



DORMY HOUSE

*Care from the heart*

IN ASCOT

 ARIA CARE

We are proud to introduce Dormy House, our beautiful 1930s home, located in the heart of the community adjacent to Sunningdale Heath Golf Club.

We have a passion for delivering person centred care for older people. We believe that every resident deserves, and should enjoy, the best possible quality of life.

That passion is instilled into every home where our teams are committed to supporting residents to continue to live their life to the full.

That means more than providing great care; it's about working with each resident and their family to truly understand them, their wishes, needs and dreams for the future, and striving to make those dreams come true.

Dormy House, like all our homes, provides excellent facilities, and what makes us unique is the highly skilled and dedicated teams of care workers, nurses, support staff, specialists and managers who make the difference. They consistently go above and beyond to deliver the best possible care to residents.

We understand that looking for a care home can be an emotional and challenging time. We have decades of experience in supporting families to make the difficult decisions, so that the whole family has peace of mind.

We're here for you, every step of the way, helping our residents to live the life they want, with independence, choice and dignity.

We look forward to welcoming you to our beautiful home and will be on hand to answer your questions.

# Welcome to Dormy House

We found the service was caring, people told us staff were kind and patient. We observed staff were warm and friendly when they interacted with people.

CQC Report



# MAKING A DIFFERENCE

Whether you are looking to connect with new friends or have specific care or nursing needs, we provide high quality residential, nursing and dementia care.

Knowledge and understanding are at the heart of the care we provide. We learn about your life, for example, your career, the places you've lived, and the people who are important to you.

We work with you to understand and capture your stories, your likes and dislikes, the things that make you unique. Then we use this knowledge and your care needs to shape your care plans. No detail is too small, right down to the number of pillows you like on your bed.

We understand that this is your home, and privacy and choice are fundamental to ensuring your dignity.

We will always ask permission to come into your room, and we'll always give you choices about what you'd like to do and how you'd like to do it.

## **Your specialist care teams**

Many of our residents choose Dormy House as they're looking for companionship and peace of mind. Our nurses and carers are experienced in caring for people with low level needs to the most complex of health needs including specialist dementia care. We work with a dedicated GP, consultants and specialists to plan and adapt care should your health needs change.

“My parents were always treated with respect and recognised as individuals with their own personalities, likes, dislikes, past lives and experiences.”

Family Member of Residents



# A PLACE TO CALL HOME

Dormy House is a 1930's residence enjoying views over the beautiful landscaped gardens and overlooking Sunningdale Heath Golf Club.

At Dormy House we offer permanent, convalescent and palliative care, as well as respite and trial stays. We provide many different types of support and work with you to put together a care plan that is unique to your needs and requirements.

Our team are experienced in caring for people with the most complex of health needs including convalescent care, rehabilitation, health monitoring, wound management and the management of long term conditions.

## Choosing the right type of care

- **Residential care** – This involves offering support with some of the basic activities of daily life, such as bathing, shaving, oral care, dressing, assisting with mobility and diet management.
- **Nursing care** – For health problems that need the ongoing attention of nurses, we provide 24-hour personal specialised nursing care led by our own registered nurses chosen for their care compassion and experience.
- **Dementia care** – There are many types of dementia, which affect each person in very individual ways. Care includes helping to preserve their sense of identity and quality of life, in a residential or nursing setting.
- **Palliative care** – This ensures individuals are as comfortable as possible, by managing pain and other symptoms not to mention psychological, social and spiritual support for everyone including family or carers.
- **Respite care** – This may include helping a person to recuperate after an operation or illness, or caring for them while their regular carer takes a break.
- **Day care** - This is offered to those who are still living at home, but who may need some additional support or a change of scenery.

“I cannot thank the people of Dormy House enough for showing me that care/nursing homes can be lovely, caring and attentive to the old.”

Resident's Family Member







We have been commended for our commitment to training and have been honoured with the prestigious 'Princess Royal Training' Award for our World dementia training.

## LIVING IN MY WORLD

We understand that dementia is different for everyone, so the care our residents receive is too.

