

Torrwood, Wells, Somerset

Nursing and Dementia Care



Person-centred care and support

We understand that choosing the right care environment is an important decision, and at MHA we care about your new home as much as you do. Having worked with older people for nearly 70 years, we have used our experience to develop a special service at Torrwood offering:

- nursing and dementia care within a friendly home environment
- a personal care package tailored to meet your individual needs
- an on-site dedicated staff team to provide you with 24-hour care

MHA – Where People Care

Making the decision to move into care can be a challenging time, and we aim to reassure you that it can be a move towards a more fulfilling later life. MHA's care homes offer a comfortable environment that provides peace of mind, security, support and stimulation. We see every resident as a unique individual and provide care that is based on respect and loving support.

Torrwood

Surrounded by beautiful countryside, Torrwood is a modern, purpose-built care home located three miles away from the cathedral city of Wells. It has an attractive garden designed for people with dementia to enjoy. Here we provide dementia and nursing care in an environment designed for your ease of access and comfort, with an on-site dedicated staff team to provide you with 24-hour care and support.



Your Accommodation

As a resident, you'll enjoy staying in your own private single room designed to make your life at Torrwood a relaxing and comfortable one. Bright and airy, your room comes complete with high-quality furnishings and is yours to personalise to your own taste and make your own. All rooms have modern en suite facilities, television and telephone points, enabling you to relax and enjoy calls within the privacy of your own room.

The Care and Support Service

Our Manager is a fully qualified professional who leads a dedicated care team including nurses and care and support staff. All our staff members are fully trained in MHA's high-quality care and provide individual support to residents round-the-clock. They play a vital part in creating the natural, homely atmosphere within Torrwood.

Personal Care and Support

We aim to give each individual person-centred care within a calm and relaxed environment. We encourage you to share in the development of your own personal care plan and we will organise daily activities to suit your personal interests and abilities to maintain life skills.

Your keyworker will spend time with you to develop your individual care plan and inform other staff about how you wish to spend your time. This way we can ensure that we address all your personal needs.



Nursing Care – Our 24-hour nursing care is provided by professional qualified nurses and trained care staff. We seek to meet increased physical needs and mental frailty with our on-going personalised nursing care.

Dementia Care – MHA recognises each person as a unique individual. By getting to know the person and his or her life history, we aim to understand the meaning behind behaviour and plan our care to reduce any frustrations and improve well-being.

Most importantly, we ensure each resident is treated with the respect and dignity that we all deserve.

Health Care

As a resident of Torrwood, you will have access to the full spectrum of local health and medical services such as your own GP, hospital appointments and community nursing services. The chiropodist, optician, occupational therapist and dentist all visit residents regularly.

All you need to do is inform a member of our care team if you would like to make an appointment with one of these health professionals.

Cleaning and Laundry

Our Domestic Assistants are responsible for the cleanliness and maintenance of the home and will provide you with a thorough room cleaning service on a regular basis.

Our laundry facilities are fitted out to commercial standards and your personal washing will be carefully cleaned and returned to you within 48 hours.



Meals and Refreshments

Our food is freshly prepared on site by trained and experienced staff. Daily menus are prepared in consultation with residents; this enables us to provide you with tasty and interesting meals which meet your dietary requirements as well as your own individual preferences.



Security and Peace of Mind

Help is always at hand with our emergency call system. A call bell point is provided in each room so that in an emergency the care staff can come to your aid promptly – 24 hours a day, 365 days a year.

Our external doors are all controlled by an alarm, making the home secure, and our fire alarm is tested every week. We regularly update staff on fire precautions and procedures.

Social Facilities

Torrwood has a number of residents' communal areas including a cinema lounge, television rooms and a reminiscence room where residents are prompted to recall pleasant and important memories. The courtyard garden has pretty, raised flowerbeds and a patio. You'll find these areas very sociable and popular meeting places for residents.

While we always respect your privacy, we have our own Social Care Co-ordinator who organises a complete schedule of activities for you to take part in if you wish. These include painting, crafts, sing-alongs, books on tape, physical fun, games and bingo. Theatre groups, musicians and entertainers visit regularly and we also like to organise social events such as coffee mornings and outings.



Community Facilities

Taking its name from the springs in the area, Wells has the interesting distinction of being England's smallest city. Its 13th century cathedral is just one of its beautiful old buildings, with others including St Cuthbert's Church and Bishop's Palace. The city also has markets several times a week.

