



Tenterden House Care Home

St Albans



Tenterden House Care Home

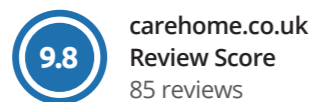
Set in 13-acres of beautiful gardens, our homes welcomes those over 50 in needs of nursing or residential care. That could be for a few weeks of respite, or a more long-term stay. We're just off the North Orbital Road on the way to the M25 and there's lots of on-site parking.

We'd love to meet you and show you around our home.

We're here to help
01923 882 331

bupa.co.uk/tenterden-house

Lines are open 8am to 6.30pm Monday to Friday,
9am to 12.30pm Saturday. We may record or monitor our calls.



Scored out of 10 from independent reviews left by relatives, friends and residents on carehome.co.uk over the past two years (correct at the time of going to print).

Bupa is a multi award-winning care home provider:

UK Employee Experience Awards 2023 – Best Employee Engagement
UK Employee Experience Awards 2023 – Best Engagement Team
carehome.co.uk Care Home Group Awards – Top 20 Care Home Group 2025



At a glance

What type of care do we offer?

- Nursing
- Residential
- Short stay
- Palliative
- Convalescence
- Rehabilitation

How might your care be funded?

- You could pay for your own care
- Your local authority might pay
- You could top up any payments made by your local authority
- Your family or friends might pay for your care

What might it cost?

The amount you pay will depend on the room you choose, how much care you need, and how specialised it needs to be. Our prices are competitive with local care homes.

We can help you work out what funding could be available.

Let's have a look around

Our home is a place where residents can relax and feel at ease. There's a choice of warm and inviting communal spaces to choose from, and a range of services available to support their everyday wellbeing. The home once belonged to the Cadbury family of chocolatiers, and has been skilfully converted to meet residents' needs without sacrificing any of its Victorian charm.



Enjoy the outdoors

Outside, residents can connect with nature by tending to the flowers in the garden, or taking a gentle stroll.

Love the indoors

There are plenty of areas to relax or spend time with visiting family. The quiet lounge if you want to read in peace, main lounge with its comfortable armchairs or our activities room.

Find time for yourself

How you spend your time is up to you. Whenever you want some quiet time, you can relax in your room or enjoy the many peaceful spaces around our home.

Bring your personal items

We know how important your treasured keepsakes are, so you're welcome to bring things from home that make you smile.

Make it your own



Room plan

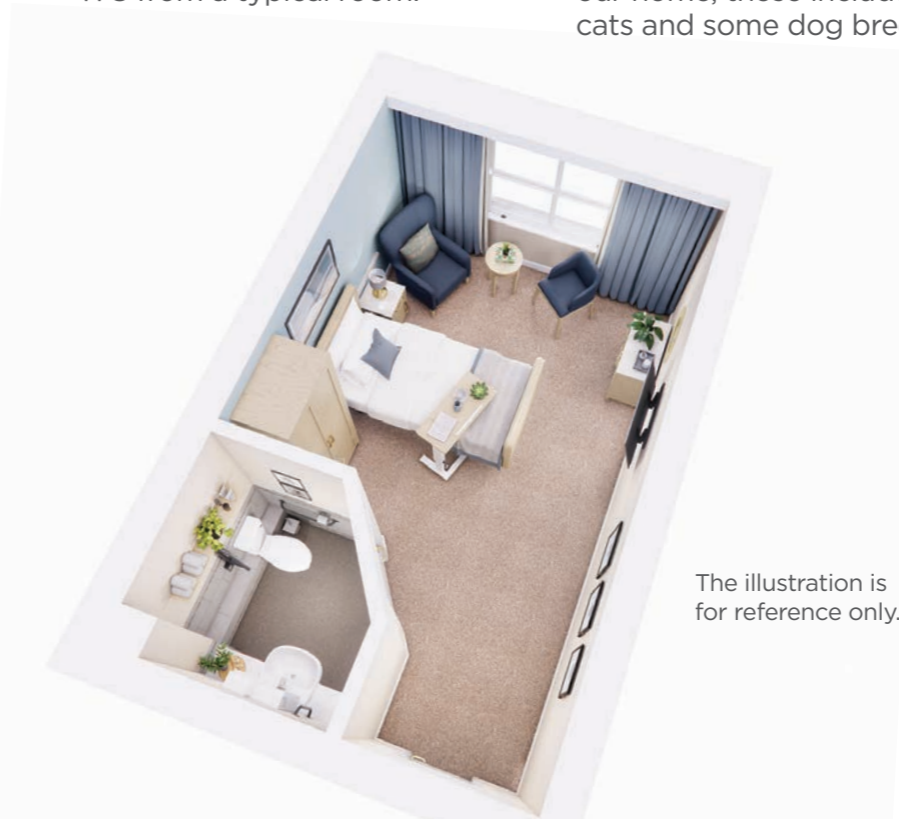
There are 40 bedrooms at Tenterden House. We offer classic rooms or the choice to upgrade to a deluxe, or superior room, subject to availability. There are a range of en suite options and we'll do our best to accommodate for couples. All rooms include a flat-screen TV.

