



Newland House

part of the Hartford Care family

Providing care,
comfort and
companionship



Our pledge is to provide a warm, safe and happy environment.

Hartford Care is a family-owned business, led by husband and wife team Sean and Jo Gavin and supported by a professional management team.

Collectively our backgrounds incorporate customer care at the highest level, health, education, finance, social care and a thorough knowledge of the industry's regulatory authority.

Always working together, we ensure the knowledge and experience that emanates from our unique blend of talent and expertise is shared with our home managers and carers.

Respect for our residents' privacy, dignity and individuality is at the heart of everything we do.

We firmly believe that each and every one of our residents has an absolute right to choose the way they live their lives.

Whatever their preferences, we do all we can to support our residents by providing them with the best possible environment in which to enjoy them.

Physical needs are carefully considered and, as such, we believe it is important to actively involve residents in their own care to ensure they retain as much independence as possible.

We understand the vital importance of looking after the emotional and spiritual needs of both residents and their nearest and dearest.

We are proud that Hartford Care, established more than a century ago, remains a family-owned business and firmly believe our excellent reputation within the care industry has been achieved by remaining constant to our core values of care, comfort and companionship.

hartfordcare
care comfort companionship




**Welcome to Newland House
...a family home since 1780.**

Newland House is an impressive family home that is steeped in tradition both inside and out. Originally home to three generations of blanket industrialists, the prominent Early family, Newland House has been thoughtfully re-designed, incorporating all of its original features, to provide a safe, appealing and comfortable home for its residents.

Located in the thriving Cotswold market town of Witney, 12 miles west of the City of Oxford, Newland House can be found tucked away behind

an appealing facade of traditional Oxfordshire stone. Our fully-trained, compassionate and caring team has created an exceptional residential care home equipped with 28 bedrooms and spaces inside and out to enjoy both companionship and privacy.

Newland House is a family home created with three underlying values at its core. These are care, comfort and companionship.



Our philosophy of care is to understand and respect each person's individuality and provide everything they need to live a dignified and fulfilling life.

“We work hard to get to know every resident well enough to enable us to support them with warmth and understanding throughout their journey.”

Jo Gavin, Director

We enjoy getting to know our residents and watching them relax into life at Newland House. As they get to know us, we get to know them and carefully gather as much information as we can to learn all the important things that enable us to respond to them as individuals.

We work with our residents and their families to create an individual care plan which is then reviewed on a regular basis. The care plan provides detail on every element of day-to-day life, identifying key areas where help is needed and ensuring residents' preferred routines can be maintained. We ask about our residents' interests and, wherever possible, will ensure our activities co-ordinator adds something relevant to our activities programme. We like to

know our residents' history and where they have lived so we can identify places they might mention and stimulate conversation about their life.

Our carers understand how a hand on a shoulder or taking someone's arm can give added confidence, and this is palpable at Newland House. Human contact engenders emotions of genuine warmth and wellbeing in the same way a smiling face is welcoming and encouraging.

Importantly we always ensure we have ample carers throughout the day and night. In addition we are supported by excellent local GPs who are happy to call on us when needed and district nurses who visit regularly.

Do you know there are many different types of dementia?

As we get older the chance of developing some form of dementia increases substantially but there are many different types and many different levels.

The symptoms of dementia may be distressing and often there's a fear of the unknown both for the person with dementia and their families and friends. We can't take away the pain of living with, or watching, someone you love living with dementia but we can help.

At Newland House we work hard at minimising distress through gaining an understanding of the person, who they are, and their individual history. All of this knowledge helps us to understand their

unique dementia-related behaviour and, by keeping a caring eye, whilst still respecting privacy, we are able to respond to any symptoms that may present with warmth, patience and understanding.

Enjoying life doesn't have to stop with the onset of dementia. As carers, we strive to give our attention to things that are most important and enjoyable for the individuals in our care. We care for the person first, rather than simply focusing on the dementia.

Our aim is to help residents make the most of enjoying every single day with reassurance that their needs, feelings and wishes remain paramount, and that we are able to act on them.

“There is no one-size-fits-all plan of care and there never should be.”

Sean Gavin, CEO





“We consider the needs of our residents in every level of detail. They wanted bathrooms to be easily identifiable so you’ll notice we’ve painted these doors yellow.

Our staff need to be recognised easily too, so they wear brightly coloured polo shirts.

If you take a look at our wall art you might notice there is more to it than meets the eye. Some artwork is low level so it can be seen by those in wheelchairs, some feature ‘memory photos’, as recommended in dementia care and some are paintings by our residents.”

