



Care from the heart

IN AYLESBURY

 ARIA CARE

When choosing to become part of the Hulcott family, we are here to help you every step of the way.



HULCOTT HOUSE
NURSING HOME

WHAT MATTERS TO YOU, MATTERS TO US

To find a home where care is a vocation.

As we reach our later years, there can come a time when we are no longer in a position to forge our own path. Some residents come to us in good health, looking to connect with new friends, others have specific care and nursing needs.

At Hulcott we are dedicated to providing a smooth transition into a home where care is a vocation and interaction with residents is paramount. What matters most to us is the wellbeing of each of our residents, whatever their circumstances, whatever their needs.

It's very important that these requirements are met with dignity and respect in a safe and friendly well-managed home. Surrounding everyone with familiarity, security and stimulation, we make our residents' experience with us as fulfilling as it can be.

Located in a quiet hamlet in Aylesbury, Hulcott offers high quality residential and nursing care tailored to meet the individual needs of residents. Our beautiful period property provides an oasis of tranquility, and is home for up to 38 elderly residents.

Hulcott Nursing Home is steeped in history. Formerly the village rectory, our home was built in 1862. It is reputed to have been designed by George Devey, the architect famed for developing the Wealden vernacular style and responsible for the Hulcott School.

Our home has since undergone a comprehensive, yet sensitive, modernisation programme – retaining important period features, while ensuring that we are able to provide the highest standards of care.

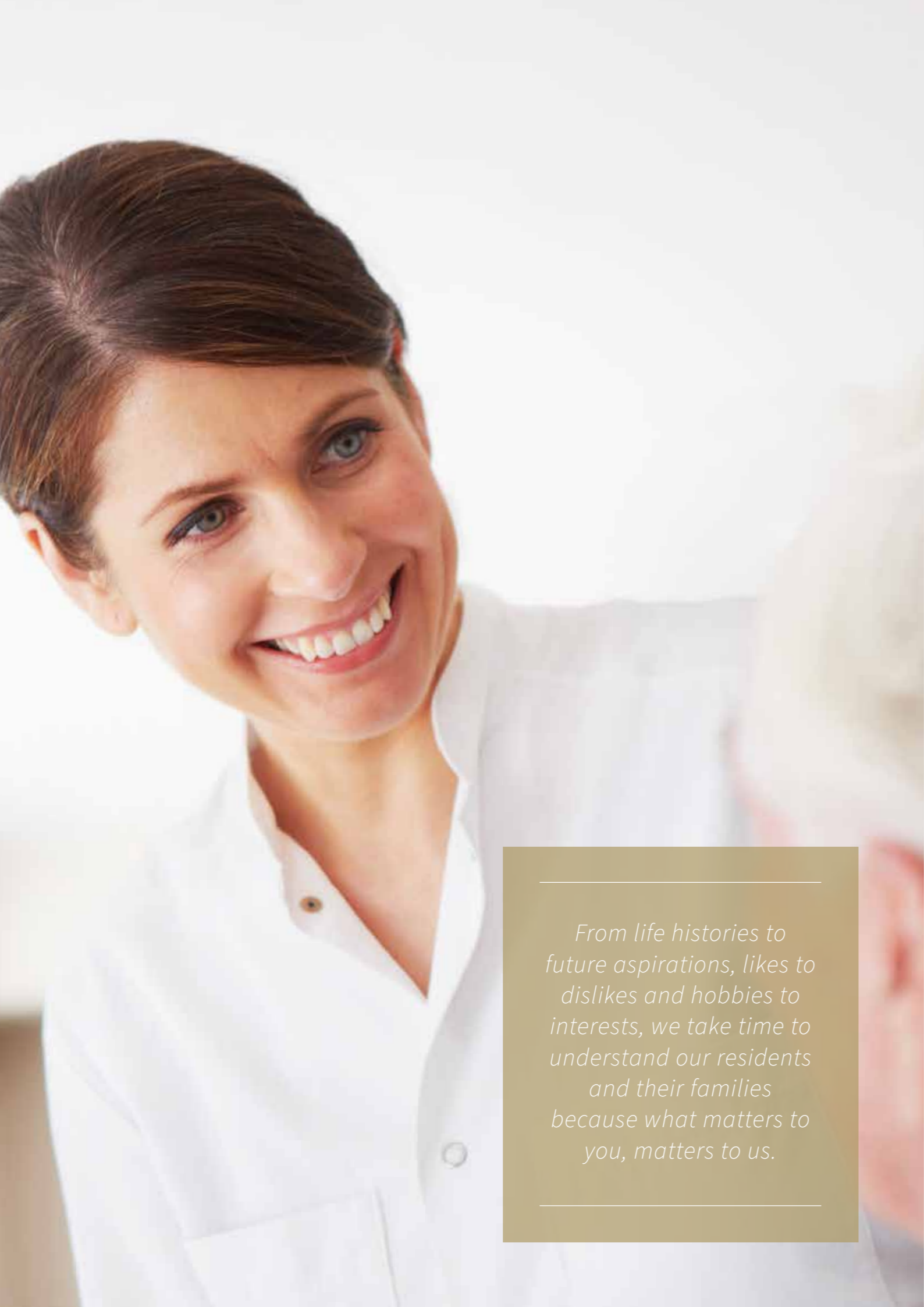
Every person is part of the Hulcott family. Our highly skilled nurses and carers take the time to get to know all of our residents. We know their stories because we know how to listen, and because it is so important to us, it defines the services we offer.

