



East Croft Grange

A Place to Call Home

Delivering high-quality residential, dementia & respite care in a beautiful, peaceful setting.



Why Choose East Croft Grange?

We provide a warm, supportive environment where you are treated as the unique person you are. From shouldering some of the worries about medicines, mobility and meals, to knowing how you like your tea, our dedicated team at East Croft Grange are on hand to support you and your family feel totally at home.

This booklet provides important additional information to assist in making a decision to stay at the home.

Life at your own pace

Whether you choose to spend your day relaxing in one of our spacious lounges, pottering around our scenic gardens, or enjoying some of our fantastic activities, life at East Croft Grange is about enjoying each day at your own pace, with added comfort of knowing that expert help is available should you need it.



Live entertainment
and music sessions



Group activities and
gentle exercise



Visits to local
attractions and outings



Seasonal celebrations
and themed events



Quiet hobbies, reading, and relaxation

Our doors are always open, meaning you can relax, knowing that your friends and family are just as welcome at East Croft as you are. Pets may be allowed upon prior approval by management.

I find East Croft to be a warm, welcoming home from home. The lovely staff, who treat everyone with kindness and respect, are always on hand to help and assist...Residents can often be found sat out front in the sun, by the water fountain, ice cream in hand. Like many people, I never thought I would have a parent that ended up in a care home but I am forever grateful that it turned out to be East Croft."

Resident Family Member Review (June 2026)

Your Life, Carefully Supported

Care Tailored to You

Our promise is compassionate, respectful care that supports every person to live as fully and comfortably as possible. We take the time to understand you and what matters most to you.

From the moment you join us, we create a personalised care plan with you and your loved ones, regularly reviewed as your needs evolve.

We support all aspects of daily living, including:



Healthcare and medication



Nutrition and wellbeing



Personal routines and your daily habits

All delivered with dignity, privacy, and respect, alongside trusted healthcare professionals.

Respect & Wellbeing

Living here means being exactly who you are. We take the time to understand the cultural, spiritual, and personal details, ensuring your routine needs are honoured with the care they deserve

We Always Aim To:

- Support personal choice and independence
- Meet dietary or religious requirements
- Match carers' gender to individual preferences where possible
- Create a safe, comfortable, and familiar environment



We ensure all areas are safe, accessible and support your comfort and wellbeing-with our staff on hand to join you in exploring the garden should you need it.

Our home is regulated by the CQC. We've consistently maintained a 5 (Very Good) food hygiene rating. Scan the QR codes for up-to-date information



My husband lived at East Croft Grange for almost two years. He had Alzheimer's and was very active. He was allowed the freedom to make it his home. The staff were his family and treated him with dignity, smiles and gentle care if he was difficult."

Wife of Resident Review (Feb 2026)



Experienced People You Can Trust

At the heart of our home is a team that truly cares. Led by our experienced manager, our care assistants, chefs, and support staff work as one family to look after yours. We never stop learning, with ongoing training that keeps our skills up-to-date and our care heartfelt. We believe in being tucked-in and talked-to; that's why we value your honesty above all. If something isn't quite right, we want to hear it - openly, early, and always with respect.

Team Contacts



ATTACH BUSINESS CARD HERE

Rachelle Greenwell

East Croft Grange Home Manager

01946 832754

rachelle.greenwell@brancastercare.co.uk

brancaster-cinnabar.co.uk



ATTACH BUSINESS CARD HERE

Sarah Pickering

East Croft Grange Deputy Manager

01946 832754

sarah.pickering@brancastercare.co.uk

brancaster-cinnabar.co.uk



My uncle went for emergency respite to East Croft and from the moment we called they couldn't do enough to help. The process of admission was made easy and well explained. Extending was never an issue and each time we popped in my uncle was immaculately turned out and happy."

Niece of Resident Review (April 2026)

Your Journey to East Croft Grange

Moving home is a big step, and we are here to make it a positive, reassuring experience from the very first hello. Here is how we help you settle in:

1

Discover Life at East Croft Grange

The best way to know if East Croft Grange feels like home is to experience it yourself. Join us for a meal, meet our team, and get a feel for the daily life. Your family and friends are more than welcome to join you as you explore.

2

Getting to Know You

To ensure we provide the perfect level of support, our trained team will chat with you about your health, social, and personal needs. Where appropriate, we may also work with professionals involved in your care, such as your GP, to build a clear picture of your needs. Of course, everything you share with us is kept in the strictest confidence.

3

Making the Move

When you're ready, we'll help you plan a smooth transition. We suggest a two-week settling-in period to help you find your feet and get comfortable. You're encouraged to personalise your room and can bring selected furniture.

4

A Plan Built Around You

Once you're here, we work closely with you and your loved ones to weave your life history, hobbies, and preferences into a personalised care plan. We check in regularly to make sure your support evolves alongside you.

A Note on Trial Periods: The first 4 weeks of residency for self-funded residents are a trial period. During this time, the resident may end the residency on 7 days' written notice, or we may end it if, for example, we cannot meet the resident's care needs or the resident is seriously disruptive. Any fees paid beyond the expiry of the notice period (or the date of departure, if later) will be refunded. If you leave before the notice period ends and we re-allocate your room before it expires, we will refund any fees paid for the period after re-allocation.

A Note on Urgent Care: We are here for emergencies too. In these cases, we'll gather the essentials within 48 hours and complete a full assessment within five days.

