



Welcome to Randolph House Care Home

A Guide to Care, Support and Information
Every Step of the Way

Welcome to Randolph House

Where Compassionate Care Meets Individualised Support



“Choosing care for a loved one is never an easy decision. It often comes at a time when families are facing uncertainty and difficult choices, and finding the right support can feel overwhelming.

At Knights Care, we understand how important it is to find a place where people feel safe and genuinely cared for. That's why our focus is always on the individual — taking the time to understand who they are, what matters to them and how we can support them to live well.

Randolph House is a specialist home providing nursing, dementia and complex care. We are particularly proud to support people whose needs can be difficult to meet in more traditional care settings, creating a safe and welcoming environment where residents can feel at home and families can feel reassured.

Whether you're exploring options for the future, supporting a family member through a move into care, or looking for specialist support, our team is here to help guide you through the process and answer any questions you may have.

From the very first visit, through to settling in and beyond, we are here to support every step of the way”

Adam Knights,
Managing Director

Supporting the Journey into Care

At Randolph, we're here to guide you from that very first step. Whether you are looking for care for yourself, supporting a loved one, or helping someone to find the right care home, our team is here to guide you through every step of the process.

Getting to Know the Individual

Taking time to understand the person's life, preferences, routines and care needs.

Visiting the home

An opportunity to meet the team, explore the environment and ask questions.

Planning Care and Support

Working together to create a personalised plan that reflects individual needs and wishes.

Why Choose Randolph House

- Warm, welcoming environment
- Compassionate and experienced team
- Specialist dementia and nursing care
- Comfortable, homely surroundings
- Individual routines and preferences respected
- Strong partnerships with families and professionals
- Open, honest communication



Personalised Care and Support

We provide care that is tailored to each individual, with support that can change as needs change.

