

Penhill

AWARD-WINNING · CQC GOOD

A Family-Run Care Home in Bristol

Exceptional personal care for older people in a genuine “home from home” setting, in the village of Shirehampton.

CALL US
0117 982 2685

VISIT
81 Station Road, Shirehampton, Bristol BS11 9TY

ONLINE
penhill.com

OUR STORY

Welcome to Penhill

Penhill Residential Home is a beautiful period property situated in the village of Shirehampton on the southern edge of Bristol. As a small, family-run home with capacity for just 19 residents, we are able to offer a level of personal care and attention that larger providers simply cannot match.

Our home features spacious lounges, a bright conservatory, and a stunning landscaped garden complete with a Koi pond — an ideal setting for relaxation and wellbeing. We take pride in creating a warm, friendly atmosphere where every resident is treated with dignity, love, and respect.



INDEPENDENTLY REVIEWED & INSPECTED

9.9/10	Good	5★
CAREHOME.CO.UK	CQC — ALL FIVE CATEGORIES	FOOD HYGIENE — VERY GOOD

Our Ethos

Our primary aim is to provide a caring, stimulating environment that respects and upholds each person's dignity, privacy and independence. We do not believe in a regimented routine — instead we support residents to live in a way that feels natural to them, with individual preferences at the heart of the care we provide.

To ensure every voice is heard, we hold regular one-to-one care reviews and resident forum meetings. Our dedicated team takes the time to really get to know each resident — their history, interests and what matters most — so that our care always feels personal, genuine and responsive.

Our Staff

Led by our Home Manager and Director of Care, Nathan — who has over 30 years' experience in person-centred care — we are incredibly proud of our team, many of whom have been part of the Penhill family for years, and in some cases decades. With very high staff retention we almost never use agency staff, so residents quickly build lasting trust. All staff undergo rigorous, ongoing training, including Safeguarding, First Aid, Moving & Handling, Dementia Awareness and Fire Safety.

CARE & LIFESTYLE

Our Services

Activities

We offer a wide range of activities designed to engage residents both socially and creatively. Social activities take place most days — gentle exercise, afternoon bingo, quizzes, sing-alongs, poetry, concerts, parties and a variety of card and board games. Summer brings barbecues and time spent in the garden, while the colder months feature winter celebrations, fireworks night and festive activities. Our activities are planned around residents' interests, abilities and preferences, with opportunities for both group participation and one-to-one engagement. Visiting hairdressers and a chiropodist are also available.

Healthcare

Weekly ward rounds are conducted by a GP to monitor residents' health and ensure any medical needs are addressed promptly. We work closely with a local GP surgery and pharmacy, and our staff are fully trained in medication administration. Comprehensive personal care plans are maintained for each resident using a secure electronic care-management platform.

Catering

All of our food is freshly home-cooked daily by a qualified chef, with a daily selection of locally-sourced, high-quality meals served in the dining room or in residents' rooms as they prefer. A selection of snacks, fruit and drinks is available at all times — and we hold a 5★ "Very Good" Food Hygiene rating.





A message from our Home Manager, Nathan

"Penhill is a small independent home in a quiet part of Shirehampton, and that independence allows us to offer a level of personal attention and consistency that larger organisations simply cannot match. We focus on truly knowing each resident — their routines, preferences and stories — so we can support them with warmth, dignity and genuine familiarity. I understand that choosing a care home can feel overwhelming, and my team and I are here to guide you every step of the way. Our doors are always open, and we warmly invite you to visit, meet the team and explore whether our home is the right fit for you and your loved one."

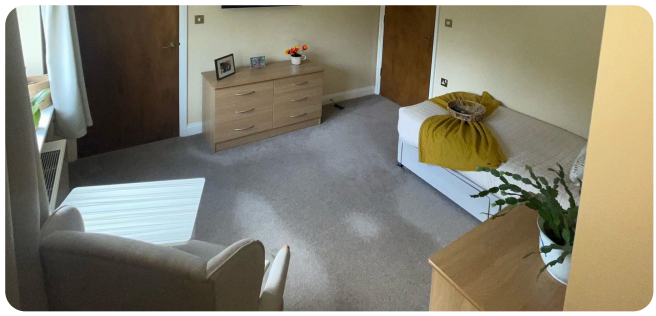
OUR HOME

Facilities

Private Rooms

We offer 18 comfortable, fully furnished rooms across 19 places — 17 single rooms and one companion room for two, ideal for couples or close friends. Rooms include en-suite facilities, and all have nurse-call systems, telephone points, TV and WiFi. Cleaning and laundry are provided as standard, and residents are welcome to bring personal furnishings.





Communal Areas

Penhill features two welcoming lounges and a large conservatory. The first lounge is centred around a charming open log fire; the second serves as an activities hub and dining room with open views into the floral courtyard. The fully-roofed conservatory offers lovely views of the front garden all year round.





Gardens

The south-facing front of the house offers scenic views over the River Avon. A spacious patio is perfect for summer parties, beyond which lies a well-kept lawn with flower borders centred around a large fish pond. At the rear, a paved courtyard offers a cooler retreat on warmer days.