### Finding the right care

Dementia doesn't define our residents. We get to know their world and provide care that's as individual as they are. From their living environments to their care and from everyday activity to their food, we tailor every detail no matter how big or small.

We learn about our residents' lives for example, their career, the places they've lived, and the people who are important to them. We work with them and their families to understand and capture their stories, likes and dislikes, the things that make them unique.

### Award Winning Training

We train every member of our team so residents, families and their carers, can be surrounded by personalised support with our unique 'Living In My World' Training. We are proud to be the only care home group in the UK to have our own training which is accredited by City and Guilds. It highlights the importance of meaningful activities and a stimulating environment for people living with dementia, as well as addressing clinical aspects of care.

### Food and drink

A positive social occasion such as dining can play a key part in helping to maintain quality of life. This covers the whole dining experience; from the preparation of home-cooked meals, how they are presented to supporting the unique needs of residents and the surroundings.

Our 'Food in My World' training is also accredited by City and Guilds and provides our team with the skills and knowledge to stimulate senses and increase creativity in the cooking and presentation of food. This can provide a much-improved dining experience for residents living with dementia and or dysphagia. Our Chef Development Trainer won Care Chef of the Year 2019 at the National Care Awards, awarded for his ground-breaking work on producing dysphagia foods.

### Engagement, participation and involvement

Our residents living with dementia have every opportunity to continue with the daily activities that were such a formative part of their lives, and which makes them feel happy and fulfilled.



# WHERE CARE AND COMFORT COMBINE

Dormy House provides a comfortable and homely setting which you will be proud to call home.

## A room with a view

At Dormy House there are 82 en-suite bedrooms with varying styles, sizes and aspects. Each bedroom is elegantly decorated and furnished whilst incorporating leading safety features.

Are you a garden lover? Or an avid fan of golf? We have a range of excellent rooms with views to suit your care needs.

From our purpose built specialist dementia care extension to our residential suite, there's sure to be a room that you'll love.

## A space of your own

While every bedroom is fully furnished, you are encouraged to bring your own personal pieces to make your room feel more homely. Our maintenance team will be happy to hang a favourite picture or two, to add those important finishing touches.

Safety is our foremost concern, so each room has a nurse call system in place, giving you peace of mind that you can alert a member of the team whenever you need assistance. We will also tailor the facilities in your room to your precise needs and wishes.

“The care, extending beyond the line of duty was exceptional, absolutely nothing was too much trouble and I am extremely grateful. For this reason, I would like it to be known that I totally recommend the staff and high level of care without hesitation and wish to extend my gratitude to all the team at Dormy House.”

Daughter of Resident





## A LIFESTYLE YOU'LL LOVE

Moving into a care home is a new chapter in your life and we believe in enabling you to continue the hobbies you enjoy, rediscover forgotten interests, or try something new.

### Tailored to you

We have a team of talented Health and Wellbeing Coordinators who will support you to be as active or sociable as you wish, meaning that there's plenty to do if you're keen to get involved.

Taking guidance from you, they will plan varied and fulfilling activities to suit you personally. Even simple daily tasks that may be important to you like tending to garden pots or serving tea, we recognise that everyone is unique and so are the daily activities that people choose to do at Dormy House.

### Enjoy our stunning facilities

Many residents make new friendships when they move to Dormy House, and the conservatory is a popular place to entertain visitors or meet friends for morning coffee or afternoon tea.

We run a regular intergenerational toddler group which increases interaction with the local community whilst building relationships and self esteem. Both residents and families can also enjoy our lovely landscaped gardens particularly in the summer for al fresco dining. Plus our visiting hairdresser is always happy to pamper you, whatever the occasion.

### Explore the local area

We're always keen to hear your feedback and ideas for activities so we can ensure that you're enjoying each day to the full. There is a Resident Family Committee that meets regularly where you can put forward ideas.

You can read feedback from our residents and relatives in our comments book in reception or online.

### Typical activities include:

- Visiting Musicians and Entertainers
- Film Screenings
- Afternoon Tea
- Toddler Group
- Arts and Crafts
- Gardening
- Coffee Mornings
- Religious Ceremonies

"Mum had her hair done and was made to feel special again.