Deluxe room

You can expect an en suite WC from a typical room.

Pet friendly

We do allow pets in our home, these include cats and some dog breeds.



The illustration is for reference only.

What's included?



24/7 residential, nursing and short stay care



Personal and medical care



A variety of daily activities



Freshly prepared homemade meals



A choice of comfy bedrooms



Beautifully kept home and gardens



Daily housekeeping and laundry



Dedicated to a sustainable future

Your care

We're here to help with your care needs and we'll develop your care plan together. We understand how important it is for your family to keep up to date with your care, especially when they can't always visit in person. Blua Family is our online portal designed to give families secure, timely access to updates about your care including meals, daily routine and wellbeing activities.



The care types we offer are:

Residential

If you're looking for support with day-to-day life, our residential care services offer peace of mind. Trained staff will prepare delicious meals for you, do the cleaning, and even help you with personal care.

Nursing care

Our trained nurses are available for you around-the-clock. This is particularly helpful and reassuring if you have a condition that requires regular medical attention.

Respite and short stay

Anyone can come for a short stay. It could be to provide respite for you and your carer, or to help you try out what it's like to live here before moving in long-term.

Convalescence

Convalescent care is temporary care that provides extra support if you're recovering from an operation or illness. Our welcoming care homes offer a range of treatment and support according to your needs. During your recovery with us, we'll provide delicious meals, do your laundry and help with your personal care.

Palliative care



We offer dedicated support and care to help make the end of life as comfortable as possible. This includes around-the-clock care in a calming environment.



Services include:

-  visits from a GP
-  support with external health-related appointments*
-  specialist nurses and therapists where needed.

Plus, for an additional cost:

-  hairdressing
-  chiropody

You won't need to keep any cash with you. We'll set up a personal account and you can top it up when needed.

*We can arrange this for you. You'll just need to pay for your transport.

Good food is important to all of us

A great food and dining experience can be the highlight of everyone's day. Mealtimes are a chance for our residents to get together and chat over varied and tasty dishes, freshly cooked by our in-home chefs.



Meal times

In our home, meal times are very social. Family and friends are welcome to enjoy a meal with you, or if you prefer to eat some meals in your own room, we'll happily serve the food to you there.

As well as a selection of dishes for breakfast, lunch and dinner, we prepare fresh bakes every day to enjoy with your morning coffee and afternoon tea.

For the days when you fancy something light, our Something Simple menu is ideal. And if you get peckish later on, you can take your pick from the Night Bite menu.



Food to look forward to

Our Menu Collection means you can choose from a range of tasty dishes, freshly prepared and tailored to your own preferences.

