



OAKEN HOLT

*Care from the heart*

IN OXFORD

 ARIA CARE



We are proud to introduce our beautiful home, Oaken Holt located in Farmoor.

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.

Oaken Holt, 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.

WHAT MATTERS TO YOU,  
MATTERS TO US



“The staff have genuine concern  
and care for people’s needs.”

Oaken Holt CQC report





## MAKING A DIFFERENCE

Oaken Holt Main House and Coach House provide high quality residential and nursing care and are set in over 20 acres of beautiful gardens and woodland overlooking Farmoor Reservoir.

### **Person centred care**

Knowledge and understanding is at the heart of the care we provide. We learn about 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 Oaken Holt as they're looking for companionship and peace of mind. Our nurses, carers and therapists are experienced in caring for people with low level needs to the most complex of health needs.

We work with a dedicated GP, consultants and specialists to plan and adapt care should your health needs change.

“The nurses are gentle and understanding and I completely trust them with the care of my mother.”

Oaken Holt Family Member



# A PLACE TO CALL HOME

Oaken Holt is located in the pretty village of Farmoor. The home, a Victorian mansion, dates from 1890 and has been sensitively converted.

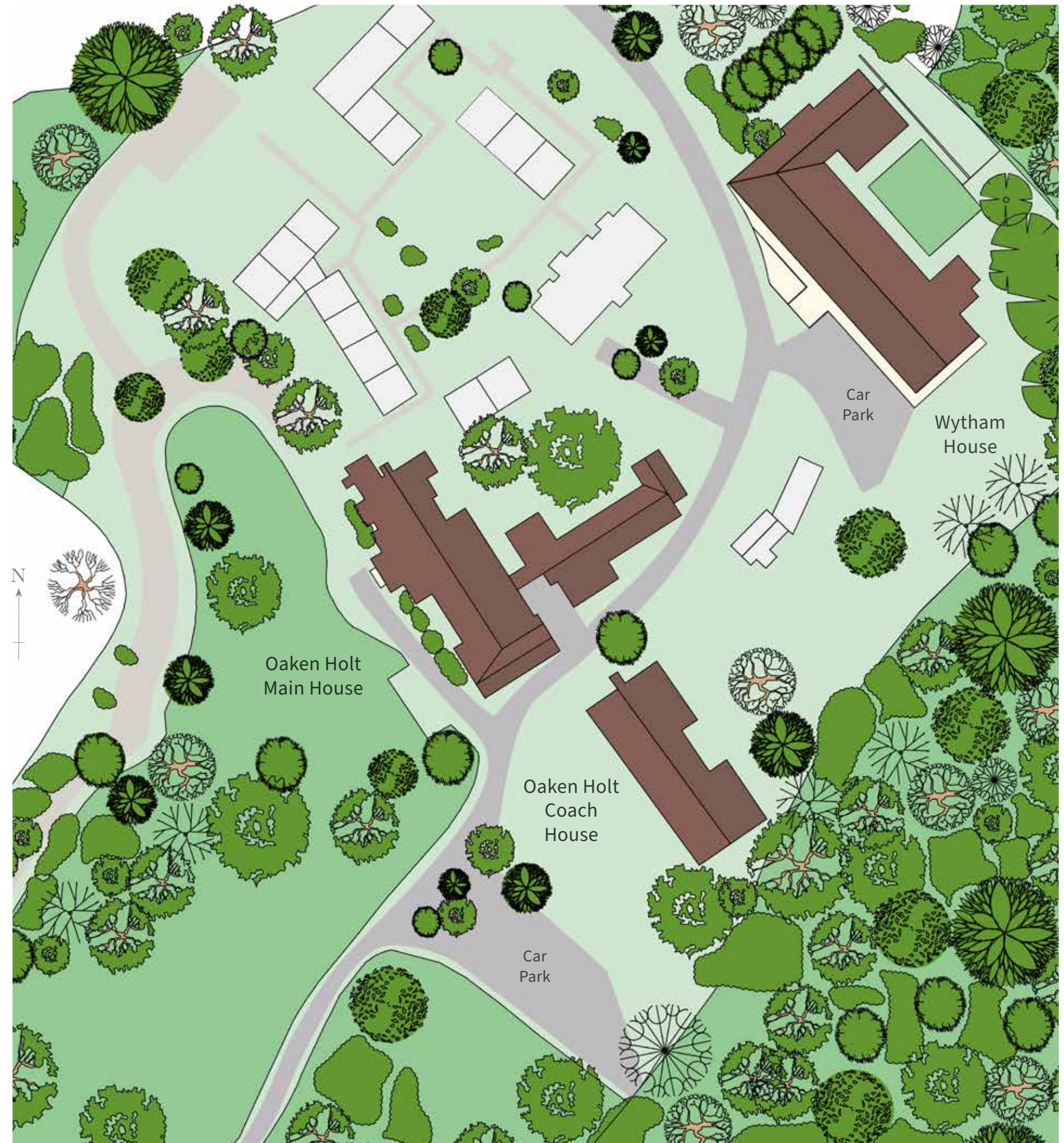
At Oaken Holt we offer permanent and respite care as well as trial stays. We provide many different types of support and work with you to put together a care plan that is unique to your needs and requirements.

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

Our nurses also specialise in end of life care planning to prevent unnecessary hospital admissions, working with you and your family to respect your wishes.

## Choosing the right type of care

- **Residential care** – Led by a Senior Carer offering support with some of the basic activities of daily life, such as bathing, shaving, oral care, toileting and dressing. Assisting with mobility and diet management.
- **Nursing care** – This involves more personal health-related tasks and the management of prescribed medications, and care is led by our own Registered General Nurse chosen for their care, compassion and proven experience.
- **Dementia care** – There are many types of dementia, which affects each person in very individual ways. Care may include managing a person's anxiety, and helping to preserve their sense of identity and quality of life (this care is provided at Wytham House).
- **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.





