



The Millings

RESIDENTIAL CARE HOME



Outstanding Care

IN BEAUTIFUL SURROUNDINGS

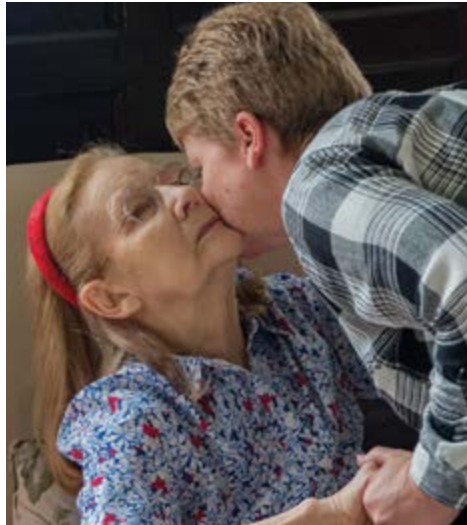


Putting you AT THE HEART OF OUR CARE

Here at The Millings, our emphasis is on providing a safe, supportive and loving home for all of our residents. With an emphasis on fun, our dedicated staff provide high quality care based on the wants, wishes and needs of each individual resident.

Set in beautiful peaceful gardens right in the heart of the market town of Bedale, we offer residential, respite and day care in a comfortable and caring environment.

Benefiting from tasteful modernisation, this historic former rectory has been completely refurbished to offer modern facilities whilst keeping a homely and welcoming feel to every room.



Our family owned and run Company has been providing quality residential care to older people for over two decades and our Outstanding rating from CQC shows that The Millings is exceeding the standards set by the Care Quality Commission. At the time of achieving this rating only 1 in every 100 Carehomes inspected achieved this much sought after recognition.

OUR PROMISE TO YOU:

We will support you to live the life you want, and keep you safe and well.

We will ensure that you have the information you need, when you need it.

We will support you to maintain the relationships that are important to you.

We will support you in the way that you want to be supported.

We will actively support you to stay in control of your choices and life.

We will ensure that our people are equipped to support you and that they really do care.

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 our residents at the heart of everything we do we provide a very good alternative.





Life at The Millings

If it matters to our residents, it matters to us. Whether this is the type of activities on offer, the dinner menu or the décor within the home, we work hard to include our residents in all of our decision making.

We believe The Millings is the perfect size; large enough to provide all the facilities and services our residents require, small enough to retain a personal and homely feel.

We have 36 single spacious private rooms with ensuite facilities, 20 bedrooms are situated on the ground floor and the remaining 16 are accessed using the passenger lift or the stairs.

Residents who may be initially wary of using the lift are accompanied by a member of staff until they become 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 have choices in every aspect of their daily life and our four lounges and three lounge/dining rooms with lovely views of the gardens provide residents with plenty of variation for eating meals, relaxing and socialising.

All doorways into the communal areas are accessible by a wheelchair ensuring everyone can enjoy the facilities.

Level access and a comprehensive range of bathing equipment help residents to bathe in comfort and privacy or with a level of assistance. We also have a hydrosopa bath, with hydraulic powered bath seat to help residents to get into and out of the bath safely by themselves.



“
My 103-year-old mother has been a resident of The Millings for many years and has been very happy there. She feels that the staff are her friends and that The Millings is her home.
”



MEALTIMES

Mealtimes are a sociable time at The Millings and many of our residents choose to eat in small groups in one of the communal areas, whilst some prefer to eat in their rooms.

Our flexible approach helps us meet each individual's wishes and preferences. All our nutritious meals are freshly prepared in the kitchen and we are continually adding new meals to provide a varied menu. We strive to provide a menu to suit everyone for example sometimes a resident asks us to make a particular favourite and we always cater for residents' special dietary needs.



In good weather our lovely gardens at The Millings are a favourite with residents, family and friends. The spacious lawns have many quiet shaded, seating areas, and are home to many birds who are always keen for a tit-bit! Our green fingered residents can often be found lending a hand to our gardeners, Anne and Sue.

“Excellent, amazing staff and beautiful surroundings.”



Adding Life to Years

Led by our three excellent activities co-ordinators, our enthusiastic team provides an extensive range of entertainment and activities for the residents. We are always keen to try something new and to support people in their goals. A typical week may include a music group, exercise classes, baking, craft classes, quizzes, trips and walks.

We are always out and about and are regular visitors to local pubs and restaurants. When planning the programme we also include individual interests and requests wherever we can. Our focus is on

Relationship Centred Care, we strive to support all of the relationships that are important to our residents.

Birthdays and special occasions provide the perfect excuse to have a social gathering with relatives joining us too. We have a wheelchair accessible vehicle so regular trips and outings can be enjoyed during the day, on an evening and at the weekends.