When you move in, the chef will talk to you about your likes and dislikes, and you can relax knowing any dietary needs will be catered for.



Issued February 2025



Celebrations and events

Food is an important part of any celebration, and it's no different in our home. For our parties and events, the chefs create wonderful celebration buffets and sweet treats to enjoy alongside music and entertainers.

We have dining and communal areas where families can host private events such as birthday parties. We'll just need to know in advance. Plus, we can arrange catering for an additional fee.



Do the things you love

Meals aren't the only social occasions in our homes. Activities are at the heart of life here, and we encourage all kinds of indoor and outdoor interests.

All kinds of activities

Our activity co-ordinators organise fun things to do such as:

- arts and crafts
- visiting entertainers
- bingo and quizzes
- animal visits
- flower arranging
- gentle exercise classes.

If you prefer, we can also bring activities to your bedside.

Our community

We have great links with our local community. We'll help you to stay in touch with your own circles of friends and interests, and you'll be able to join in with what's going on locally.

Part of local life

Our care home is very much part of the community. We get together whenever we can - for things like summer and Christmas fairs, garden parties and charity events.

Community events and celebrations

Whether it's the cup final, Strictly or a royal occasion, we'll organise a get-together so you can join in and be part of it all.

Multifaith support

If faith is important to you, it's important to us. We can help you to attend your local worship centre.



Follow us on Facebook and get a sense of who we are and what life is like here.



BupaCareHomeTenterdenHouse



Use your phone's camera to scan the QR code and visit our Facebook page.



What people say about our care homes

We listen carefully to all the feedback we get from our residents and their families. This helps to ensure we're providing the care, support and services you need for a happy and comfortable stay with us.



99%
of residents
feel safe
and secure*

99%
of residents say
they are treated
with dignity
and respect*

99%
of residents
say 'I am well
cared for'



“ Tenterden House certainly felt homely and all staff extremely helpful and friendly in all aspects of my welfare. The food was excellent and well presented. My room was just right for my needs.”

Respite resident, October 2025
Source: carehome.co.uk

“ I was looked after very well indeed. Everyone was kind and considerate. The food was good and plentiful and nicely served. My room was a comfortable en suite. I enjoyed being able to sit in the nice gardens. I also enjoyed company of other residents.”

Respite resident, October 2025
Source: carehome.co.uk

“ Our experience of Tenterden House cannot be relayed or commended enough. We know our mum was attended to with care and dignity. From the small details of knowing what she liked at lunch times without her having to ask to the relaxed bright faces there at every turn.”

Daughter of resident, December 2025
Source: carehome.co.uk

*2025 Net Promoter Score (NPS) from 9,022 Bupa resident and relative responses across all care homes.

Your next steps

Considering care options and choosing a care home can seem quite daunting, and it can be hard to know what the next step is.

Our friendly customer care team advisers can help take you through the process of finding the right care and home. They offer help and advice, and you'll have your own named adviser you can come back to at any stage. It's free advice and we're available six days a week.

We also have trusted advice guides available. If you'd like more information, please visit bupa.co.uk/care-services/care-home-advice to download a guide.



“ The customer service adviser was extremely helpful. She gave me a great deal of information and allowed me as much time as I needed to ensure I had the fullest possible picture of the care home.”

**Wife of resident,
November 2025**
Source: NPS enquiry feedback

“ The adviser took a real interest in my mother-in-law and her needs as an individual. She was able to answer all my questions and provide assurances.”