We as a family joined her for her birthday on Sunday for lunch, it was all brilliant, nothing was too much trouble."

Son of Resident



# A FEAST FOR THE SENSES

There's always a buzz around the house at meal times.  
In fact, good food and great times are what life at Dormy House is all about.

## Menus designed around you

Our catering and hospitality team have in-depth knowledge of nutrition and hydration and one of our Chefs will meet with you when you first join us, in order to get to know you and understand your dietary needs and personal preferences.

The catering and hospitality team sources seasonal and local produce and ensures that there are always plenty of tasty options to choose from. Special diets are easily catered for, including for residents who have difficulty swallowing, or need fortified meals.

As well as exemplary nutritional monitoring, our dedicated care team ensures our residents have regular drinks and their weight is noted. These are recorded in care plans where appropriate. You can view our menus when you visit us or read a typical menu online.

Our team at Dormy House holds the Hospitality Assured accreditation, a standard that recognises exceptional customer service.

## Dine in style

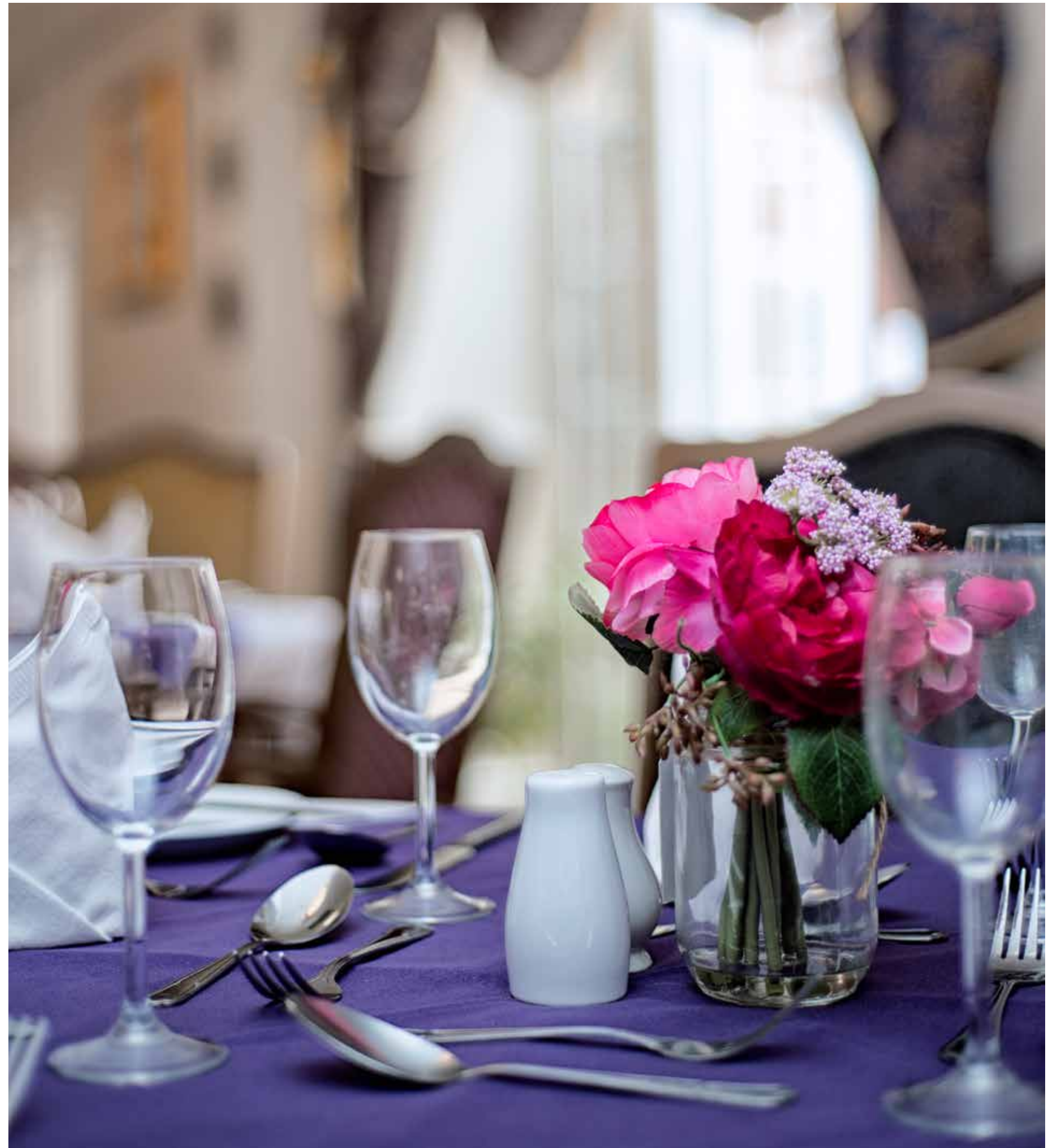
The home offers different styles of dining, including a dining room and more relaxed spaces. You can also enjoy your meal in your room if you prefer.

