

WYTHAM HOUSE

Care from the heart

IN OXFORD

ARIA CARE

We are proud to introduce our beautiful purpose-built home, Wytham House in Farmoor, set within the Oaken Holt Estate, 23 acres of gardens and parklands in the heart of rural Oxfordshire.

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.

Wytham 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.

WHAT MATTERS TO YOU,
MATTERS TO US



Welcome to Wytham House

“Risks to people’s well-being were assessed and managed safely to help them maintain their independency. Staff were aware of people’s needs and followed guidance to keep them safe.”

Wytham House CQC Report



MAKING A DIFFERENCE

A person with dementia will need more care and support as their condition progresses, and there may come a time when moving into a care home is the best option.

We understand this can be a difficult and emotional time for everyone involved. 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.

Residents with dementia are supported to make choices and decisions about their lives, everyone wants to have a meaning to their day, and people living with dementia are no different. Our residents have every opportunity to continue with the daily activities that were such a formative part of their lives, and which make them feel happy and fulfilled.

Engagement and involvement

At Wytham House, we believe that every interaction with a resident is recognised and used as an opportunity for engagement and involvement, which in turn can maintain and promote their individuality and independence.

Knowing each resident and facilitating their contact with family, friends and the wider community maintains their self-esteem, confidence and connection with their lives outside the home.

The day allows residents to maintain their identity in ways that are important to them, such as making their guests a hot drink, keeping up the routine of a favourite meal or going out to their usual community or church groups where possible. We recognise that dependency levels may restrict some residents'

ability to participate in all of these examples, but we do our utmost to help every resident achieve their maximum level of independence.

Reminiscence

Life history work is a loose term used to describe a practical way of helping an individual to look back, reflect upon their life and to make a record of their experiences. Life history work embraces the idea that each person is unique and is therefore at the heart of person-centred care. The process is as important as the home environment – promoting communication and providing a means of building confidence and self-esteem; feeling valued; and preserving and retaining a sense of identity. It offers an opportunity to focus on positive aspects of the person's lifetime achievements rather than current illness, frailty or disability. Having relatives and friends involved in the process is strongly recommended.

A range of methods are used to stimulate memory, including reading from old books or newspapers, listening to music, listening to or watching old broadcasts of radio or television programmes and using objects such as packaging of household products to introduce conversation.

When appropriate, our teams engage with larger groups of residents in reminiscence work to stimulate group discussion and memory, friends and family are also involved in this work.

WHAT MATTERS TO YOU,
MATTERS TO US

A PLACE TO CALL HOME

Wytham House provides all the comforts of home and is designed using 25 years of experience and latest research from leaders in dementia research, Stirling University.

Sometimes the term 'dementia' is used to describe the symptoms a person may be experiencing that are caused by damage to the brain. These symptoms can include memory loss or difficulties with language or concentration. The four most common forms of dementia are: Alzheimer's disease, Vascular dementia, Dementia with Lewy Bodies and Frontotemporal dementia.

Our nurses and carers are experienced in delivering care at all levels, from those with lower level needs to the most complex of health needs. We work with a dedicated GP, consultants and specialists to plan and adapt care plans as health needs change.

Understanding types of care

- **Residential dementia 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 dementia 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.
- **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.

WHAT MATTERS TO YOU,
MATTERS TO US





“The staff are attentive, quickly picking up on what ‘works’ for Mum to make her feel safe and care for all her needs.”

Wytham House Resident's Family Member

LIVING IN MY WORLD

There are now over 850,000 people living with a diagnosis of dementia within the United Kingdom and it is important to know you are not alone.

If you have recently been diagnosed with dementia, we understand this can be a difficult and emotional time. At Wytham House we can help you to understand more about dementia and how to live as well as possible, including making plans for the future.

Award winning training

As well as their ongoing training in their field, every team member receives our unique ‘Living in My World’ dementia 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.

From our receptionists to our chefs, and carers to our nurses, the entire team undergo our training to understand residents’ communication needs and ensure that they communicate in ways that are sensitive to these needs, using a variety of communication methods, including gestures and non-verbal cues. Alternative forms of communication such as music, song and touch are used where appropriate in communication with residents.

Helping residents to live well

Our teams have a knowledge and understanding of the range of behaviour that residents with dementia may experience. All behaviours are recognised as a form of communication for people living with dementia, for many it is an unmet need, for others it could be fear or disorientation.

Our advanced training increases our team’s awareness of the signs, symptoms and disabilities associated with dementia such as:

- Memory
- Communication
- Delirium
- Recognition & co-ordination
- Orientation
- Changes in behaviour, judgement & moods
- Completion of daily life skills
- Nutrition and hydration.