# WHERE CARE AND COMFORT COMBINE

Spacious, light, beautifully decorated, stunning views and fully accessible. Everything about Oaken Holt is designed to ensure that you enjoy the ultimate in comfort and luxury.

## A room with a view

When you join us as a resident at Oaken Holt, you will be able to choose from a range of different bedroom styles and sizes. Each is beautifully furnished and comfortable.

Are you a keen gardener? Then a ground floor garden room may be ideal, with space for a chair or two, plus some potted plants.

How about an upstairs room with fabulous views over the estate's sweeping parkland? 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. We will also tailor the facilities in your room to your precise needs and wishes.

"Everything is very natural,  
and the people are caring."

Oaken Holt Resident





## A LIFESTYLE YOU'LL LOVE

Moving into a care home is just another part of life, and we believe in enabling you to continue doing the hobbies you enjoy, rediscovering a forgotten interest, or trying 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, ensuring 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 Oaken Holt.

### Enjoy our stunning facilities

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

We run regular sherry mornings too, which friends and family are welcome to join. Both residents and families can also enjoy our stunning gardens particularly in the summer for al fresco dining and Pimm's on the lawn.

Our visiting hairdresser is always happy to pamper you and help you to look your best, 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 Residents Committee that meets regularly. Residents also have an active role in interviewing our team members at Oaken Holt. You can read feedback from our residents and relatives in our comments book in reception or online.

### Typical activities include:

- Local musicians and entertainers
- Gardening
- Weekly film club
- Scrabble and bridge club
- Afternoon tea
- Beer and wine tasting club
- Arts and crafts
- Sherry mornings

"We respond quickly to feedback. Recently, we've altered the menu and added more animal-oriented activities at the request of residents and relatives."

Oaken Holt Home Manager





“We cater for special diets and provide a range of choices.  
If you fancy something different, we’ll cook up a special treat.  
I regularly meet with residents to find out what they’ve  
been enjoying and what they’d like more of.”

Oaken Holt Chef

## 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 Oaken Holt is all about.

### Menus designed around you

Our catering and hospitality team have an in-depth nutritional knowledge, and our chef 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. You can view our menus when you visit us or read a typical menu online.

### Dine in style

The house offers different styles of dining, including formal and more relaxed spaces. And, if you wish, you can enjoy your meal in your room.

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 cereals and juices, followed by lunch and dinner or a light meal and snack. If you fancy a stronger tipple with lunch or dinner, you can choose from our list of quality wines and beers.

### Time to celebrate

Baking is a big favourite with residents at Oaken Holt, and afternoon tea always includes tasty homemade cakes. You’re welcome to help yourself to soft drinks, tea and coffee in the bistro or lounges at any time, and 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.

WHAT MATTERS TO YOU,  
MATTERS TO US



# 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 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.

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 fee:

- Personalised, individual care plans and a named nurse or key care worker
- Medical intervention and administration of prescribed medicines
- Care and nutrition advice and support
- Pet therapy
- Oomph! – health and fitness programme
- Dedicated visiting GP Service
- 24 hr Nurse Call system in all communal areas and bedrooms
- Palliative care and family support at end of life
- Tray service available in every room
- Laundry and ironing service
- Housekeeping including window cleaning
- Telephone calls (UK)
- Free Wifi (selected areas throughout the home)
- Face time and Skpe services
- DVD player (selected rooms)
- Sky+ (selected rooms)
- Smart TV (selected rooms)
- Complimentary haircuts and blow-dry from visiting hairdresser/barber
- Newspapers and magazines in communal areas
- Seasonal menu options and personal meetings with our Hospitality Manager and Head Chef
- Nutritionally balanced meals with locally sourced produce and innovative menus for residents with special dietary needs including dysphagia
- Homemade birthday cakes
- Lounge and bistro drinks and snacks always available
- Selected wines, beers, spirits and sherry at meal times
- Formal and relaxed dining as you desire
- Quiet room/library
- Potting shed with gardening equipment and raised beds for planting
- Outdoor BBQ and Al fresco dining
- Planned activities schedule including visiting entertainers to enhance individual preferences

## Also included in your fee:

- Themed events
- Lounges with board games, newspapers, magazines and screening of films/sporting events
- Excursions and days out to places of interest
- Mini bus

## Special touches to consider

(excluded from your weekly fee)

- Oaken Holt physiotherapist
- Personal chaperone to medical appointments
- Occupational therapy, chiropody, physiotherapy
- International telephone calls
- Dry cleaning
- Personal newspapers and magazines
- Hairdressing (colouring and perming)
- Manicures and pedicures
- Floristry orders can be arranged
- Private transport can be arranged
- Entertain friends and family on special occasions - private dining for own use with your own menu
- Premium branded wine, beer and spirits
- Allocated car parking space

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 Oaken Holt is the home for you is to experience it for yourself.

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

**Oaken Holt, Eynsham Road, Farmoor, Oxford, Oxfordshire, OX2 9NL**

## Call or email

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

**Freephone 0808 223 5529**

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/oaken-holt](http://www.ariacare.co.uk/oaken-holt)**

## Other homes in Oxfordshire

Like Oaken Holt, our other homes offer a range of quality care in stunning surroundings.

### Tall Trees, Shipton-under-Wychwood

Residential | Nursing | Dementia Care



### Wytham House, Farmoor

Nursing | Dementia Care



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