Those seeking further independence can pop into the centre of Bedale which has a wide range of facilities and is literally at the top of our driveway.

Residential 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. Our achievement of the prestigious Customer First Standard (we were the first Carehome in Britain to achieve the standard) ensures that our residents are involved with all of the

decisions regarding their home. All our staff are fully trained professionals who are committed to providing a friendly and homely atmosphere.

We rarely 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



“The property and rooms are kept to the highest standard. Safety is always of the highest importance. Overall the home is ideal for anyone and I would recommend without any hesitation.”



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. The home has good relationships with the community, our local school and WI and local shops run a regular delivery service to the home.

Local clergy frequently visit and a Communion Service is held regularly in the home. We will happily contact other churches to ensure all religious needs are met and residents who are able to, often attend the church of their choice in the local area.

“The staff are angels and nothing is too much trouble for them.”

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 all of our services including respite and day care.

“ My auntie is well looked after always dressed nice, kept clean and well fed, they treat her with respect. The Millings itself is immaculate and well looked after, the gardens are lovely for the residents to sit out in on nice days. ”

Why Choose THE MILLINGS

Rated as Outstanding by CQC, we are committed to continually improve. We are rated as Outstanding in 4 of the 5 categories-an achievement which has been matched by only a handful of homes throughout the UK. A recent survey, conducted by an independent body Laing & Buisson, among residents and relatives in our homes returned an extremely high level of overall satisfaction response. It was one of the highest scores in the UK.

Having previously achieved the Best Care Employer Award at the Great North Care awards, we continually work to provide a safe, supportive and encouraging work space for our team.

During our latest Customer First accreditation process

our Inspector voiced that he has rarely encountered such loyalty and pride from staff about their workplace. 100% of our staff surveyed believed that we are committed to improving the wellbeing and lives of our residents.

We have achieved the Carehome.co.uk award for Top 20 most recommended small Company within the UK.

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.

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 subsidising local authority placements and therefore we only accept local Authority placements if they meet the published room rate

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 a vibrant and active community at the home.

We continually invest in our home and the services we provide, developing a home that our residents tell us



encompass the things that are important to them:

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 them with a happy and fulfilled life at the home.

If it is going to be home it needs to feel like home which is why freedom and personal choice play a major part in life at The Millings.

Our regular residents' meetings are lively and the feedback goes into making life at the home even better. Residents come and go as they please and our open door policy for family and friends means there is always a buzz around the home.

“ Mum could not be in a better place. She is settled, happy and is well cared for. The Millings is like one big family and I am so glad mum is part of it. ”



A Beautiful Place to live

“ It is a lovely residential home with lots of activities and events going on with interesting variety. Crafts, outings, coffee mornings and even some residents get support to do Race for Life. ”



Rated as Outstanding

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 our home, creating real friendships and strong relationships between our residents, with our staff and amongst extended family and friends.

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. We work hard to maintain the links for residents with their loved ones via email, Skype and Whatsapp. Our own Facebook page also keeps everybody up to date with what’s going on.

Visitors are welcome at any time, usually with a cup of tea or coffee and, wherever possible, our team will provide a meal to share with friends and relatives who have travelled a long way to visit.

“

My stepmother has been a resident at The Millings for 6 years and is very happy there. The care she receives is exceptional, and although she now rarely joins in the activities, the range of activities is extensive and over the years she has enjoyed them.

All the staff are extremely caring and have a lovely relationship with the residents. We are always made welcome when we visit and any queries we may have are always swiftly dealt with. The manager is excellent.

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Awards and Accreditations



- The Care Quality Commission has awarded us the Outstanding 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. In 2018 we were delighted to retain 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 in 2010.

- We won the prestigious Regional title and were National Finalists in the Yorkshire and Humber Care Awards which recognises best practice within the sector. We are also proud to be one of the few care homes in the UK which is an Accredited Living Wage Foundation Employer.
- The Millings has achieved the Carehome.co.uk Top 20 most Recommended home within the Yorkshire and Humber region, whilst our Company is in the Top 20 most recommended small Company within the UK.



DOCUMENTATION AVAILABLE TO VIEW DURING A VISIT TO THE HOME:

- The latest Inspection report by the Care Quality Commission
- Customer First Report 2018
- 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 future 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.

Relatives often worry that the care provided at a residential home is not as good as the care that can be provided at home. Whilst we cannot replace your home we will



provide a loving, caring and safe home for your loved one. More often than not we see residents' health improving as they feel more relaxed and safe within our homes.

Family life and relationships can also improve as the stress of looking after a family member and the chores of meal preparation, cleaning and worry about their 24 hour care and companionship are alleviated.

