receives the highest standard of care whenever it's needed.

We encourage personal interests and meaningful engagement, offering a safe and secure environment with easy-to-navigate spaces and enriching activities. Our goal is to help every resident live well, with dignity, comfort, and purpose.

Our entire team—from management and carers to kitchen staff and housekeepers—takes great pride in the care we provide. We are committed to maintaining the highest standards and continually strive to deliver quality care in every aspect of daily life.

All of our care staff either hold a qualification in Health & Social Care or have achieved their Care Certificate. Senior care staff are qualified to NVQ Level 3 or higher and are trained First Aiders, ensuring a consistently high standard of expertise and safety. Every member of our team is carefully selected for their reliability, integrity, skills, friendliness, and professionalism.

Our Head Chef has many years' experience working in Residential Care homes and prepares an extensive menu on site. We cater for all dietary needs and special diets, such as Diabetic, Gluten Free, Kosher, Dairy Free, etc. Residents are encouraged to come to the dining table for all meals if they wish. A variety of beverages are available including alcoholic and non-alcoholic.

We provide entertainment and social gatherings each month with entertainers and singers performing at the home. All residents are encouraged to participate with in-house activities, however the decision to attend any activities is purely down to the resident and there is no pressure to participate.

Facilities at Brook Meadows House

Weekly GP visits

Bedrooms tastefully furnished with cable television and a safe

Ensuite Wet rooms in all rooms

Two lounge/diners on each floor with TV & DVD

Quiet lounge and spaces available on each floor

Beauty Salon

Large, landscaped garden with covered patio areas

Daily activities with a dedicated team running events, activities and day trips

All laundry done on site

All areas have wheelchair access

The following are available by request:

Subscription to newspapers and magazines, hairdresser, dentist and chiropodist.

Cafe

There is a large reception area welcoming you into the home with a small café providing drinks and snacks.

Equality and Diversity

Brook Meadows House is committed to achieving a working and living environment which provides equality of opportunity and freedom from discrimination on the grounds of race, religion, sex, class, sexual orientation, age, disability or special needs. The home is also committed to building a workforce which is diverse and reflects the community around us.

Dignity, respect and empathy are core values we promote in all areas of the support we provide.

Visiting

There are no restrictions on Families visiting during the day, however we do ask that visits are made after breakfast, approx 09.30 onwards

If family members visit during mealtimes, we kindly ask that they wait in your room while you enjoy your meal, out of respect for the comfort and dignity of other residents. Alternatively, you are welcome to have your meal in your room with your visitors or in another area of the home.

Visits and Trips

We offer various activities in the home and visits and trips throughout the year to a variety of places. We hold weekly bingo, regular music entertainment, arts & crafts, cooking, visits from live bands, petting dogs, themed days and meals.

Meals

Our chefs provide a range of home cooked meals and there is always a wide choice available.

Breakfast from 8.30am

Dinner from 12.30

Tea from 16.30

Appointments

Due to staffing limitations our policy is for care staff not to attend appointments with residents. As such it is the responsibility of a relative, friend or appointed representative to do so.

Laundry

We provide an in-house laundry service and clothes should be labelled with your name to ensure nothing is misplaced. Your family may take your washing home if you prefer.

Smoking

Residents who wish to smoke may do so in our designated smoking area located in our garden. Smoking is strictly forbidden in any other part of the building. To access the smoking area please ask a member of the care team. For the safety of all our resident's all cigarettes, matches and lighters must be handed to a member of the care team for safekeeping.

Valuables

We cannot be held responsible for cash or valuable items (e.g. jewellery) which may go missing and we suggest that these are left with family for safety. If valuables are brought into the home these can be stored in your bedroom safe or our main safe.

We recommend that any cash is held in our main safe.

Advocacy

We believe residents should be enabled to express their views to both the home and to other bodies and feel their views are understood and respected. We will seek to make advocacy available to any resident who needs help in presenting their views by: - Making information available on local advocacy schemes. - Involving advocates where appropriate.

Suggestions, Comments and Complaints

At Brook Meadows House we aim to maintain the highest standards of care but appreciate that from time to time there may be areas of concern which need to be discussed. You, your relatives, friends or representatives are invited to raise any concerns regarding standards of care or any other matter.

It is the home's policy to welcome complaints, and we look upon them as an opportunity to learn, adapt, improve and provide a better service.

If you have a complaint or a concern, please talk to a member of staff in the first instance to see if they can address this. If this is not possible, you may wish to make a formal complaint. Full details of our complaint's procedure may be obtained from reception.

Respite Service

Our Respite Care service provides short-term support for individuals, offering caregivers a well-deserved break with the reassurance that their loved ones are in safe, capable hands. Whether for a few days or several weeks, our experienced team delivers the same high standard of care, comfort, and attention as we provide to our long-term residents.