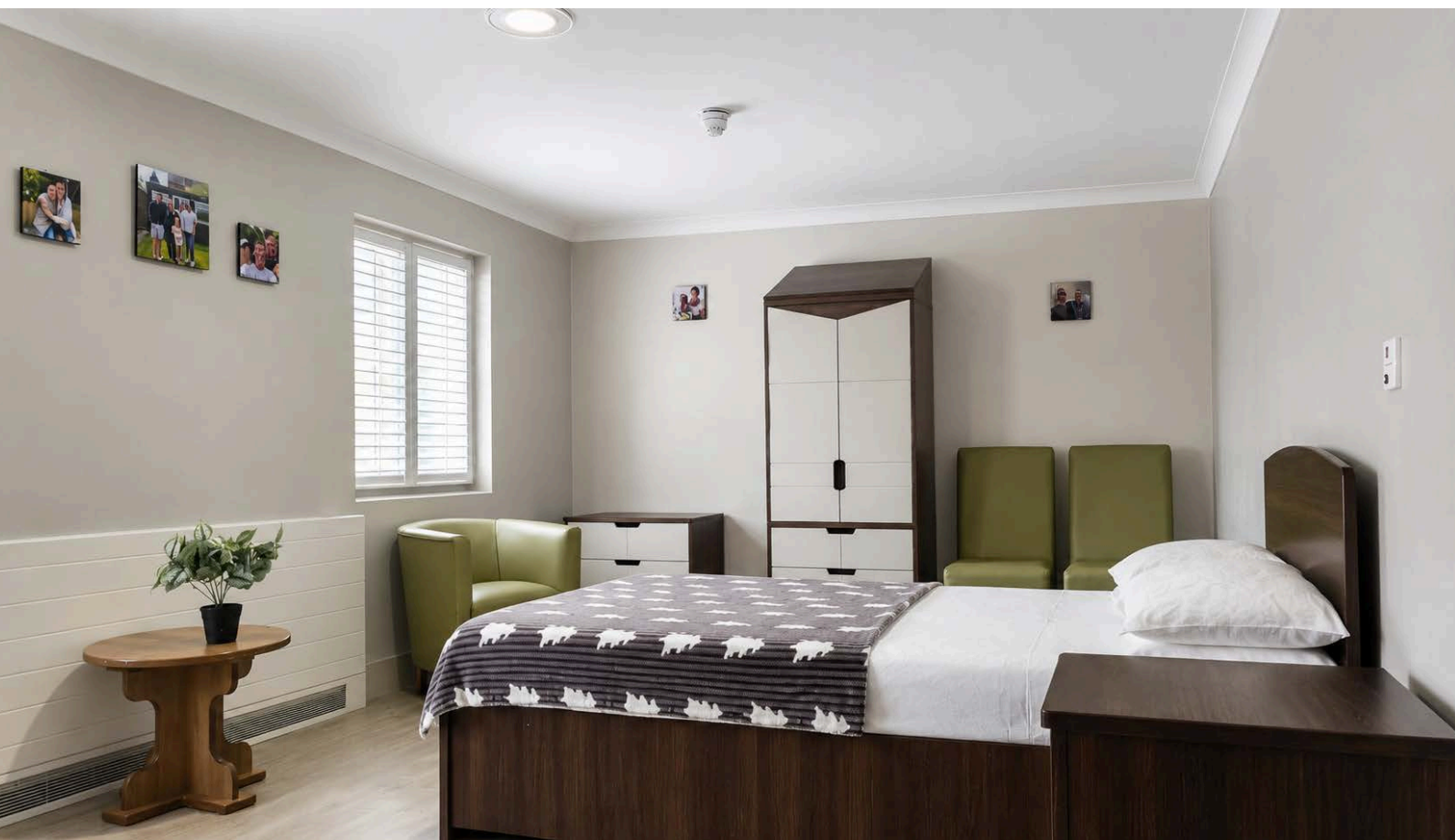
Types of Care

- Nursing care – 24hour care from qualified nurses for clinical needs
- Dementia care – specialist support in a calm, structured setting
- Advanced Dementia Care - care and support for individuals living with later-stage dementia with a focus on dignity, safety and quality of life.
- Palliative and End of life care – compassionate care focused on comfort and dignity

Individual Living Suites

Randolph House has a number of private living suites for residents who need additional support, a quieter environment, or dedicated one-to-one care.

These suites provide a calm and familiar space where care can be adapted around the person's individual needs, routines and preferences. They are often used to support individuals whose complex needs may have made it difficult to find the right placement elsewhere.



Living Well at Randolph House

Life at Randolph is about more than meeting care needs. We take the time to understand each resident's interests, routines and preferences, helping them to continue enjoying the things that are important to them.

Our wellbeing programme is designed around the people who live here, offering a range of activities and opportunities to enjoy each day in a way that feels right for them.

- Daily activities and gentle exercise
- Social events and group activities
- Visits from animals and special experiences
- Regular musicians and entertainment

Supporting each person to enjoy life in a way that feels right for them.



Supporting Families and Staying Connected

We recognise the important role that families, friends and advocates play in the lives of residents. We aim to maintain open communication and provide opportunities for loved ones to remain involved in life at Randolph House.

We use a range of ways to help loved ones stay connected and up to date with life in the home:

- Regular newsletters
- Annual surveys
- Open communication with our team
- Relatives' meetings
- Open invitations to events and activities

Staying Connected with Relish Wellbeing

Relish Wellbeing is a secure, easy-to-use app designed for relatives and loved ones, helping them stay connected to daily life at Randolph House — especially when unable to visit.



Families can use the Relish Wellbeing app to enjoy photos and activity updates. It's a way to share memorable moments and stay connected, always feeling involved and reassured

“The photographs are very clear and show the enjoyment my mother is experiencing during activities — a brilliant way of capturing her life in the care home”

-Relative Feedback



Collaborating

We work closely with local councils, GPs, and hospitals to ensure high-quality care and positive outcomes.

A Safe and Supportive Home

Everything at Randolph House is designed to provide a safe and comfortable environment, supported by a team you can trust.

The Home

- Comfortable lounges
- Dining areas
- Quiet spaces
- Safe outdoor areas
- Personalised Bedrooms

Meals & Nutrition

- Nutritious Apetito meals provided daily
- Special diets and preferences supported
- Choice of meals and snacks available

Our Team

- Compassionate and dedicated
- Skilled and experienced
- Respectful and person-centred
- Trusted

Safe and Trusted Care

- Safe, secure environment
- Clear safeguarding processes
- Open, honest communication
- Reliable, consistent support
- Responsive to changing needs

Supporting Individual Needs

- Families involved wherever possible
- Preferences and routines respected
- Care tailored to each individual



Here When You Need Us

We're here to support you — whether you're exploring care, arranging a visit, or simply looking for advice.

Private fees start from £1175 per week, with more complex care starting from £3650 - depending on individual care needs and following a full care assessment.

Arrange a visit, ask a question, or speak to our team — we're always here to help.

Randolph House

Ferry Road West,
Scunthorpe.
DN15 8EA

01724 272500

Home Manager email:

lynn.lacey@knights care.co.uk

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Caring for you, caring about you