Local Community

We support the local community and work in partnership with the Alzheimer’s Society to share our expertise and offer advice and support to families and businesses to help reduce the stigma and myths surrounding dementia. This ranges from advocacy services and support groups, to activity clubs and respite days, as well as our unique dementia workshops ‘Experience My World’.

‘Experience My World’ is a workshop which brings to life the frustrations and fear a person living with dementia can experience. It demonstrates how difficult and confusing life can be especially when trying to achieve everyday tasks. It also provides hints and tips on ways to live well with dementia plus ideas to improve communication. If you would like to join one of our events, please get in touch for details.

WHAT MATTERS TO YOU,
MATTERS TO US

WHERE CARE AND COMFORT COMBINE

Wytham House is a homely setting with specialist dementia design features that can help people to live well.

A room with a view

At Wytham House there are 40 ensuite bedrooms with varying styles, sizes and aspects. Each bedroom is elegantly decorated and furnished whilst incorporating leading safety features.

Wytham House is designed using 25 years of experience and latest research from leaders in dementia research, Stirling University. They're an international centre of knowledge and experience including; architects, designers and dementia specialists dedicated to improving lives and decreasing everyday problems that come with dementia, using a range of techniques based on continual research.

We're conscious that people's reality can be very different when they are living with dementia, so everything that makes up our residents' living environment has been considered to create a home which supports their condition and enables them to live well with dementia.

Throughout the home, memory aids promote maximum independence and confidence. Our design features include strong lighting coupled with the use of colour and contrast for safety and perception, plus clear signage with icons to help residents find their way around the home.

The environment is safe for residents with risks for falling and slipping minimised. Furnishings and

decorative accessories including items such as "rummage boxes" are placed to stimulate residents' interest and attention. Furniture is arranged with enough space so as not to impose barriers or obstacles to movement and encourages communication amongst residents.

Personal Space

Choose from our ground floor bedrooms which have easy access to our lovely encircled outdoor spaces, or perhaps an upstairs room with fabulous views over the beautiful parklands? Every bedroom is fully furnished, but we encourage residents to bring their own personal pieces to make their room feel more homely. Our maintenance team will be happy to hang a favourite picture or two, to add those important finishing touches.

In all bedrooms the positioning of telephone, television aerial points and light switches are considered so that they are suitable for residents to control. The room temperature can also be controlled within safe limits.

Lighting is designed to allow for increased light levels, good contrast, minimal glare and good colour definition. Motion sensor lighting is also used in bathrooms and corridors to assist residents at night.

Safety is our foremost concern, so each room has a nurse call system in place, giving you peace of mind knowing that a member of the team can be there at any time.

In bathrooms, toilet seats, hand rails and towel rails are clearly identified and demarked such as contrasting colours.

Doors to ensuite wet rooms are fitted with two-way door hinges, allowing them to be opened inwards and outwards for dual access. Open shelving is available to display and allow easy access to toiletries and clothing. Appropriate equipment and aids are in place to prevent scalding, slipping and flooding.

Accessible gardens

Our garden space promotes leisure and therapeutic opportunities and stimulates sociable activity for all residents. It is safe and easy to find from inside the home.

Planting is used to soften hard features such as walls and fencing and to create points of interest for residents. Paths are wide enough to allow for two people to walk side by side and there are opportunities for resting and sitting throughout the garden. We use our garden to stimulate the senses through water features; planting and features that attract wildlife and birds; and fragrant plants and flowers.





“I go to art class. I do sewing and knitting
and all sorts of creative work.”

Wytham House Resident

KEEPING ACTIVE

We believe in enabling residents to continue the hobbies and interests they love, staying as active and independent as possible.

We have a team of talented Health and Wellbeing Coordinators who support residents at Wytham House. There is always plenty to do, and they take guidance from residents and their families to plan varied and fulfilling activities to suit them personally.

Even simple daily tasks that may be important to someone such as DIY, tending to garden pots or serving tea, we recognise that everyone is unique and so are the daily activities that people choose to do.

Enjoy our stunning facilities

There are opportunities for relaxation and reflection either alone or as part of a larger group through creative activities such as story-telling, music, song, dance and poetry.

All residents are given the opportunity to contribute suggestions and to be involved in the development of the programme of activities.

Within the home, our lounges are a popular place to entertain visitors or meet friends for morning coffee

or afternoon tea. We run regular Coffee Mornings too, which friends and family are welcome to join. Residents and visitors can also enjoy our lovely landscaped gardens in the summer, whilst our hairdressers help residents look their best, whatever the occasion.

Special Visitors

Animals can help to reduce anxiety and agitation in those living with dementia and may reduce loneliness. We’ve had a variety of creatures visit us at Wytham House including; owls, penguins, Shetland ponies and reptiles, we even hatched our own Easter chicks.

