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Review from Denise M (Daughter of Resident) published on 13 May 2021

Submitted via Website • Report • Denise M is Extremely Likely to recommend Brook House.

Average Rating: ★★★★★ 5

Mum was attending Brook House for eight or nine months for the day, weekend, or week for us to have respite mum thought it was a hotel prior to mum going in full-time last March 2020. I cannot praise this home enough mum had vascular dementia and they were fantastic with her, sadly mum passed away Feb 2021 they treated mum with such care, love and dignity. The home was always spotless and was clean and beautifully well kept and a big thank you to you all to the cleaners, cooks, laundry, carers and management, I would recommend Brook House to anyone if you want your loved ones to be well cared for and loved then this is the home for your loved ones I cannot speak highly enough truly amazing.

- Overall Standard ★★★★★
- Facilities ★★★★★
- Care / Support ★★★★★
- Cleanliness ★★★★★
- Treated with Dignity ★★★★★
- Food & Drink ★★★★★
- Staff ★★★★★
- Activities ★★★★★
- Management ★★★★★
- Safety / Security ★★★★★
- Rooms ★★★★★
- Value for Money ★★★★★

Review from August (Daughter of Resident) published on 13 May 2021

Submitted via Website • Report • August is Extremely Likely to recommend Brook House.

Average Rating: ★★★★★ 5

I cannot praise Brook House, the fabulous manager and wonderful staff highly enough. The care, kindness and respect all the staff have given and continue to give my Dad is nothing short of excellent. The pandemic has been difficult for so many people but the staff at Brook House have been absolutely brilliant throughout, always cheerful and exceptionally helpful. Going that extra mile for the residents and their families is what they all do naturally, nothing is ever too much trouble. Thank you so much to everyone at Brook House for the truly amazing job you all do.

- Overall Standard ★★★★★
- Facilities ★★★★★
- Care / Support ★★★★★
- Cleanliness ★★★★★
- Treated with Dignity ★★★★★
- Food & Drink ★★★★★
- Staff ★★★★★
- Activities ★★★★★
- Management ★★★★★
- Safety / Security ★★★★★
- Rooms ★★★★★
- Value for Money ★★★★★

Review from Greg (Son of Resident) published on 12 May 2021

Submitted via Website • Report • Greg is Extremely Likely to recommend Brook House.

Average Rating: ★★★★★ 5

Mum was in Brook House for Three and half years and can honestly say we couldn't have asked for any more from the staff at Brook House, they look after the residents like no other. The staff are very welcoming and very caring looking after all the resident's needs. I can't recommend Brook House enough, I would recommend them to anyone considering a loved one needing to go into a care home.

- Overall Standard ★★★★★
- Facilities ★★★★★
- Care / Support ★★★★★
- Cleanliness ★★★★★
- Treated with Dignity ★★★★★
- Food & Drink ★★★★★
- Staff ★★★★★
- Activities ★★★★★
- Management ★★★★★
- Safety / Security ★★★★★
- Rooms ★★★★★
- Value for Money ★★★★★