



MANOR
LIFE

A matter of choice

Rated
"Good"
by CQC



Oak Hall Care Home

Haslemere

Luxury Residential and Nursing Care Home



Set in 25 acres of beautiful landscaped gardens, Oak Hall in Haslemere offers the finest Residential and Nursing Care for older people in Surrey.

Oak Hall opened its doors to new residents in November 2018, following an extensive refurbishment. A Grade II listed building, Oak Hall retains a wealth of period features, now blended with modern furnishings and high-quality facilities, to create a unique, homely atmosphere.

We have 53 bedrooms, all with en-suite wet room facilities and flatscreen TVs. Communal areas offer a choice of tranquil settings, creating an important therapeutic atmosphere. The two huge social lounges are the hub of the home; both are flooded with light from floor to ceiling windows and offer views across the landscaped grounds to the countryside beyond. The peaceful Reading Room and other lounges provide quiet, calming space. Round-the-clock nursing and personal care are always on hand, from our friendly, expert team.

It's the perfect choice for those in search of quality care, an active social life, comfortable surroundings and delicious home-cooked meals in a warm, welcoming environment.



A Home from Home

We see Oak Hall as your home and we like you to treat it exactly like home. You decide what you want to do and when to do it and we are the guests within it.

Each day is yours. We can entertain you or you can entertain your friends in one of our comfortable lounges. There are no fixed visiting hours, so friends and family can come and see you at any time. Whether it's relaxing in your own room, enjoying a chat and a glass of wine with friends before dinner, or taking a gentle stroll in the landscaped gardens - life at Oak Hall is what you want it to be.

You'll also enjoy daily-changing menus of our restaurant-standard food, and an alcoholic drink with all main meals - we are able to cater for all your individual dietary requirements.

Come and see for yourself why we are so proud of our care home. Visit us any time for a cup of tea and a chat and we will show you around the home and introduce you to the people, who day in, day out, make this home flourish.



A Spectacular Setting

The site on which Oak Hall stands was bought in 1910 by Scottish landscape and portrait artist James Coutts Michie.

He, and his wife Mary, commissioned the country house which was completed in 1911 in the Elizabethan Revival Style, popular in Victorian times. The impressive manor home was then named for the large oak-panelled entrance, staircase and balustrades.

Following a large extension, Oak Hall School opened in 1925 and continued until 1968. In 1969 the property was bought by Wispers School Trust and remained in educational use until 2009.



Oak Hall has been maintained in prime condition and retains many original features, including the large oak-panelled entrance, staircase and balustrades.

Oak Hall was designated a Grade II listed building by English Heritage in 2010.

Today, the period features merge seamlessly with modern facilities to provide elegant surroundings and a welcoming and homely environment.

There is also a thriving retirement village in the grounds surrounding the home.



Health & Wellness

We all know that keeping active is important - mental and physical stimulation is widely recognised as a way of improving general well-being. At Oak Hall, our Health & Wellness programme is specially designed to do just that.

Each week, our dedicated Health & Wellness team plans a programme for you that includes arts and crafts, various workshops, music, entertainment and gardening.

Indeed, many of the residents see living at Oak Hall as an opportunity to develop a new skill or interest. The programme caters for a wide range of needs and abilities, so anyone can participate.





Bedrooms

All of our rooms have been furnished by professional interior designers to reflect the peace and tranquillity of country living. They feature the highest standard of fixtures, fittings and fabrics.

Bedrooms at Oak Hall offer you the ultimate in privacy, comfort and security. Each room comes with an en-suite wet room with walk-in shower and a flatscreen television for your personal entertainment. Our rooms also benefit from a personal direct dial telephone system, allowing uninterrupted communication by family and friends direct to your room, and a 24-hour emergency nurse call system.

Beds are electronically adjustable with multi-postural positioning. There is also a comfortable, complementary armchair with foot stool, and space for additional medical equipment, should this ever be required.

All rooms are cleaned daily, with regular spot cleaning and rubbish removal. Linen and towels provided as required, along with a personal laundry service. Personal belongings that make you feel at home are warmly encouraged, including small furnishings, paintings and photos.



Food & Drink

Oak Hall recognises that, for many of us, the enjoyment of good food is an important part of our lives. Our restaurant-standard food is freshly cooked-to-order and prepared with care.

Our team of chefs do their utmost to accommodate the residents' wishes through the preparation of mouth-watering meals, using the freshest ingredients, seasonal produce and local suppliers wherever possible.