What should I bring

You will need to provide any walking aids (stick, frame or similar)

Your medication plus sufficient day wear and night wear which, where possible, should be labelled before your admission.

You do not need to bring towels or flannels as these will be provided.

Any required toiletries and continence products.

You may add to your rooms décor to suit your personal taste and bring your favourite belongings from home.

Our Team

Peter Thompson	Managing Director
Liz Farrell	Director of Corporate Services
Ruth	Accountant
Debra Matthews	Registered Manager
Janine Keefe	Unit Team Manager
Jessica Stone	Unit Team Manager

When visiting a care home, there are many things you may want to find out. You don't need to ask everything at once—focus on what matters most to you or your loved one, and what feels most relevant to your situation.

First Impressions

Are the buildings and grounds well-maintained?

Is there an accessible garden for residents to enjoy?

Are the staff welcoming and approachable?

Is the home clean?

Are the rooms kept at a comfortable temperature?

Are the rooms well-decorated and personalized?

Staff

Are the staff welcoming and approachable?

Is a manager or senior staff member always on duty?

Is there an appropriate staff-to-resident ratio during the day, night, and on weekends?

Can residents choose whether they have a male or female carer?

How are staff trained, how often, and by whom?

Do the staff hold relevant care qualifications?

Care Needs

Does the home assess new residents' situations and needs before accepting them?

Is there a named member of staff, or Key Worker, who is primarily responsible for each resident's care?

Do the residents appear to have similar needs to yours?

If your needs change or increase, can they still be met at the same home?

Does the home have a specific GP practice for residents?

Do health professionals such as opticians and chiropodists visit regularly?

Are there arrangements for regular hospital and clinic visits? Do staff accompany residents, and is there an additional charge for this?

How does the home support residents with sensory impairments or dementia?

Can the home provide support for end-of-life care?

Accessibility

Are friends and family able to get there easily?

Are facilities such as shops, parks and places of worship within easy reach and accessible?

Is there good wheelchair access into and within the building, including wide doorways?

Day to Day Considerations

What security arrangements are in place to make sure residents are safe?

Is there a resident's call-bell system?

Does the home use signs or pictures to show where things are?

Can residents bring their own furniture and belongings?

Is there secure storage in the bedrooms?

Are there arrangements for handling personal money?

Food

Do residents usually eat together, or can they choose to eat in their rooms?

Is there a choice of food and can you see sample menus?

How often does the menu change?

Are snacks available during the day or at night?

Is food prepared on the premises?

Can the home meet your dietary needs?

Can residents and visitors make their own drinks?

Social Activities

Are residents encouraged to stay active and do as much as they can for themselves?

Is there an activities co-ordinator?

Do residents seem happy and occupied?

Are staff sitting and chatting with the residents?

Are there facilities such as: a radio, reading room, TV room, newspapers, books or a mobile library, public phone, shared computers, internet reception and hairdressing services?

Are there regular social activities such as: music or singing, reminiscence groups, exercise classes, gardening, celebrations for special occasions and visits from entertainers, and outings to shops, entertainment venues or places of worship?

Contracts & Fees

Can you see a copy of the home's contract and terms and conditions?

Can you stay for a trial period?

What happens if you're unhappy with the home once they move in?

Are valuables covered by the home's insurance?

What are the terms for keeping the room if you have to go into hospital?

Are notice conditions to terminate the contract reasonable?

What are the home's fees?

Is it clear how the fees are structured, calculated and collected?

Is a deposit or advance payment required?

Are fees reviewed each year?

Are extra items or services not covered by the basic fees clearly identified and accounted for?

Are any fees payable after a resident's death?

What other options can I consider before moving into a care home?

If living at home independently is becoming difficult it's worth considering other options first. Make sure to investigate all the options and seek advice to make the right decision for you.

Adapting your home

Small adjustments around your home might be just what you need to feel safer and more independent. You might also be able to get some adjustments paid for by your local council.

Getting help at home

If you're having trouble with day-to-day tasks around the house, then arranging home care could make you feel more comfortable.

Sheltered housing

Sheltered housing allows you to live more independently than a care home but provides a little bit of support to give you peace of mind.

Useful links

Dementia UK

[Home - Dementia UK](#)

Alzheimer's UK

<https://www.alzheimers.org.uk/>

Age UK – Care Homes

[Care Homes | Information and Advice | Age UK](#)

NHS – When to consider a Care Home

[Care homes - Social care and support guide - NHS](#)

Carehome.co.uk - What is it like to live in a care home?

[What is it like to live in a care home?](#)