



# Mill House

A warm and inviting care home in  
a picturesque Oxfordshire town

brighterkind





## Welcome to Mill House.

We're here to make life easier,  
more settled and altogether better.

brighterkind is our approach to care.  
It focuses on understanding what  
quality of life means for everyone here,  
and then provides the right experiences  
to help them live their life to the fullest.  
These experiences are built from our  
specialist approach to quality care,  
recreation and activities, and food  
and dining.

By taking the time to understand  
you, we will provide the informed care  
that turns a move to our home into a  
welcome change for the better.





## Our home

A real home has as much personality as the people that fill it. That's why we've made Mill House a place you'd be proud and happy to live in – just as you would your own home.

Mill House Care Home, in the picturesque Oxfordshire town of Witney, is centrally located near to all the area's amenities, including shops, restaurants, a cinema and the tranquil church green. With 34 bedrooms offering residential and nursing care, we think carefully about the type of room each resident needs.

Mill House is set in a renovated 18th-century coaching inn, which includes a modern extension, and is full of exquisite period features. The bedrooms, of varying sizes, are across three floors. The ground floor is also home to a large lounge, cosy conservatory, library and two dining rooms, meaning peace and tranquillity is never far away. All furnishings and decor throughout the home are of an exceptionally high standard. We also have a small but beautifully maintained garden with patio area and flowerbeds.

We understand that moving into Mill House will be a considerable transition, but one we try to make feel as easy as possible. By helping you arrange your room just the way you like or bringing you your daily newspaper, we'll do the little things that make the biggest difference.

## OUR FACILITIES

- All rooms are en-suite (toilet/wash basin)
- Flat-screen TV in lounge
- DVD players
- Assisted bath and shower rooms on each floor
- Communal lounge
- Conservatory
- Library
- Two dining rooms
- Wi-Fi internet
- Large passenger lift
- Tranquil garden



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Our residents feel that Mill House is as close to living in your own home as you'll find.



## Quality care

We want every day at Mill House to be as good as it can be. It's why we deliver brighterkind care, based around a complete understanding of each resident's needs. This means we'll create the right environment to keep you well and happy. You'll decide how you want to live; we'll make sure you always feel valued and comfortable.

Whether you require residential or nursing care, our care is first rate: we provide the most up-to-date training for our carers, and support for our residents.

## How will I know what type of care is right for me?

When you arrive at Mill House, we'll sit down together to understand you, your life story and your needs. This includes any objectives you have, or specific health concerns. We'll then create a personal care plan together with you, your relatives and our carers.



## Our people

We're a diverse group, from different backgrounds and with different roles, but we all have something fundamental in common – every single one of us is passionate about care.

It's almost like a sixth sense: people who are always on hand to help, but with enough empathy to know when to leave you be; people who don't have favourites, and who are always busy creating the little moments of kindness that make a real difference to life here.

As well as our team of carers and nurses, GPs from three local surgeries visit on request, and community professionals providing speech and language, podiatry and care home support regularly visit the home. We also have a hairdresser who visits each fortnight. And everyone gets stuck in together – whether to serve breakfast or help out with an activity.

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All our teams form excellent working relationships with both residents and their families, and care for residents as they would one of their own family members.



## Our recreation and activities

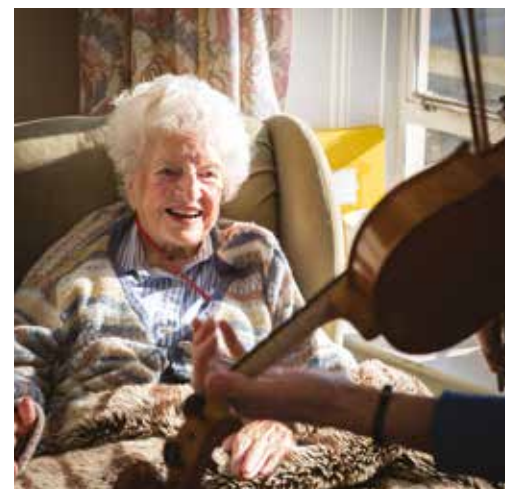
A willingness to get involved and try new things is something we see time and again, once people are given the opportunity. Our dedicated Recreation and Activities Coordinator oversees everything, but all our staff regularly brainstorm new ideas, too. And our residents vote on their suggestions at our monthly activity meetings, so we can be sure everyone's looking forward to something, every day.

Activities vary each week: from quiz afternoons and Zoo Lab visits, to armchair fitness and trips out. And everything's flexible – if it's sunny we try and get outside, so everyone can appreciate the best of the day.

We've built excellent links to the community, allowing residents to continue their lives outside the home with ease. We share a minibus with a nearby home for trips out to local museums, garden centres and wildlife parks. We often have local entertainers, musicians, comedians and children from the local school performing at the home too.

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The town centre has an array of shops and fabulous eateries offering local produce – and there's a popular farmers' market twice a week.







## Our food and drink

At Mill House, we love our food. We firmly believe that when you eat well, you live well too. This is a core part of our brighterkind philosophy of care, centring on good nutrition and the importance of mealtimes as a social occasion.

Each day our chef prepares restaurant-style meals combining variety with a balanced diet and an emphasis on locally sourced ingredients. And we can cater to any dietary or health requirements, however complex.

We have two dining rooms on the ground floor, and tables are always set with cloth napkins and fresh flowers. All meals are prepared by our chef at the home.

Our dining rooms always become hubs of conversation and laughter, and mealtimes give even our more frail residents a chance to come together and socialise. Whether it's a traditional Sunday roast or tea and cakes served on the patio, we encourage our residents to make the most of living in a friendly environment. There will be plenty of people to meet, and a lot of stories to share.

Of course, when, where and who you eat with is entirely up to you. Friends and family can join you as often as you'd like (at a small charge) and our extras menu gives you the option to order snacks at any time of the day.

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Mealtimes are relaxed and informal – residents choose where they want to sit to enjoy their meals.

## Here are some of the most popular questions people ask us as we show them round Mill House:

### Will I be able to bring my pet?

It's not possible for large pets to live at the home but it might be possible for smaller ones, so please discuss this with the Home Manager. Friends and relatives are allowed to bring pets to visit the home as often as they like.

### Can I come and go as I please?

We want you to be as independent as you like. So this is something we'll chat about when we sit down together to draw up your care plan.

### When can people come and see me?

It goes without saying that we want your friends and relatives to visit, so they can come as often as they like on any day. No appointment is necessary.

### What will there be to do during the day?

That is completely up to you. Every day we have different activities, but you should spend your time exactly how you please. There's more about the type of things we do in the Recreation and Activities part of this brochure.

### How easy will it be to settle in?

It's completely natural to feel anxious about a big move. We encourage you to come along for a pre-stay visit so you can take part in an activity, meet other residents and have a meal. If you move in you can bring personal items and small pieces of furniture to make it feel more like home.

Please note: The photographs inside this booklet are of homes offering brighterkind care, however, not all are from this home. This document is available in large print, Braille and other languages if you require. Please contact us to request a copy.

This Care Home is registered and regulated by the Care Quality Commission.







To find out more or to arrange a visit please ask for our Home Manager.

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