Whether you're a three-meals-a-day person, or prefer to eat little and often, our menus and snack options provide complete flexibility. You can start the day with a cooked breakfast or cereal and juices, followed by lunch and dinner or a light meal and snack.

## Time to celebrate

At Dormy House afternoon tea always includes tasty homemade cakes. You're welcome to help yourself to soft drinks, tea and coffee from the bistro, where there are always tempting treats on offer.

Homemade cake is always on the menu for residents' birthdays, and our catering team is very happy to provide delicious food for family get-togethers, which can be held in our conservatory or gardens.





A cup of coffee on a wooden table with an open book in the background.

# FREQUENTLY ASKED QUESTIONS

## What is the ratio of staff to residents?

As everyone's needs vary, we will assess each individual and agree on the level of support and care required with each resident, family members, and healthcare professionals where appropriate.

## Do I have to pay extra for entertainment?

No. The in-home entertainment, events and activities are based on the interests, preferences, and needs of residents. Therefore, we consider the range of lifestyle options available to be a part of their care planning in which good physical, cognitive, and social engagement can directly improve health and wellbeing.

## Do you offer room service?

Yes we do and there is no tray charge for this service. Friends and family can join whenever you wish.

## What are your visiting times?

Dormy House operates an open door policy. Family and friends are always welcome and can see their relatives and loved ones as often as they wish.

## Can I bring my pet?

Most pets are welcome to visit for the day by arrangement with the Home Manager.

## Who decides on the menus?

Our Head Chef and the team have many years of cooking experience. They craft their nutritionally balanced menus using seasonal produce, and are guided by the feedback provided to them from our residents during their monthly hospitality meetings and individual care plans.

## What is a care pathway?

Care homes that provide a combination of residential, nursing and dementia care are said to offer a 'care pathway'. Homes that offer all three are described as offering a 'complete care pathway'. Essentially; having a care pathway can allow a resident to remain at the same home should their needs change, without having to relocate to another service.

## Why do fees vary based on duration?

A premium is added to the cost of respite care or a short stay. These residents enjoy all the benefits on offer to those who call Dormy House their permanent home.

"The staff have we feel become friends and treat her with love, care and kindness. Her room is bright and cheerful, from the moment you walk through there is a happy feeling, the staff are without exception all approachable and listen."

Husband of Resident



# UNDERSTANDING CARE FEES

Our range of fees are determined to ensure the safety of our residents and the comfortable running of their home.

Our fees are competitive, reviewed annually, and can vary based on individual care needs, size or aspect of room, and duration of stay.

Fees quoted are per week and include medications management, retained GP services, weight, hydration and nutrition monitoring, plus regular and varied events and activities, wellbeing support and care and nursing in line with assessed needs. Fees are payable in advance prior to admission and comprise of up to one month's care fees and a refundable deposit.

Depending on an individual's needs some funding assistance may be available. When you visit the home please ask about the allowances and how we may help you request any funding entitlements.