Home Manager

Our accommodation is designed to create a home from home that’s reassuring and familiar.



An elegant residence, full of period charm yet complete with modern conveniences, we think what really makes Newland House so appealing is its wonderfully cosy, comfortable and welcoming atmosphere. But this unique atmosphere emanates from living in a stress-free, harmonious environment. As with any home, it’s the little touches that can make such a big difference.

Each of our 28 generously proportioned bedrooms is provided newly decorated and tastefully furnished. Our rooms are arranged in clusters both in the original house and The Windrush Wing and there are two double rooms for couples. As you would

expect, we encourage residents to make their surroundings more familiar and personal and to bring some of their own possessions with them such as furniture, ornaments and pictures.

Physical well-being and comfort is a top priority. Every private bedroom features a nurse call system and en-suite facilities although there are also separate assisted bathrooms. We find that most of our residents prefer a bath to a shower once they have tried our specially designed baths for themselves. Of course we provide as much or as little assistance as they need.

Throughout Newland House are high ceilings, ornate fire places and expansive windows, many of which look out onto the gardens. We have recently added a large TV in the main lounge so we can all enjoy films and major events. The lounge is also ideal for residents to entertain visitors although there are various other places to choose from if a more intimate gathering is preferred.

Family is hugely important to all of us at Newland House and we actively encourage family and friends to spend as much time as they wish with their loved one.





Every day offers something different.

With individual respect at the heart of everything we do, our exclusive personalised care allows our residents to spend each day as they wish.

A full weekly activities calendar encourages residents to pick and choose from a range of options. Activities are always created in line with the abilities and interests of residents. Some take place in-house such as baking, playing scrabble, sharing old photographs and painting. Our outdoor

activities are also popular and family members are always welcome to join us. Some of our favourites are gardening and trips to the local Marks & Spencers, tea rooms or garden centre.

Each resident is free to join in with planned activities as much or as little as they wish and there are always areas reserved for anyone who wishes to enjoy a little one-to-one time.

Delicious home cooking and catering for all occasions and tastes.

It goes without saying that food plays an essential role in promoting health and well being. We only employ chefs and cooks with a true passion for home cooking who will happily ensure that all tastes, preferences, diets and appetites are catered for.

As well as using fresh herbs and fruit grown in our residents' garden, we source good quality, seasonal ingredients from local suppliers wherever possible and our menus are varied, exciting, nutritionally balanced and mouth-wateringly good.

We offer a flexible approach to dining and meals can be enjoyed with friends in the Dining Room, the smaller Bistro or we can provide room service, giving any assistance needed with eating. Of course we are always delighted to cater for residents' private parties, special occasions or birthdays and the activities room can be converted to a private dining room.



We value the importance of friends and family, so naturally, they're always welcome.



Friends and family are used to being able to pop in for a visit whenever they want, and there's no need for that to change as visitors are always welcome, in fact they are actively encouraged. We don't have prescribed 'visiting times', so family and friends can visit at the same times as they always have and special pets are particularly welcome.

Our lounges, grounds and gardens were designed to be shared and offer the perfect environment for entertaining family and friends so, naturally, residents are more than welcome to invite guests to join them for meals or to share in any activities.

But more than that, relatives can come along to our regular meetings with residents where we discuss every day life at Newland House.



Newland House has all the facilities and services you would expect...



- Residential, respite, day, dementia and palliative care.
- Specialised palliative and dementia care, delivered by qualified staff.
- 28 bedrooms, two of which are suitable for couples, all with en-suite facilities, flat screen digital TV, telephone point, 24 hour call bell.
- A dedicated team of directly employed, skilled staff.
- Shower room and two assisted bathrooms each with its own specialist bath.
- Communal areas - TV lounge and a quieter main lounge, dining room and activity room.
- Landscaped garden with easy access pathways and wheelchair accessible raised beds to enable residents to participate in gardening activities.
- Home cooked, nutritious food freshly prepared on a daily basis; our chefs cater for special diets and specific requests.
- Formal, restaurant style dining as well as private dining, flexible meal times and 24 hour food and beverage availability.
- Weekly mobile chiropody and hairdressing service.
- In-house laundry service.
- Lifts to all floors.
- Religious services.
- Special occasions celebrated, including birthdays and anniversaries.
- Open house – family and friends welcome at any time.



Considering the first step?
Come and see for yourself what
Hartford Care has to offer...

