



# The Millings

Putting you at the heart of our care

RESIDENTIAL, RESPITE & DAY CARE HOME FOR OLDER PEOPLE





Here at the Millings, our dedicated team of professionals provide high quality care based on the wants, wishes and needs of each individual resident.

Set in beautiful gardens at the heart of the market town of Bedale in North Yorkshire, we offer respite, residential and day care in a comfortable and caring environment. Benefiting from tasteful modernisation, this historic home combines the most modern facilities with the home's original features bringing a homely feel to every room.



Our family owned and run home has been providing quality residential care to older people for over two decades and our exceptional inspection reports show that The Millings is exceeding the standards set by the Care Quality Commission. The CQC is our regulatory body who require us to undergo rigorous inspection and assessment processes.

Whilst we understand that residential care is not the same as living in your own home, by putting the happiness and well-being of all of our residents at the heart of everything we do, we provide a very good alternative.

### Life at The Millings

If it matters to the residents, it matters to us. Whether this is the type of activities we provide, the dinner menu or just simply the position of a bench in the garden.

We believe our homes are the perfect size; large enough to provide all the facilities and services our residents require, small enough to retain a personal and homely feel. The Millings offers 36 spacious private rooms with ensuite facilities. 20 bedrooms are situated on the ground floor and the remaining 16 bedrooms are accessed by a passenger lift or the stairs. Residents who may be initially wary of using the lift are accompanied by staff until they are confident to use it on their own. All rooms are connected to a central Nurse Call System to ensure an immediate response from staff.

It is important to us that our residents feel at home and although our rooms are all fully furnished, we encourage residents to bring items of personal furniture from home. Some residents like to have a telephone installed in their room and also like to have their own television for private viewing.

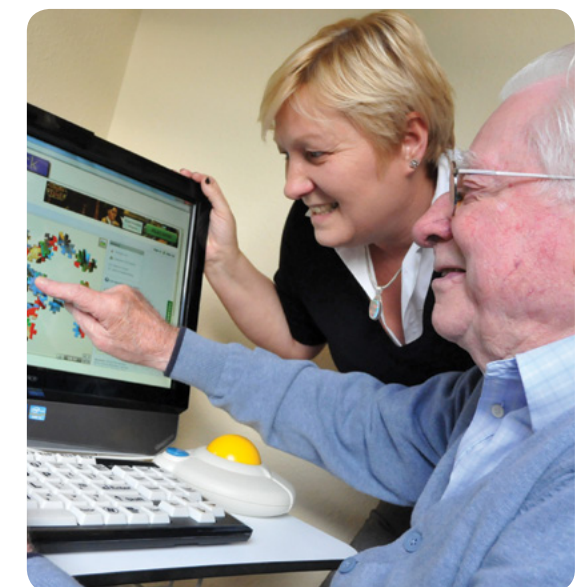


*“Many thanks for looking after my mum so well over the past few months-after a very difficult previous year you have really helped her start to get back on an even keel and enjoy things again!”*

Alongside Occupational Therapists, we have designed all of our communal areas, bathing and toilet facilities to promote choice and independence. Level access and a comprehensive range of bathing equipment assist residents to bathe in comfort and privacy or with a level of assistance in one of the five bath/shower rooms. We also have a hydrospace bath, with hydraulic powered bath seat, so residents to get into and out of the bath safely by themselves.

All doorways into the communal are accessible by a wheelchair. There are four lounges, two lounge/dining rooms and one dining room providing plenty of choice and variation for the residents. These are light and spacious rooms, and most have a lovely view of the garden.

We have beautiful, mature gardens at The Millings. In the spring and summer our residents can enjoy them from one of the many quiet, shaded seating areas.







*“Thank you so much for making my mum’s stay at The Millings a relaxing and memorable one. The care for her was first class and she thoroughly enjoyed all the lovely meals.”*

## Mealtimes

Meals can be taken in the dining room and lounge or in the privacy of the residents own room. All our nutritious meals are freshly prepared in the kitchen and we are continually adding new meals to bring variation to the menu. Sometimes a resident asks us to make a particular favourite and we always ensure that residents with special dietary needs are catered for.