**Daughter-in-law of resident,
November 2025**
Source: NPS enquiry feedback

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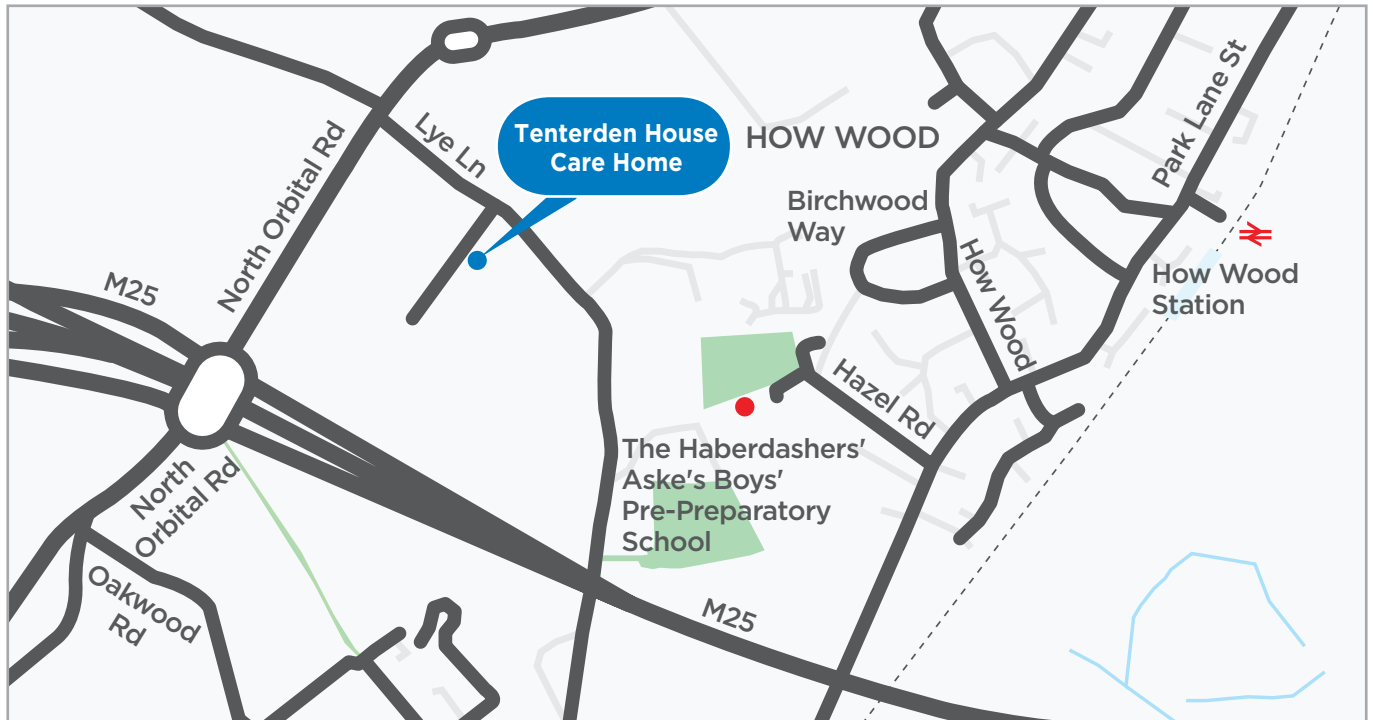
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9am to 12.30pm Saturday. We may record
or monitor our calls.



**We look forward
to meeting you,
and showing you
how we'll care for
you at our home.**

Visiting us

You can meet the team and get a feel for the atmosphere. We're just off the North Orbital Road on the way to the M25 and there's lots of on-site parking. Lye Lane is the first left after the roundabout with the Shell garage and Mercure St Albans Noke Hotel on it. There's also a local bus stop a 10-minute walk away.



To arrange a visit or to find out more, call us on

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Lye Lane, Bricket Wood, St Albans,
Hertfordshire AL2 3TN

Directions

what3words

You can download the free what3words app, which precisely pinpoints any location on Earth. Then just enter these three words to find exactly where we are: **verse.circle.ever**

We're dedicated to a more sustainable future

With 100% renewable energy, electric kitchens, carbon-cutting technology, and our first net-zero care home. This message is also printed on recyclable paper. Together, we're creating a healthier community.

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