



*Care from the heart*

ARIA CARE





We are proud to introduce our beautiful home, Ferfoot, located in Chippenham.

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.

Ferfoot, like all our homes, provides the latest in luxurious facilities, but it's 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 superb care to residents – a fact that is recognised in our resident and family testimonials.

Looking for a care home is an emotional and challenging time. We have decades of experience in supporting families to make the difficult decisions. 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.





"The only kind of dignity which is genuine is that which is not diminished by the indifference of others."

*Dag Hammarskjöld*

# Introduction

Located in the historic market town of Chippenham, Ferfoot is an attractive care home providing the highest level of residential dementia care.

First and foremost, Ferfoot is our residents' home and every aspect of daily life has been designed with this in mind. We focus on enabling our residents to continue to live a full life, whilst providing an effective dementia care pathway for those with early, middle or late onset dementia.

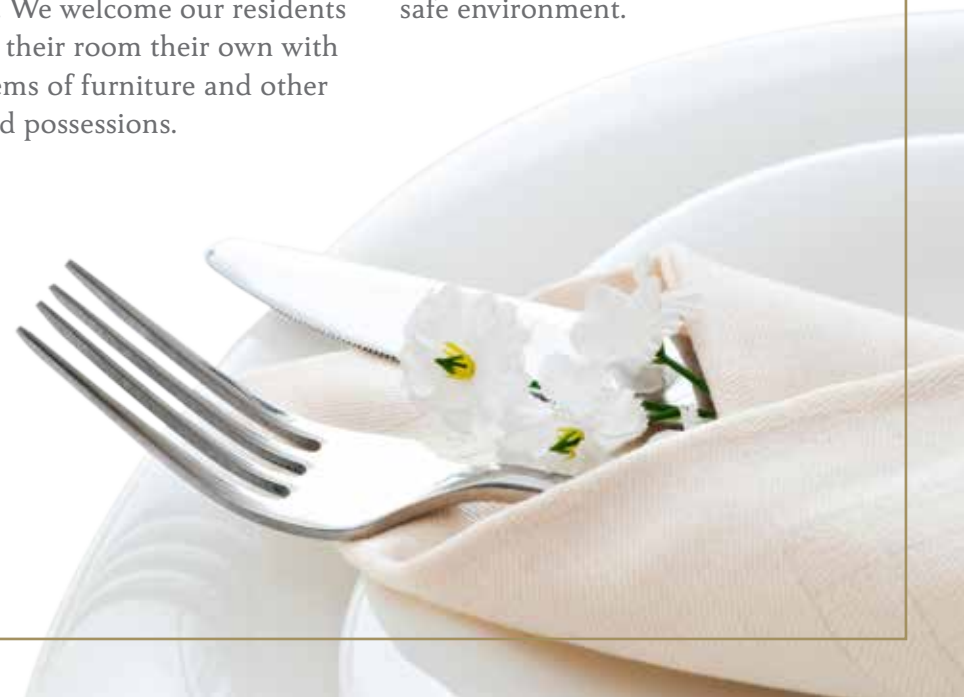
At Ferfoot, we strive to maintain our residents' wellbeing and allow them to live a full life by doing the following:

- Upholding each person's identity through understanding who they are as a person, what their life story is and how they like to be addressed.
- Providing comfort through making reasonable adjustments to the home environment to allow each of our residents to feel at home living with us.
- Enabling each of our residents to be fully involved, both physically and psychologically, in each area of their life at Ferfoot.

Within the home, all of the bedrooms are tastefully decorated and furnished to a high standard, several of which are complete with en suite facilities.

There are also a number of additional bathrooms, which provide assisted bathing facilities for residents requiring extra support. We welcome our residents to make their room their own with small items of furniture and other treasured possessions.