We have an open door policy which means family and friends can come and go to suit them, share a meal and join in activities and trips if they wish.

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.



“ *My father is happy, comfortable and cosy in The Millings. This is definitely a care home, not just residential and I think I will be living there myself in 30 years time!* ”

So, to arrange a visit, request a detailed brochure or find out about a trial stay please contact **Sandra Anderson** on **01677 423635/07034 74104** or send an e-mail to **themillings@residential-homes.net**

Admissions



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.

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.

We are happy for you to bring friends, family and other representatives to meet Sandra and visit the home to help you make your decision. All of our residents are admitted on the basis of



The Millings is managed by Sandra Anderson, the Registered Manager with the Care Quality Commission. Sandra has a wide range of experience working within a variety of Social Care settings.

During her 20 years with us she has continued to take the home from strength to strength. In recognition of her dedicated service, loyalty and wealth of experience

Sandra became a Company Director in 2019.

Working alongside Sandra is her dedicated Deputy Ursula Gillam, Ursula joined us in 2018 and has a wonderful enthusiasm and level of experience which is very much appreciated by our residents - we know this because a resident was on the interview panel during her recruitment!



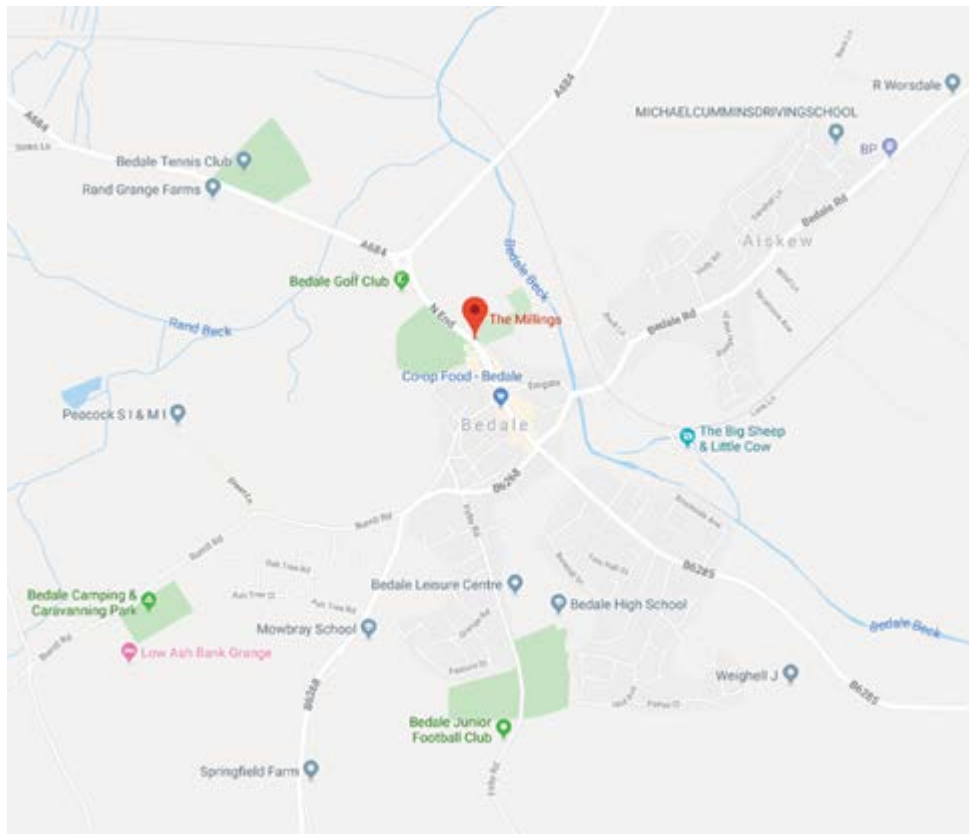
My mother has been a resident of The Millings since late June 2017. All the staff have made her very welcome and she has settled well. All her needs are catered for and they are very aware of all the residents.

The activities are wide and varied which covers all the needs and are always taken with great enthusiasm. In fact, The Millings is like a country hotel for older people!



How to FIND US

Driving north (towards Leyburn, A684) through Bedale market place towards the St Gregory's Church, turn right just before the Church in between Chantry Hall and Panettis restaurant. Our sign is at the top of the driveway and parking is available onsite.



Our Values

COMPASSION,
RESPECT,
JOY,
OPENESS

“

The Millings having received 'Outstanding' in the recent CQC assessment is fully deserved. The home is managed by staff who care, the care staff are always cheerful, fun and attentive to the needs of the residents.

I would have no hesitation in recommending this wonderful place to anyone - when can I move in?

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The Millings

RESIDENTIAL CARE HOME



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