By connecting with our residents in this way, we can ensure that they feel comfortable and happy. We are not here to take over lives, we are here to help live them, and we are always on hand with discreet assistance when required.

“What matters most to us is the wellbeing of each of our residents and their families, whatever their needs.”

Hulcott, Home Manager

WHAT MATTERS TO YOU,
MATTERS TO US



GIVING A HELPING HAND

Where discreet assistance is readily available.

Most people wish to look after their own daily needs but those who are more physically frail or living with an illness will need more care than others. In all cases, to know that the utmost professional support is there at all times is greatly reassuring.

At Hulcott we offer residential and nursing care, supervised by our experienced manager, chosen for their knowledge, skills and positive caring attitude.

Residential care is for people who need help with some of the basic activities of daily living such as getting dressed or personal care, and for whom managing their own home has become a challenge. Some may have disabilities, but do not require constant nursing care.

Nursing care may involve more personal health related tasks and the management of prescribed medications. Care is led by a Registered Nurse (RN) in the privacy of residents' own rooms. We continually monitor and evaluate all health conditions.

Residents appreciate our open and friendly manner, accompanied by a cheery smile. Care is given intelligently with warmth and respect, by carers and nurses, who over time can become friends.

We sensitively tailor our services to meet a person's changing requirements. Their detailed individual care plans take into account care or nursing needs as well as lifestyle routines, personal preferences, background histories and future aspirations.

We find that the emotional and moral support offered by carers is an invaluable part of care home life. We also invite family and friends to volunteer with companionable activities such as reading to a resident or assisting a class.

From life histories to future aspirations, likes to dislikes and hobbies to interests, we take time to understand our residents and their families because what matters to you, matters to us.

"Nobody ever thinks they will have to make this decision, and it wasn't easy. But to know I'd have my independence and be cared for by people that are patient and loving made a difference."

Hulcott Resident



TYPICAL ACTIVITIES AT HULCOTT

Monday

*News catch up
Arts and crafts (card making)
General Knowledge Quiz*

Tuesday

*Giant crossword
Visiting animals
Baking club*

Wednesday

*Beauty box
Karaoke
Therapy dog visit*

Thursday

*Brain teasers
Outings to local places*

Friday

*Flower arranging
Afternoon tea and short stories
Visiting entertainers*

Saturday & Sunday

*Singalongs
Cinema afternoon in
the lounge
Reminiscence – music
and memories*

FOR A LIFE LESS ORDINARY

We recognise a person's routine is an important part of daily life.