LIFE AT PENHILL

A Typical Day

Life at Penhill has a gentle rhythm rather than a fixed timetable. Meals are freshly prepared each day and served within a comfortable window — residents can join others in the dining room or have meals brought to their room, entirely as they prefer. Activities take place most days and are open to everyone, though there is never any expectation to participate.

The rest of the day is simply theirs. Whether that means a morning in the garden, an afternoon with family, or a quiet day in their room, we follow each resident's lead. Routines evolve naturally over time as we get to know each person better.



Types of Care

Long-Term Residential Care

Penhill is a permanent home for older people who need support with daily living. Our 19 residents enjoy person-centred care and the security of an experienced, long-serving team. Each new resident begins with a 4-week trial period to ensure Penhill is the right fit.

Respite Care

We offer short-stay respite care when a room is available — temporary support after a hospital stay or while a regular carer takes a break. As a small home that is consistently full, respite availability is limited, so please call to check.

Visiting

Visitors are always warmly welcomed at Penhill, and we encourage regular contact with loved ones and friends — whether a brief catch-up, joining our activities and parties, or sharing a meal. A courtyard allows families to drive right up to the home to collect residents for outings, and there is ample parking outside. A local railway station and bus stop are just a few minutes' walk away.

FEES & FUNDING

Weekly Room Rates

We believe in clear, transparent pricing. Weekly fees are based on the room you choose, with an additional charge if higher levels of personal care are needed. Every enquiry is followed by an individual care assessment so the total weekly fee is tailored to the resident's actual needs.

Room type	Weekly rate
Companion Room Shared large room with garden view and en-suite	**from £990**
Standard Room Comfortable furnished single room · en-suite from £1,140	**from £1,065**
Medium En-suite Spacious en-suite single · garden view from £1,280	**from £1,205**
Large En-suite Premium room, separate/private entrance · garden view from £1,565	**from £1,395**

Rates effective from 1 April 2026. All rooms are fully furnished and include cleaning, laundry, all meals and our activities programme. Escorted appointments or visits — £25 per hour (subject to availability and prior arrangement).

WHAT FAMILIES SAY

"Simply amazing — a caring, kind place for your loved ones. A happy home where individual needs are catered for. Residents, staff & food all fantastic."

DAUGHTER OF RESIDENT

"Excellent, kind, caring, thoughtful staff. Warm and welcoming. So good, my dad did not want to return home, so he didn't!"

DAUGHTER OF RESIDENT

"This place gives me peace of mind to know that my Dad is in safe hands and cared for superbly. The staff are absolutely amazing."

FAMILY MEMBER

"Because it's quite small each resident gets attention, and according to my cousin, the food was excellent. Always welcoming, with a willing ear from the staff."

FAMILY MEMBER

"I visited my friend many times and each time was a very happy experience. I was always made to feel welcome, and nothing was too much trouble."

FRIEND OF RESIDENT

"Polite, friendly and helpful staff throughout. The staff show a high level of compassion and skill — I would strongly recommend them to anyone."

FAMILY MEMBER

Verified reviews via carehome.co.uk — rated 9.9 / 10

GETTING STARTED

Joining Our Family

Getting started is simple. Call us for an informal chat, arrange a visit to look around and meet the team, and we'll carry out an individual care assessment. Each new resident begins with a 4-week trial period to make sure Penhill is the right fit.

- ✓ Call for a friendly, no-obligation chat
- ✓ Arrange a visit and tour of the home
- ✓ Individual care assessment & tailored fee
- ✓ Move in with a reassuring 4-week trial period

Frequently Asked Questions

Is Penhill a residential or a nursing home?

Penhill is a residential care home providing person-centred personal care for older people, with healthcare delivered in partnership with the local NHS GP and community teams. We do not provide nursing-level care.

Do you support residents living with dementia?

We can support residents living with very early-stage dementia. As a residential (not nursing) home, we're not equipped for advanced dementia needing specialist nursing. Please speak with our Home Manager during the assessment for an honest view on whether we can meet your loved one's needs.

Are there set visiting hours?

Visitors are warmly welcomed. We don't enforce strict hours, but ask families to use sensible times for general visits so the home stays restful. For end-of-life care or special circumstances, family are welcome any time of day or night.

What is included in the weekly fee?

Your room rate is genuinely all-inclusive — accommodation, all utilities, daily cleaning and full laundry, all home-cooked meals and refreshments, our activities programme, and standard personal care. A few optional or higher-needs services attract additional costs.

Do you accept local-authority funded residents?

Yes — we accept residents whose fees are funded (in part) by Bristol City Council. A third-party top-up is usually required to bridge the gap between the council's standard rate and our weekly room rate. Please contact us to talk through your circumstances.

What does the 4-week trial period involve?

There is no financial commitment beyond the time stayed — the trial exists purely so that the resident, their family and our team can all be confident that Penhill is the right long-term placement before a permanent agreement is made.

Can residents bring their own furniture and possessions?

Yes. Each room is fully furnished, but residents are warmly encouraged to personalise their space with familiar photos, decorations and small items of furniture wherever it is practical and safe to do so.

Penhill

Come and see Penhill for yourself.

We warmly invite you to arrange a visit, meet our team and get a genuine sense of life at Penhill. We'd love to hear from you.

Call 0117 982 2685

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