Residents are responsible for arranging contents insurance for their personal belongings. If you sign a self-funded residency or respite agreement during or immediately after a visit by us to your home, hospital or another location, you may cancel it for any reason within 14 days by phone, email or letter. If the resident has not been admitted during that period, all fees paid will be refunded. If the resident becomes eligible for Local Authority funding and the funding does not cover our fees, we may offer a less expensive room (if available) or end the residency by giving 28 days' written notice. If the resident becomes eligible for Continuing Healthcare (CHC) funding, we may end the residency if the funding is insufficient to meet their care needs or the NHS funding body requires a move to another suitable home. If we can no longer meet the resident's needs or their placement significantly affects other residents, we may end the residency by giving 28 days' written notice.



East Croft Grange

A Place to Call Home

Delivering high-quality residential, dementia & respite care in a beautiful, peaceful setting.



01142 417369



westcottcare.com



Scaw Road, High Harrington CA14 4LY



enquiries@brancastercare.co.uk

Brancaster Care Homes Limited
Registered Office: Genesis Centre, Garrett Field,
Birchwood, Warrington, Cheshire WA3 7BH



East Croft Grange

Delivering High-Quality Residential, Dementia & Respite Care

We believe that finding the right place to call home allows you to live a fuller, more nourished life. This document provides key information to assist in making that decision.

Our Home

Our home is part of the High Harrington community. Our facilities include:

- 31 single furnished bedrooms with shared bathroom facilities
- Televisions in room and internet access
- Two spacious lounges and communal areas
- Well-maintained gardens
- A dining room serving fresh meals

Life at East Croft Grange

East Croft Grange is the perfect place to enjoy live entertainment and music sessions, take part in our activities and wellbeing programme, or proudly display your grandchildren's artwork. Seasonal celebrations and themed events bring residents together, while our open-door approach means friends and family are always welcome.

Your Care

We take the time to understand you. Your preferences, history, and dreams. From the moment you join us, we create a personalised care plan with you and your loved ones, regularly reviewed as your needs evolve. Our team includes:

- Senior Care Assistants
- Care Support Workers
- Activities and Wellbeing Coordinator
- On-site Chef

Staffing ratios at day and night change based on current resident care needs. All members of our care team hold recognised Health and Social Care qualifications or are working towards them. All staff receive ongoing training in line with adult social care guidance. We have a 24-hour call system installed in all our residents' rooms.

To find out more or to arrange a visit, please contact us

 Scaw Road, High Harrington, Workington CA14 4LY

 01142 417369  enquiries@brancastercare.co.uk

 westcottcare.com

Inspected and rated

Good



See the most recent assessment at
<https://www.cqc.org.uk/location/1-128559265>

At East Croft Grange, care is built around you.

We know that planning the financial side of care is a significant step. Our team can help you understand the options available, from benefits you might be entitled to, to how the process works, giving you the clarity and peace of mind to focus on what matters most: **your future with us.**

Understanding Your Fees

We accept both self-funded and state-funded residents. Where local authority funding applies, a top-up payment may be required. Our fees are shaped by: the comfort of **your chosen room** and **the level of support** that best fits your individual needs. This ensures you only ever pay for the care and space that are right for you. Fees quoted are for guidance only. All fees are subject to an individual care needs assessment and the type of room chosen

Typical New Resident Weekly Residential, Dementia & Respite Fee Range by Room Type (2026)

- Standard Room £1,150 – £2,050 per resident per week
- Premium Room £1,200 – £2,150 per resident per week
- Executive Room £1,250 – £2,200 per resident per week

Room categories are based on factors including room size, location, popularity, and the date of the last refurbishment.



What is Included in the Fees:

- Accommodation including electricity, heating, and room furnishings
- Food and drink, including snacks
- 24-hour, fully trained care staff in attendance and call system
- Internet, TV and TV license, inclusive for personal use
- Laundry Service & Housekeeping Service
- Activities
- Professionally advised medical equipment

Tailoring Your Experience

Everyone has their own favorite comforts. For services that fall outside our standard care, such as salon treatments or individual outings, there may be an additional and optional charge. We'll always talk these through with you first, ensuring your life here is exactly how you like it.

Examples include:

- Individual wheelchair for transferring throughout the home
- Professional hairdressing
- Personal purchases, including medical supplies
- Visits or transportation for private ancillary service such as Optician, Chiropodist, Dentist, Audiologist
- Equipment above and beyond medical recommendation
- Private phone installation and calls
- Newspapers, Toiletries, Dry Cleaning

Did you know?

Many families are eligible for non-means-tested support like Attendance Allowance. If you're unsure where to start, just ask - we're happy to help you find the right information.

Permanent self-funding residents will be asked to certify their ability to fund care for up to two years. If unable to certify, a guarantor will be required (who would be liable for any missed fee), as set out in our Resident's Agreement for permanent residents. Fees may change if care needs change, if resident moves to another room or as a result of April 1 annual reviews linked to changes in the Consumer Prices Index including housing costs published by the Office for National Statistics. We will review and update your Care Plan, explaining any changes and how they affect your services and fees. Significant financial changes, including eligibility for Local Authority funding or NHS Continuing Healthcare, must be reported to the Home Manager as soon as possible. In such instances, we may request that you move room or we may terminate the contract if a suitable top-up payment cannot be arranged. The Resident Agreement may be ended by either party with 28 days' notice. Fees remain payable during the notice period. No upfront deposit is required to secure a permanent placement. Pre-payment is required for all respite stays.