Living at Hulcott, 'everyday' for a resident stays just as they like it, maintaining the continuity of recent times. We include individual interests in each person's care plan, so we can understand how to make a difference to their day.

We find people want to keep as active a mind as possible and, if the body obliges, that too. Entertainment, trips, events, and activities are all regularly available for any resident wishing to take part.

Dependent on personal preferences there are a number of enhancements we offer which can add to the quality of life, especially in a care home setting.

That might be rediscovering a much-loved hobby or enjoying the warmth and comfort of the lounge while listening to a musician play. It could be joining a neighbour for a chat or taking part in the activities of the day.

As a home offering residential and nursing care we recognise everyone is different, and we celebrate that, which is why we offer such a wide and varied programme with differing levels of engagement.

Our daily selection of lifestyle choices, including some physical and social activities led by our enthusiastic activities co-ordinator, is just the tip of the iceberg. They want to make sure residents can be as active or sociable as they like, and are able to find like-minded people to share with.

Within the home, the lounge and conservatory on the ground floor are popular places to entertain family and meet friends for morning coffee or afternoon tea.

For more peaceful moments, residents can take stroll through the garden. Then again, a cut and blow dry at our salon, by our own local hairdresser up to date with the latest news, may be an anticipated regular appointment.

We are proud to be part of the community, with links to local schools, clubs and societies; the local care home engaged with local people.

“Our activities change regularly as our residents and their families are encouraged to give feedback about the things they love to do”

Activities Team Leader



A TYPICAL MENU SELECTION

Continental or Hot Breakfast

Served with fruit juice and tea or coffee

Porridge

Full English breakfast

Toast with preserves

Main Meal

Steak and kidney pudding

Vegetable crumble

Vegetable and potato selection

Dessert

Eves pudding served with warm creamy custard

A selection of ice creams

Supper

Tomato and basil soup served with bread rolls

Salmon pasta bake

Assorted sandwiches

Fresh raspberry roulade

HOSPITALITY ON A PLATE

Customer services delivered with a smile.

Mealtimes are an event much anticipated and sure to be savoured by residents and visitors to Hulcott. Some people eat three square meals and some eat little and often. Residents can start the day with breakfast in bed followed by lunch and supper in the dining room, or receive a cooked meal or hot snack in their room, at any time of day.

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

We encourage residents to invite friends to join them for lunch, by appointment. For larger groups and family 'get-togethers' the conservatory can be booked.

Beautifully presented food, which whets appetites and tastes delicious, can really lift the spirit. Our chefs work with our care team and residents to deliver outstanding choice and quality, resulting in delightful culinary dishes

that focus on each person's health and nutritional needs. Our Head Chef sources fresh seasonal produce for our daily menus and there are always plenty of tasty options to choose from.

We cater for all dietary requirements, including the monitoring of hydration, nutrition and weight. They are recorded in care plans where appropriate.

Soft drinks, tea and coffee are available throughout the day. Delicious home-made cakes and biscuits are also included and guests in the company of residents can help themselves too. Mid-morning and afternoon snacks are supplemented with a fresh fruit selection, served from a mobile trolley.

Our team will also provide residents with additional support in organising their day from delivering post, to ordering flowers and arranging dry cleaning.

"We always celebrate birthdays and anniversaries with a homemade cake to make the day extra special."

Head Chef



CARE FEES AND FUNDING

Our range of fees is determined to ensure the safety of our residents and the comfortable running of their home. 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, weight, hydration and nutrition monitoring, plus wellbeing support, 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.

Based on a person's circumstances 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 are available for a resident, over 65 years of age and subject to assessment, who does not have the required funds to pay for their own care. At Hulcott House 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.

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

Funded Nursing Care 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 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 adviser.

We understand that finance plays a large part in most people's decision so we can help you find accredited industry specialists who can provide reassuring independent advice.

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- Inclusive care packages with no hidden extras
 - Local funding advice from our home manager
 - Care fee planning guidance
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**A full list of services included in the weekly fees is listed on page 15.*

"You're never sure you've made the right decision until you experience the benefits of a home."