Having your say

We’re always keen to hear feedback and ideas for activities. We have regular resident and relatives’ meetings 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
- Regular Outings & Events
- Arts and Crafts
- Gardening
- Reminiscence
- Coffee Mornings

WHAT MATTERS TO YOU,
MATTERS TO US

FOOD IN MY WORLD

Our catering and hospitality team have in-depth knowledge of nutrition and hydration. There's always a choice of fresh, seasonal tasty meals and delicious homemade snacks on offer.

Our Chefs meet with our residents in order to get to know them and understand their dietary needs and personal preferences. Our 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. 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.

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.

We regularly discuss with residents their preferences for food and drink and record any changes in their care plan. Residents are helped to make choices about food and drink in ways that are accessible to and understood by them, such as through a pictorial menu where appropriate or a choice of two options at meal times.

A Shared Dining Experience

Meal times are relaxed, with minimal distractions. Our team members encourage residents to eat and drink, providing any support they need. Where possible, residents are involved in the

tasks around meals and food is used as part of the reminiscence work with them in conversation about food memories and likes and dislikes.

Independent eating is maintained for as long as possible. Where residents require assistance with meals, this is given in a discreet, unhurried and sensitive manner. Families and carers wishing to aid their relative during mealtimes are facilitated and receive any additional support or information necessary to assist them.

Where residents require aids for eating or drinking such as; pictorial menus, specialist drinks holders, straws, coloured crockery or adapted cutlery, the items can be provided to improve the dining experience. Food is served in such a way so that it is appealing to residents. Where residents have difficulty in using cutlery but can chew and swallow, finger food is offered.

Grazing and snacks

Those with dementia often prefer to walk around than to sit, so we provide finger foods – as well as fortified foods and drinks – to ensure our residents are getting the right nutrition. Food and drink are visible and accessible to residents and visitors so they can help themselves; or have visitors prepare snacks and drinks for them, residents can take their meals where they feel comfortable.

Award Winning Training

Our additional training 'Food in My World' also accredited by City and Guilds provides our hospitality team and chefs 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.

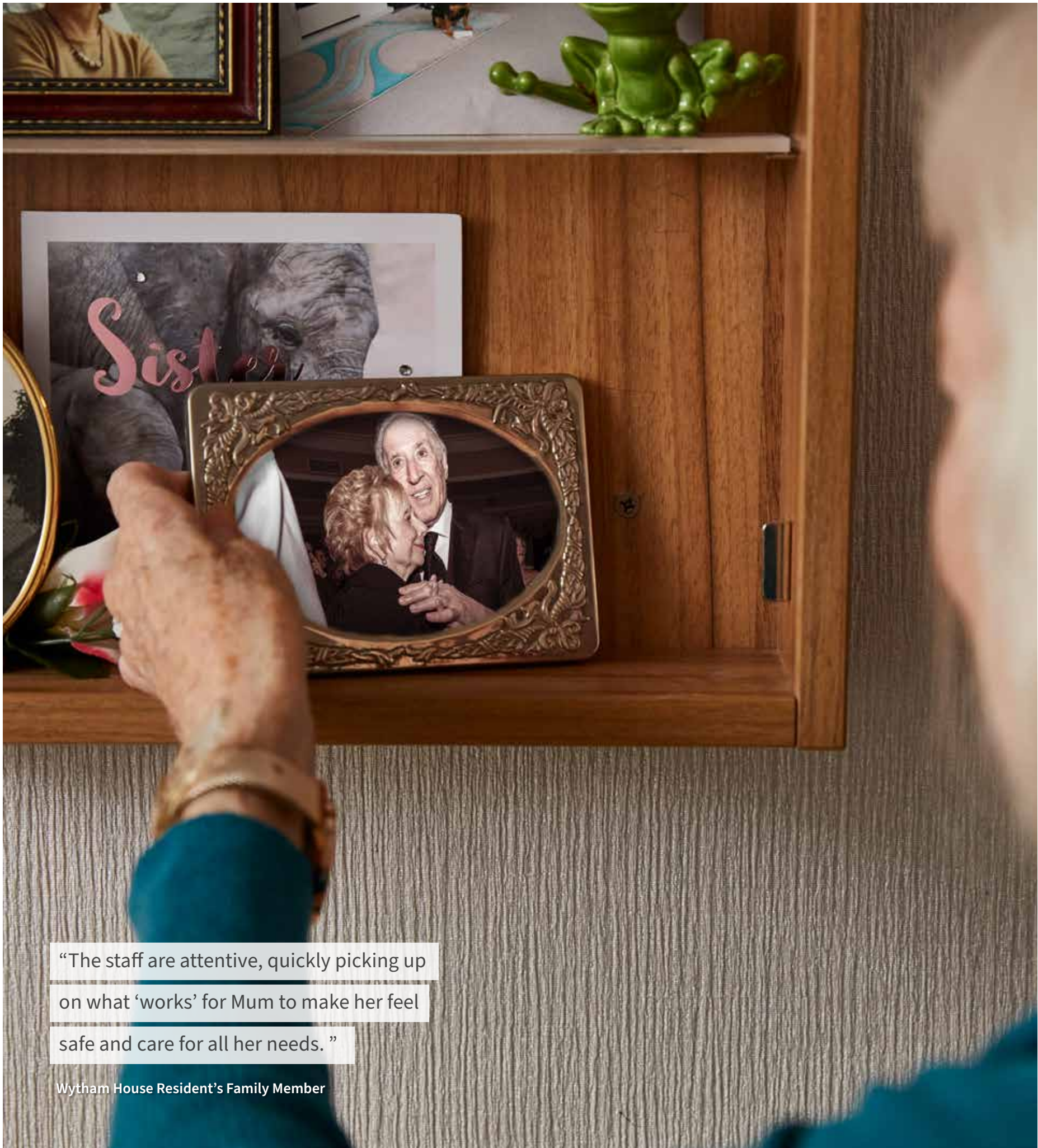
Where residents have difficulties with oral health or chewing and swallowing, we avoid immediate transfer to a liquidised diet. Pureed food is served in the most appealing way, using the latest research and advanced in food preparation.