## Adding Life to Years

Led by our excellent activities co-ordinators, our enthusiastic team provide an extensive range of entertainment and activities for the residents. A typical week may include exercise classes, baking, craft classes, quizzes, trips and walks, and when planning the programme.

We include individual interests and requests wherever we can. We have a wheelchair accessible minibus so regular trips and outings can be enjoyed during the day, on an evening and at the weekends.

Birthdays and special occasions provide the perfect excuse to have a social gathering with relatives joining us too.



*“The staff could hardly be more thoughtful and attentive. They are always cheerful and my mother much appreciates their politeness and the care they give. These comments apply equally to the care and domestic staff.”*

## Personal Care

We believe our role is to provide professional, high quality care, making sure that the well-being and happiness of all our residents is at the heart of everything we do.

All our staff are fully trained professionals who are committed to providing a friendly and homely atmosphere. We do not employ agency workers and prefer to have a permanent team who know our residents and their preferences, and who have relationships with them based on trust and friendship. We believe it is important to provide a home that sustains the dignity of our residents, offers choice and fosters independence whilst ensuring the highest standards of care are provided to each individual.

We provide personal care, tailored to each individual, which is designed with the resident and their family

and structured in a Care Plan. This is continually monitored to ensure the best and most appropriate care is being provided, and once a month the plan is formally reviewed and updated.

## Visiting services and Medical Care

We are visited regularly by local dentists, chiropodists, opticians and a hairdresser. Medical attention continues to be provided by the residents own GP, supported by the Community Nursing Services. In addition a local Doctor visits weekly to deal with routine matters and residents are able to consult her privately if they wish.

The local clergy visit regularly and a Communion Service is held monthly in the home whilst residents who are able attend the local church which is only 50 yards away. We will happily contact other churches to ensure all religious needs are met.

*“Val has been exceptionally thoughtful and kind both to me and Mum. She has suggested many things that have helped Mum and Mum’s face lights up when she sees her.”*



## Respite Care

Short term respite care provides the perfect opportunity to take a break from the often demanding role as a Carer. It also offers a very positive experience for the person receiving the care, providing a different social setting, activities and a wider community. We make sure that our respite residents are fully introduced to the homes, facilities and other residents so they can take full advantage of their stay.

“

*Thank you for your care, my Mum had a lovely stay and we had a wonderful holiday and much needed break. I just wanted to say a big thank you to all your staff for caring so well for mum & giving us the confidence to leave her to take some time out for ourselves.*

”

## Day Care

If you are looking for a few hours on an evening, over the weekend or a full day we provide a flexible service to make sure your loved one is cared for while you have some free time. All our day care clients have access to all the communal areas and facilities at the home including the social activities and entertainment.

We have a flexible approach and our Manager, Sandra Anderson, or a member of the team would be happy to answer any of your questions regarding respite and day care services.

## Why Choose The Millings

A recent survey, conducted by an independent body Laing & Buisson, among residents and relatives of the residents in our homes returned an extremely high level of overall satisfaction response. A copy of the Executive Summary is available to view during a visit to the home.

Our residents chose The Millings because we:

### Care about residents

- Our care homes were the first in Britain to be awarded the Customer First Standard
- 97% would recommend our service to others
- 100% of staff surveyed this year indicated that they believed that we are committed to improving the wellbeing and lives of our residents.

### Encourage and support staff development

- We have achieved the prestigious Investors in People (IIP) Silver status. Only 2.8% of all organisations are awarded the silver standard
- Best Care Employer award at the 2008 Great North Care Awards

## Provide professional care

- We have a continuous improvement ethos at the home, training all staff at every level to ensure quality care is delivered throughout the home, 24 hours a day, 7 days a week.
- 80% of our staff have National Vocational Qualifications. This exceeds the regulatory standard of 50% set by the Care Quality Commission (CQC)
- We have an experienced and professional Board of Directors consisting of two Occupational Therapists, a GP, an ex-Director of Social Services and a teacher
- Our latest inspections from the Care Quality Commission (CQC) evidenced excellent standards in all areas reviewed in both homes.
- We do not employ temporary staff and believe this provides a higher quality care where residents are cared for by people they know well and who understand and appreciate their preferences and needs.