The menu choices change constantly and include many traditional dishes whilst also encouraging you to sample a variety of new tastes which you may not have had the opportunity of experiencing before. We also encourage you to make suggestions as to the meals that should be available via surveys and chefs visiting you in your rooms.

Particular attention is given to the nutritional requirements of each resident. We will cater for your special and therapeutic diets, as advised by Health Care Professionals and agreed in each resident's plan of care. We are able to arrange special meals, such as diabetic, halal, vegetarian, gluten-free and non-vegetarian, and we are trained in the modification of diet and fluids in order to keep you safe.



Breakfast, lunch, and supper can be served in the vaulted dining room or in the comfort of your own room.

Morning coffees, and afternoon tea with a selection of our homemade cakes and pastries, are available in the sitting rooms or can also be delivered to your room.

Tea, coffee and soft drinks are freely available at any time, and visitors are welcome to join you for meals or to simply chat over a cup of tea or coffee.

For a change of scenery, meals may also be taken in our downstairs Bistro, which serves the same menu. Residents of the adjacent retirement village, are also welcome to use the Bistro.

Birthday parties and other celebrated events are deemed extremely important. Our chefs and well-being lead are always delighted to meet with you and discuss arrangements, and to assist in any way they can.

A photograph of a young female nurse in a white coat and stethoscope, smiling and listening to an elderly woman's heart with a stethoscope. The elderly woman is sitting up in bed, looking towards the nurse. The scene is set in a bright room with a window in the background.

Nursing Care Services

We aim to provide the best care, support and advice by working with you and your family to develop an individual plan of care, which all our team follow.

Your health and social needs alongside your personal choices and preferences are continuously reviewed and tailored to meet all your needs as you live with us.

Compassionate, highly qualified nursing staff are in attendance 24-hours a day, 365 days a year, to give the very best care and attention. We care for people who may require our empathy, love and understanding whilst receiving personalised care, treatment and support. Our services are available to those with a wide range of daily living and clinical care needs.

You can draw upon our professional management of complex care needs. Nursing care services can often include continence care, wound care, medication management, diabetes management, catheter and colostomy care, physical frailty and immobility.



All care services are provided offering the greatest flexibility. Costs are based on the level of nursing and care support required for a resident in any 24-hour period.

Types of general care available:

- Residential care
- Nursing care
- End of Life care
- Respite care

Types of specialist care available:

- Cancer Care
- Epilepsy
- Head/Brain Injury
- Hearing Impairment
- Motor Neurone Disease
- Multiple Sclerosis
- Orthopaedic
- Parkinson's Disease
- Speech Impairment
- Stroke
- Visual Impairment



Dedicated Nursing Team

All of our team are carefully selected, not only for their expertise and qualifications, but also for their genuine warmth, sensitivity and dedication.

Manorlife provides on-going education, learning and development opportunities to all of its employees and our nursing staff are all registered with the Nursing and Midwifery Council.

As a local provider of specialist care we work closely with multidisciplinary healthcare groups and GPs to ensure all clinical needs are met.

The team at Oak Hall have available to them the latest nursing equipment to monitor, audit, assess and treat the resident's needs. All equipment provided meets the latest safety standards for the benefit of the team and residents alike.



Residential Care

Quality of life is always an important consideration. As we get older, it's even more important. Often it gets harder to manage on our own, or we need a little more help than we currently receive.

Choosing to live in a care home can make a dramatic difference to your general quality of life.

Our facilities and services for longer term residential care not only includes luxury accommodation, delicious home-cooked meals, individual support and personal care, but also additional social activities for everyone to get involved in. That creates a warm community environment, where you feel a strong sense of belonging.

Our highly trained care team focus on maintaining your dignity and independence, while catering for your physical, psychological and spiritual needs.



Respite Care

Everyone deserves time out. Whether you care for a relative, are a professional carer, or are in need of permanent care yourself, taking a break from your usual routine can do wonders for you. Respite care tailored for your individual needs is available at Oak Hall.

As a carer you can relax, knowing that your loved one is in a safe, welcoming environment with first-class care tailored to their needs. A respite stay at Oak Hall gives many people the opportunity to experience our excellent service among friendly and welcoming staff and residents alike.

Respite stays are often short-term, 1 to 4 weeks generally. Even with short stays, the relationships that the individual builds between the staff and themselves give great reassurance to all concerned, especially if a longer stay ever becomes necessary.