Our chef and Hospitality teams are trained by our Chef Development Trainer - Steve Harding who won Care Chef of the Year 2019 at the National Care Awards, awarded for his ground-breaking work on producing dysphagia foods.

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

You can view our menus when you visit us or read a typical menu online.





“The staff are attentive, quickly picking up on what ‘works’ for Mum to make her feel safe and care for all her needs. ”

Wytham House Resident's Family Member

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 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?

Wytham 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 will be 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 there 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 Wytham House their permanent home.

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 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
- Ensuites with two-way hinged doors
- Memory boxes out side all bedrooms
- Open shelving for toiletries and clothes
- Tea and coffee available in room
- Smart TV's in all bedrooms

Dining

- Formal and relaxed dining as you desire
- Tray service available
- Lounge drinks and snacks available
- Homemade cakes for special occasions
- Hotel grade kitchens
- Nutritionally balanced meals with locally sourced produce
- Innovative menus for residents with special dietary needs including dysphagia
- Seasonal menu options and personal meetings with our Head Chef
- Selected wines, beers, spirits and sherry at meal times – on request

Getting around

- Lift to all floors
- Mini bus

Housekeeping

- Housekeeping including window cleaning, laundry and ironing service

Keeping in touch

- Open door policy for visitors
- Free Wifi throughout the home
- Telephone calls (UK)/plus Skype services and landline

Outdoor facilities

- Visitor car parking

Outdoor space to enjoy

- Landscaped courtyard garden with terraces
- Raised beds for gardening

Personal care advice/support

- Personalised, individual care plans and a named nurse or key care worker
- Visiting GP Service
- Care and nutrition advice and support
- Palliative care and family support at end of life
- 'Experience My World' workshop
- Dementia champion and dementia lead

Also included in your weekly care fee:

Rooms to enjoy

- Cinema room screening films
- Library/ Quiet room
- TV Lounges
- Dedicated activities room
- Hair and Beauty salon

Things to do

- Religious services can be arranged
- Visiting pet therapy
- Pets allowed to visit
- Dedicated health and wellbeing coordinator
- Lounges with board games, newspapers, magazines and screening of films/sporting events
- Health and Fitness programme - Oomph!
- Planned activities schedule including visiting entertainers
- Planned days out to places of interest
- Entertain friends and family on special occasions

Special touches to consider (excluded from your weekly care fee)

- International telephone calls
- One-to-one staff accompaniment to appointments
- Occupational therapy/ chiropody/ physiotherapy
- Optician and hearing specialists
- Manicures and pedicures
- Personal newspapers and magazines
- Dry cleaning
- Floristry orders can be arranged
- Hairdressing (haircuts, barbering, colouring and perming)
- Manicures and pedicures
- Private transport can be arranged

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 Wytham 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.

Wytham House, Oaken Holt, Eynsham Road, Oxford, Oxfordshire, OX2 9NL

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 5402

or 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/wytham-house

Other homes nearby

Also located on the Oaken Holt estate is our sister home Oaken Holt. Like Wytham House, our other homes offer a range of quality care in stunning surroundings.

Oaken Holt, Farmoor

Residential | Nursing | Palliative Care.



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