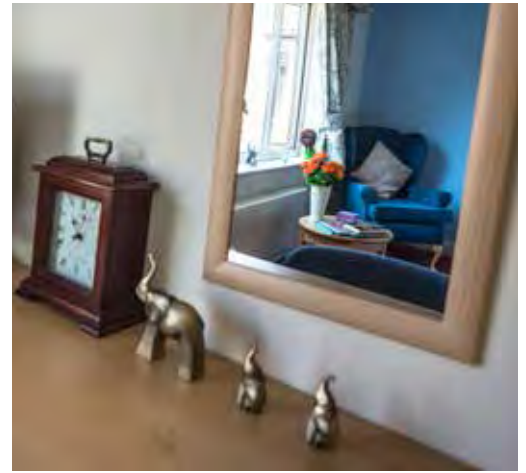
Outside, there are enclosed gardens surrounding the home where residents can relax or take part in outdoor activities in a safe environment.













# Living with us

Our Chefs prepare menus that comprise fresh, seasonal ingredients to deliver delicious meals to suit individual preferences. Friends and family are welcome to join their loved ones at mealtimes and we pride ourselves on offering a balanced, nutritious diet to meet all specific dietary requirements and personal care needs.

We understand the importance of the involvement of friends and family in all aspects of everyday life, which contributes to the friendly and welcoming atmosphere found at Ferfoot.

There are a number of quiet areas where residents can spend time with their friends and family and for those wanting to visit loved ones, the home is also easily accessible by public transport and is just a short walk from the centre of Chippenham.

## Activities

Ferfoot operates the 'Living' programme, which is designed to provide meaningful and stimulating activities, based on meeting one or more of the following outcomes:

- **COGNITIVE**
- **SENSORY**
- **PHYSICAL**
- **SOCIAL**
- **EMOTIONAL**

Using this programme as a guide, our dedicated Activities Coordinator works closely with our residents to develop a full programme of activities and outings throughout the year. These activities include visits by dementia-specialist entertainers and group activities such as reminiscence therapy, music therapy and complimentary therapies.

The spiritual and faith needs of our residents are fully respected across all religious denominations and Ferfoot regularly welcomes the local Clergy to the Home.

The home plays host to a number of community events throughout the year including charity fundraising events and the popular summer fete. Our excellent links with local clubs and associations ensure that Ferfoot remains at the heart of local life.



"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around."

*Leo F. Buscaglia*



# The professional care we offer

Ferfoot offers a range of short-term respite, convalescent and permanent care packages. The setup of the home provides an effective dementia care pathway and the reassurance that our highly trained team has experience in providing the best possible specialist dementia care at all times.

We carefully assess all of our prospective residents to ensure we can meet their specific care needs. A person-centred care plan is then developed, which sets out the tailored package of care and hospitality.

Led by our Home Manager a Registered Nurse, the Ferfoot care staff receive a high level of ongoing training, including the understanding and approach to different types of dementia. All of our residents benefit from our wealth of expertise, experience and close relationship with our local GP's, physiotherapist and health and social care organisations.

Ferfoot benefits from a robust approach to clinical governance. Our dedicated Care Services Team monitors and regularly inspects every home to a level beyond the

national standards set out by the Care Quality Commission (CQC).

## Specialist Dementia Care

Ferfoot has been carefully designed to provide a tranquil area that is ideally equipped to provide residential support for people living with many types of dementia, including Alzheimer's disease, vascular dementia, Parkinson's Dementia and Korsakoff syndrome.

All of our care staff are highly trained and experienced in the understanding and approach to these different types of dementia.





“Don’t walk in front of me, I may not follow; Don’t walk behind me,  
I may not lead; Walk beside me, and just be my friend.”

*William Arthur*



## Next Steps

### Take a Look Around

You are welcome to call into Ferfoot at any time for an informal chat and to see the home for yourself.

You may wish to speak to the Home Manager to discuss your individual situation or needs. We respect that Ferfoot is our residents home and therefore prefer if you could make an appointment which will also ensure that the Home Manager is available.

### Care Assessment

Once you are happy that Ferfoot is the right place for you or your loved one, our Home Manager will arrange to visit you and complete a Care Assessment. This allows us to ensure we can meet your care needs and discuss personal preferences. This visit does not cost anything, but is essential to confirm that we can provide the necessary care environment for you.



If you have any questions or require further information, please feel free to contact us at any time and we can support you through the process.