## Local Authority Care Fees

Available for a resident over 65 years of age who does not have the required funds to pay for their own care. These fee levels do not meet our requirements, however it is possible for other family members to 'bridge the gap' or 'top up' any shortfall, subject to assessment.

## Attendance Allowance

This is also available for those over 65 years of age who have a physical or cognitive need and is provided at a lower or higher level, subject to assessment.

## Funded Nursing Care

This is a contribution by the NHS towards the cost of nursing care for those in a care home. A flat rate is paid directly to the home and unlike many other care providers we deduct this amount in full from our monthly invoice.

## Continuing Healthcare

This is arranged and funded by the NHS for people who are not residing in hospital and have been assessed as having a 'primary health need'. We recommend that making the decision on how to fund a care home placement is ideally done with the support of a professional advisor.

# TAILOR YOUR OWN CARE PACKAGE

You can tailor your own care package to suit your individual needs and if you change your mind or your requirements change, then so can your care package.

## Included in your weekly care fee:

### Bedroom facilities

- 24 hr Nurse Call system in all communal areas and bedrooms
- Bedrooms with garden view
- Tea and coffee available in room (tray service)
- TV's in selected rooms

### Dining

- Formal and relaxed dining as you desire
- Tray service available in every room
- Homemade birthday cakes
- Nutritionally balanced meals with locally sourced produce
- Hotel grade kitchens

- Innovative menus for residents with special dietary needs including dysphagia
- Seasonal menu options
- Selected wines at meal times – on request

### Getting around

- Lift to all floors

### Housekeeping

- Housekeeping including window cleaning, laundry and ironing service

### Keeping in touch

- Open door policy for visitors

### Outdoor facilities

- Visitor car parking

### Outdoor space to enjoy

- Al fresco dining
- Safe landscaped gardens
- Raised flower beds

### Personal care advice/support

- Palliative care and family support at end of life
- Personalised, individual care plans and a named nurse or key care worker
- Visiting dedicated GP Service
- Care and nutrition advice and support

### Rooms to enjoy

- Conservatory
- Lounges and communal areas with board games, newspapers, magazines and screening of films/ sporting events
- Bar with drinks & snacks
- TV Lounge (communal areas)
- Hair/Beauty salon

## Also included in your weekly care fee:

### Things to do

- Religious services can be arranged
- Visiting pet therapy
- Pets allowed to visit
- Dedicated Health and Wellbeing Coordinator
- Health and Fitness programme - Oomph!
- Planned activities schedule including visiting entertainers
- Entertain friends and family on special occasions

## Special touches to consider

(excluded from your weekly care fee)

- Chiropody and physiotherapy
- Personal chaperone to medical appointments
- Private transport can be arranged
- Floristry orders can be arranged
- Hairdressing (haircuts, barbering, colouring and perming)
- Manicures
- Personal newspapers and magazines

There's help and support every step of the way. So no matter which care package you choose, you'll find your care plan and moving in is meticulously planned by our Home Manager.



# GET IN TOUCH

We want you to make the right decision for you, and we're here to provide all the answers, advice and guidance you need.

## Come and see us

By far the best way to find out if Dormy House is the home for you is to experience it for yourself.

Come and meet our residents, talk to our friendly team, and take a tour of our beautiful home.

**Dormy House, Ridgemount Road, Sunningdale, Berkshire, SL5 9RL**

## Call or email

Our friendly team is on hand to answer your questions between 8am and 7pm weekdays,  
9am and 4pm Saturdays and 10am and 3pm Sundays

**Freephone 0808 223 5424**

or [enquiries@ariacare.co.uk](mailto:enquiries@ariacare.co.uk)

## Find out More

You can read about our manager and their team plus see our latest news and events at

**[www.ariacare.co.uk/dormy-house](http://www.ariacare.co.uk/dormy-house)**

## Other homes nearby

Like Dormy House our other homes offer a range of quality care in stunning surroundings.

### Coxhill Manor, Chobham

Residential | Nursing |  
Dementia care.



### Moorlands, Lightwater

Residential | Nursing |  
Dementia care.



### Kingsclear, Camberley

Residential | Nursing |  
Dementia care.



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