## Aim for BETTER not bigger

- As a family owned and run business, we continually reinvest profits to ensure our two beautiful homes are well maintained and equipped with the latest technology to assist our residents
- Our focus is on providing the best care from two very well run homes, a focus that can sometimes be sadly lacking in homes owned by larger groups.

## Support communities

- 2.5% off our profits are given to charities which are close to our residents' and staffs' hearts
- Wherever possible we use local suppliers and tradesmen and women
- We have strong partnerships with all who provide services to our homes and our residents.

## Transparent and fair

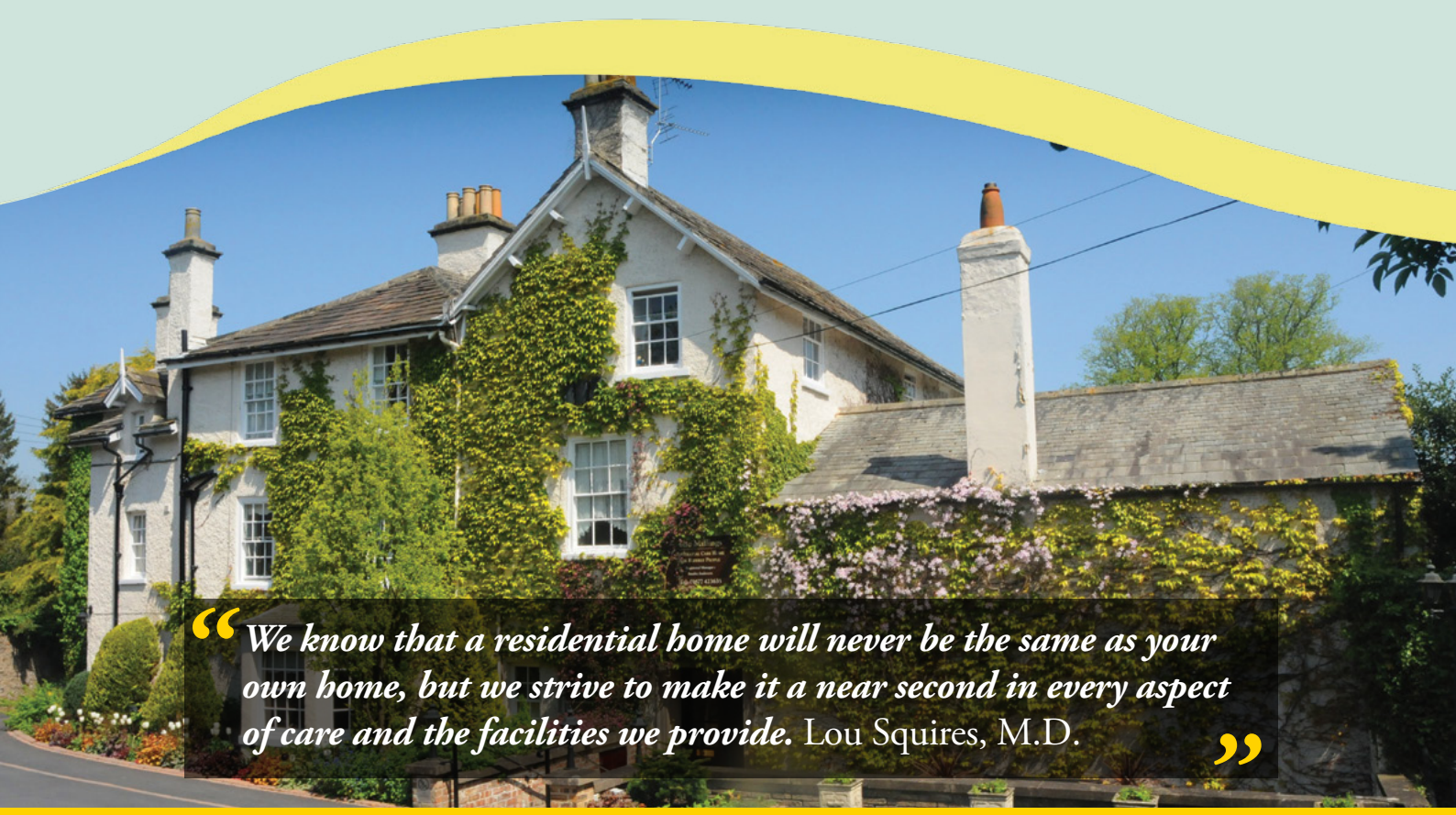
- Our room rates are clearly publicised and apply to all residents
- 93% of our residents are privately funded
- We do not believe in privately funded residents fees subsidizing local authority placements and therefore we only accept local Authority placements if they meet the published room rate.