Respite care is also ideal for those who are well enough to leave hospital but not yet well enough to return home. We offer this respite care and support to those seeking to regain or relearn skills that may have been lost, thus improving the resident's confidence to live independently again.



At Oak Hall, outstanding care is delivered to the people we support at all stages of their lives. This is especially important when it comes to our end-of-life services for people who are not expected to recover.

Our nurse-led team work with highly skilled, multi-disciplinary professionals to provide 24-hour specialist care to individuals with end stage illnesses. This includes symptom control, pain management, physical, psychological and spiritual care with emotional support.

We offer the space, tranquility and compassion, combined with dedicated carers, to provide the crucial support needed by individuals, their families and their friends in these difficult times.



Summary of Benefits

Bedrooms

- En-suite wet room with walk-in shower
- Electric, multi-positional bed with pressure reduction mattress
- 24-hour emergency nurse call system
- Personal direct dial telephone
- Flatscreen TV
- In-room seating & footstool
- Linen and towels provided as required
- Daily personal laundry service
- Daily cleaning of room, with regular spot checks

Communal facilities & services

- Use of all communal residential areas including TV lounge, dining room and gardens
- Choice of quiet area for relaxation
- Dining services of three daily, well-balanced, delicious meals in our elegant dining room or by room service
- Daily snacks and refreshments available in the lounges, dining areas or delivered to your room
- Quality furnishings and artwork in communal areas
- Maintenance of the building and grounds
- Council taxes, utilities, WiFi, TV license and telephone (excluding call charges)
- Regular communication with resident's own GP



Personal benefits & services*

- Hair & beauty care
- Chiropody
- Audiology
- Ophthalmology
- Dentistry
- Escort and wheelchair taxi to hospital appointments
- Newspaper delivery
- Guest meals

*additional cost





About Manorlife

Manorlife understands that choosing a care home is as much about being able to live life to the full in comfortable surroundings, as it is about receiving individual professional and expert care.

Choosing a Manorlife Care Home is a positive option and a place where you or your loved one will enjoy living. Our care homes, in striking buildings with stylish interiors, are idyllically located in stunning countryside or coastal settings, a retreat that offers a range of facilities, services and activities designed to enhance your quality of life.

We're setting new standards in care delivered by an independent provider. With a holistic and collaborative approach to care, and local multi-disciplinary health care teams, we ensure all of your clinical and personal care needs are met.

Manorlife offers a caring culture based on its experienced care team, who work constantly on developing and maintaining positive relationships. Our residents are involved in all decisions about the care and support they receive from our warm, positive and polite team. We're responsive to the unique needs of every resident, whilst maintaining their privacy, dignity and security at all times.



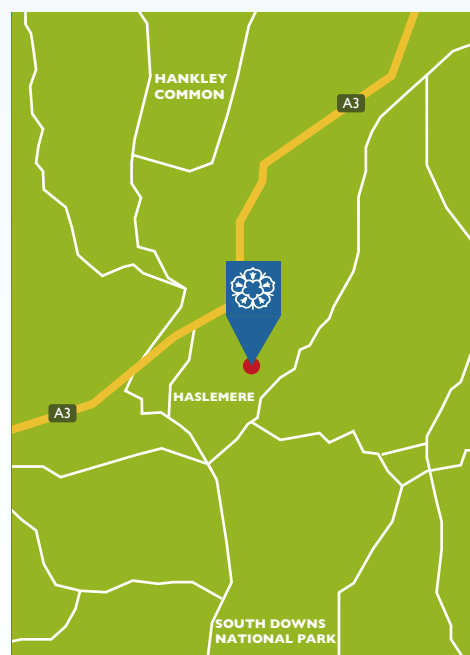
Directions to Oak Hall

When entering Haslemere from the A286, Grayswood Road, follow signs for Haslemere Community Hospital and turn right onto Church Lane. Follow the road as it becomes High Lane and then Inval Hill.

Once on Inval Hill, the turning for Wispers Lane is on the right hand side and it is signposted.

If entering Haslemere via the B2131, Wey Hill, turn left after the Crown and Cushion public house and just before the railway bridge turn onto Weydown Road.

Carry on until the end of this road and then turn left onto Inval Hill. Wispers Lane is then 50 metres on your right.



Postcode for satellite navigation systems: GU27 1AB



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