Hulcott House Resident

WHAT MATTERS TO YOU,
MATTERS TO US

FREQUENTLY ASKED QUESTIONS

What is the ratio of staff to residents?

Before moving in we assess everyone and agree on the level of support and care required with each resident, family members, and healthcare professionals where appropriate. We ensure we always have a suitable number of people in our care team to respond to residents' needs and often exceed this to offer a personalised service.

Do I have to join in?

No, it's your home. You can be involved with activities as much or as little as you like, though in our experience a little companionship is usually most welcome. With the number of staff at Hulcott there will also be someone to have a chat with or introduce you to someone they think you may enjoy the company of.

Do I have to pay extra for entertainment?

No. The in-home entertainment, events and activities are based on the interests, preferences, and in some cases, the 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.

Can I bring my pet?

Pets are welcome to visit for the day, but unfortunately cats and dogs are unable to stay permanently.

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.

Who decides on the menus?

Our Head Chef and the team have many years of cooking experience. They craft their nutritionally balanced menus using fresh produce, and are guided by the feedback provided to them from our residents during their monthly hospitality meetings and individual care plans. Knowing that routine is important to residents, the chefs will change the menu daily and every four weeks, introducing seasonal meats, fish and produce accordingly. There are always alternatives available.

What are your visiting times?

Family and friends are always welcome and can pop in when it's most convenient.

What is a care pathway?

Care homes that provide a combination of residential, nursing and dementia care are said to offer a 'care pathway'. Essentially this can allow a resident to remain at the same home should their needs change, without having to relocate.

Why do fees vary based on duration?

A 20% 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 Hulcott their permanent home.

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- Excellent staff to resident ratios
 - Assigned named key workers for every resident
 - Fees based on resident care assessments, room size, and duration of stay
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SERVICES & FACILITIES

A selection of services and facilities included in weekly fees

Free Wi-Fi as requested

Room cleaning *(including windows)*

Housekeeping team

Laundry

Organised hospitality events

Activities timetable and visiting entertainers

Head chef and catering team

Manicures

Landscaped sensory garden

Comfortable garden furniture

Visitor parking

Nurse call system
(all areas including bedrooms)

GP Service

A selection of additional services available, excluded from weekly fees

International telephone calls

One-to-one staff accompaniment to appointments

Occupational therapy/chiroprody/physiotherapy/ podiatrist

Optician and hearing specialists

Hairdressing
(cuts and blow dries, colouring, perming)

Manicures and pedicures

Personal daily newspapers

Personal magazines

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- *Day care is available for your loved one at Hulcott, for further information please contact the home directly*
 - *We sensitively tailor our services to meet a person's changing requirements*
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The above lists represent selected items only. We would be happy to consider any other services or facilities which may enhance the daily lives of our residents at Hulcott.

COME AND VISIT

Don't just take our word for it.

Hearing our residents' stories in the homes' tranquil surroundings is the best way to experience a snapshot of life at Hulcott. Meeting our Home Manager, and members of their team can provide further reassurance that this could be the right home.

Find us

Located in the market town of Aylesbury, our address is **Hulcott, The Old Rectory, Hulcott, Aylesbury, Buckinghamshire, HP22 5AX**. There are good transport links, with the nearest railway station in Aylesbury which is within easy reach of the home.

Contact us

A relaxed and informal no obligation conversation will help answer any questions you may have. If you prefer, please call us on **0808 223 5514** between 8am - 7pm weekdays, 9am - 4pm Saturdays and 10am - 3pm Sundays. Alternatively, you can make a discreet enquiry online via ariacare.co.uk/hulcott-care-home or email us on enquiries@ariacare.co.uk

WHAT MATTERS TO YOU,
MATTERS TO US



We know our residents' life stories because we know how to listen, and because it is so important to us, it defines the services we offer.

The emotional and moral support offered by all of our team is an invaluable part of living with us.