“It was lovely to meet you when I
visited Mum. I saw straight away
an improvement in her, which
was wonderful.”

We understand that a move into residential care may seem a daunting prospect, and firmly believe that this is where we can make a positive difference to the quality of every day life.

The constant support of a caring, capable team can instil a renewed confidence, encouraging residents to return to hobbies and activities they used to enjoy or even to try something new.

By adopting a transitional approach, potential residents can visit for day care, or perhaps a few weeks for respite care, slowly introducing the peace of mind and security we provide.

A brief visit will also be an opportunity to sample some delicious home cooking, join in with activities on offer and get to know our residents and friendly care teams.

We recognise what we're good at and we play to our strengths. As such, our home managers are supported by a central team, which provides both expertise and administrative support. This leaves care teams in our homes free to focus on the priority of care for each and every resident.

Our home managers are fully trained and equipped to meet the legislative requirements governing the care of older people.

We ensure our high standards are maintained by regular monitoring through our own audit team, covering all aspects of care. This focus and attention to detail has led to enviable reports from external inspectors.

Leadership comes from a partnership, which extends throughout our business and in each of our care homes encompassing staff, residents and their families.



**We believe we make a difference.
Thankfully, our friends and
family agree...**

“Thank you so much for your kindness when we visited our friend recently. We were so pleased to see her in such a nice place”

“Thank you for all the little and big things that you do...”

“...we were struck by the homely, up-beat atmosphere that was there.”

“Thank you so much for all your help with my Grandfather and for all your help and advice and care.”

“I visit many care homes and train a lot of care staff teams so can speak from experience that the care you offer is really second-to-none.”

“I just wanted to thank you for your time this morning. I came away reassured that Mum is in

a good space at the moment and being very well cared for.”

“The staff and residents are all part of a big family which I will look back on with affection.”

“Just a wee note with a very big ‘Thank You All’ for making my birthday a very happy occasion to remember. Thank you Cook for making such a lovely sponge which was a great surprise to receive from you all. Thanks for the delightful flowers, they too were so lovely.”

“It’s a lovely place, really homely. The activities are wonderful, there’s always something to do.”

“It’s so friendly! The home is comfortable, we enjoy delicious food and great company. I don’t need to shop or cook. I have it made!”



**Feel free to visit any of our family
homes, and see how much we
really care.**

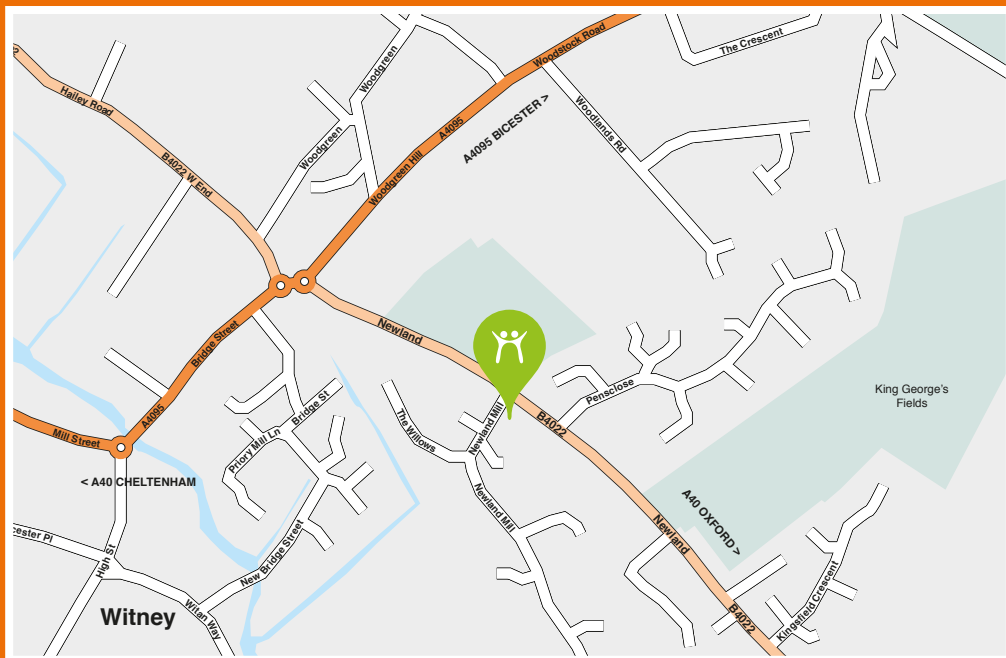
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