“

*I think the staff are fantastic. Caring and patient, I could not wish for better.*

”





*“We know that a residential home will never be the same as your own home, but we strive to make it a near second in every aspect of care and the facilities we provide. Lou Squires, M.D.”*

## Making our home your home

The happiness and wellbeing of our residents is at the centre of everything we do at The Millings and when you visit us you will see we have vibrant and active communities at both our homes.

We continually invest in our homes and the services we provide, developing homes that our residents tell us encompass the things that are important to them:

- Friendly, caring staff who listen and act on our wishes
- Clean rooms and lovely gardens
- Good food and a varied menu
- Choice and plenty of ways to express views
- A safe environment

Residents have regular meetings to express their views and wishes and have a monthly one-to-one with their designated Care Partner to ensure that their care plan is providing a happy and fulfilled life at the home.

## Family support

We are a family business, placing family values at the heart of everything we do. We believe this is reflected not only in the care we provide but the caring environment at both of our homes. Real friendships and strong relationships between our residents, with our staff and amongst extended family and friends characterises our homes.

Families and friends play an important role in life at The Millings, helping to make the home a real “home” for our residents.

We have an open door policy, meaning residents can have visitors whenever they choose, and our recent investment in “Simply Unite” a PC and software specifically designed for elderly people means that the younger members of families are now actively communicating with their grandparents and great grandparents, by email and Skype.

## Awards and Accreditations

The Care Quality Commission has awarded us the Excellent rating. CQC is our regulatory body; they require us to undergo rigorous inspection and assessment processes. Our reports clearly demonstrate the high scores we have achieved in all areas of service delivery and they are published for inspection on [www.cqc.org.uk](http://www.cqc.org.uk)



In 2010 we were delighted to be awarded the Customer First kite mark for excellence in delivering customer focused care. We were the first care homes in Britain to have achieved this status.

We received the Investors in People Silver award in April 2010 in recognition of the Company’s on-going commitment to the training and development of all staff, The Silver status denotes National Excellence and only 2% of all IIP organisations have achieved this level.

We won the prestigious Best Employer Award at the RBS Great North Care Awards in 2008. This award recognises the Best Practice within the sector throughout the North of England.

Documentation available to view during a visit to the home:

- The Company’s Statement of Purpose
- The latest Inspection report by the Care Quality Commission
- Executive Summary of an Independent Customer Satisfaction Survey carried out by Laing & Buisson





## What Next?

Making the decision to move to a residential home is never taken lightly. Choosing a home with the facilities and an environment which suits each individual is extremely important, which is why we encourage you to visit our home, ask us questions and find out more. Some prospective residents like to come along for a short stay first to see what life at the home is really like. We find this helps them to make the decision, removes the fear of the unknown for them and gives families peace of mind that their loved one is fully involved in decisions about their future home.

We really hope you would like to make your home with us. The best way to see if The Millings is right for you is to come and visit us. We would love to meet you and you are welcome any time.



**To ask any questions, arrange a visit, or find out about a trial stay please contact Sandra Anderson on 01677 423635**

**or send an e-mail to [themillings@residential-homes.net](mailto:themillings@residential-homes.net)**



The Millings is a private residential care home owned by Clifton St Anne's Personal Care Services Ltd., a family owned and managed company in North Yorkshire. Our other home, St Johns House, is in Kirk Hammerton near York. The Millings is managed by Sandra Anderson, the registered manager with the Care Quality Commission. Sandra has been with the company for over 12 years and is a State Enrolled Nurse. She successfully completed the Registered Managers Award in July 2003.

Sandra has worked in the care industry for over 20 years as a manager of residential and day care services for elderly people in the local area. She is supported in her role by a team of dedicated professionals who provide 24 hour care to residents and clients.



## Admissions

CQC regulations require that all potential residents have their needs thoroughly assessed before entering a care home; this is intended to provide service users' with the best possible information on which to make an informed choice about their future.

If you are already in touch with Social Services or the Social Work Department then the initial assessment will be undertaken as part of your care management process, but we also the need to assure ourselves and you that The Millings is a suitable choice.

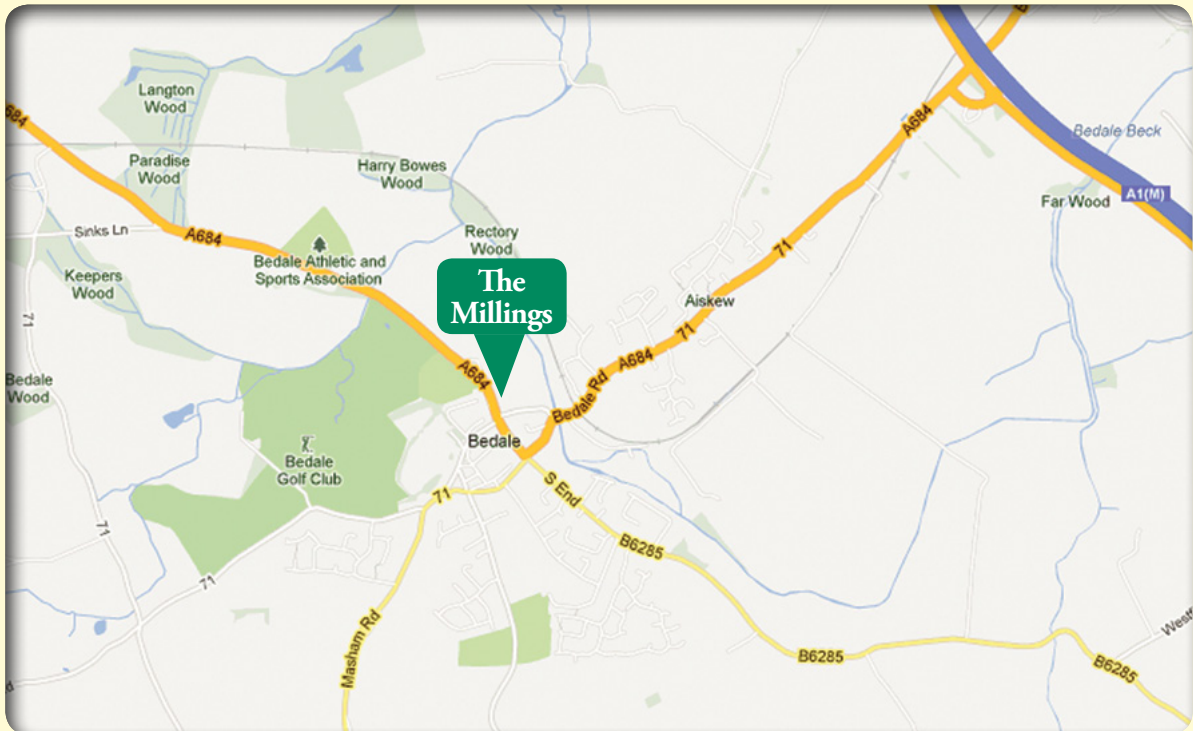
If you approach the Millings directly then Sandra will make a full assessment of your health and social needs.

This enables us to be sure that we can meet all your needs, preferences and wishes, which in turn feed into the care plan we will provide.

We are happy for you bring friends, family and other representatives to meet Sandra and visit the home to help you make your decision. If we feel The Millings is not suitable for a particular reason, then we will try to give advice on how to look elsewhere for help.

All our residents are admitted on the basis of a four week trial period. This is for the mutual benefit of the resident and the home, to make sure the home will suit the residents' needs and preferences in the future.





## How to find us

Bedale lies a mile to the west of the A1 from the Leeming Bar/A684 junction. The A684 is signposted to Bedale and Leyburn. Take this junction and head into Bedale. Continue through the town market place towards Leyburn; take the right hand turning before the Church.



# The Millings

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[www.residential-homes.net/our-homes/the-millings](http://www.residential-homes.net/our-homes/the-millings)