Quality Standards

We operate our own Quality Standards Programme that is constantly audited and monitored to ensure the highest standards in all areas. MHA's services have been independently assessed for quality by the English care sector's regulator, the Care Quality Commission (CQC), and have achieved one of the highest ratings.



Spiritual Well-being

At MHA, we support each older person to live life in the way that they wish, providing opportunities for fulfilment.

We believe that spiritual well-being is achieved by nurturing the human spirit through relationships and positive experiences – be they with God, family and friends, animals, nature, music, art or other creative activities.

In addition to our care staff and many volunteers we have our own Chaplain who is available for pastoral support. Our Chaplain also organises worship services for those who wish to attend and can arrange for contact with other religious ministers in the local area.

Visitors

Friends and family can visit you whenever they wish and are welcome to join you for a meal, for which we charge a modest fee.



Where Are We?

From the M5

Exit the M5 at Junction 22 and join the A38 south towards Bridgwater. At the first roundabout, continue on the road to Bridgwater. At the next roundabout, take the first exit on to the B3139.

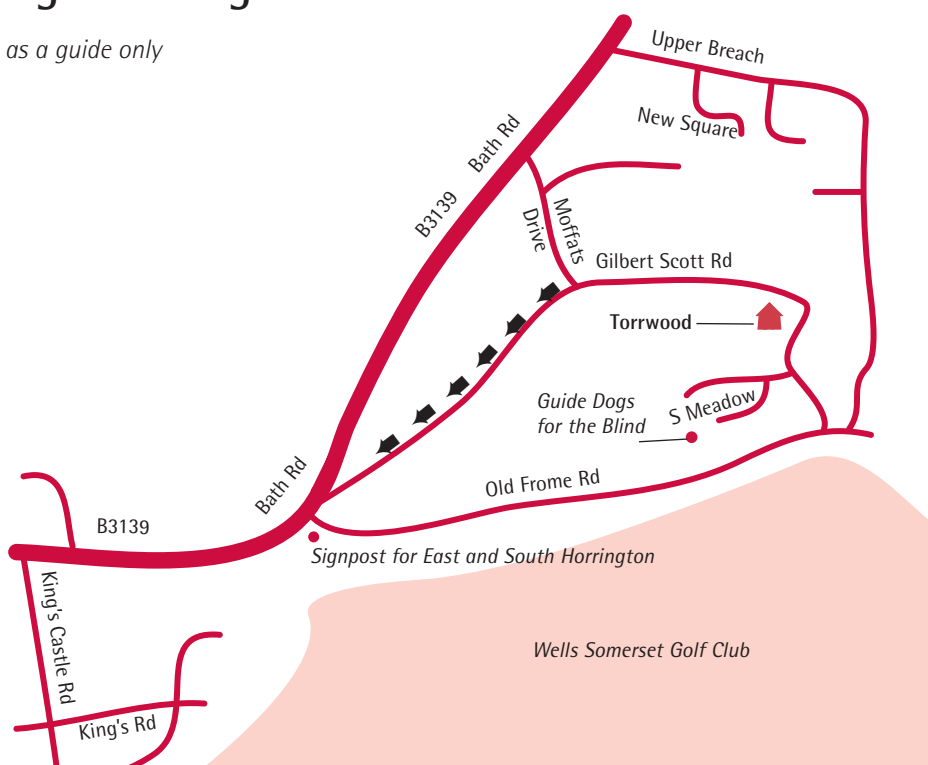
Continue on the B3139 towards Wells at all junctions and roundabouts until it becomes Wookey Road. When the road forks at Elm Close, turn right into the main road to follow the sign for the A371 towards Wells. Continue straight as the road becomes the A39 towards Bath. Continue until the junction at Wells Cathedral School on B3139 New Street, then bear right.

At the next roundabout, bear left on to B3139 The Liberty and continue on the road as it veers round to the right to become East Liberty. Stay on the road until it forks, and bear left into B3139 St Thomas Street, passing the Fountain Inn pub on your left.

Continue on B3139 Bath Road (see map below) until the junction with the signpost for East and South Horrington. Turn right here into and then take the right fork on to Old Frome Road. Continue until you come to Gilbert Scott Road on the left. Turn into this road and Torrwood is a short way down on the left.

South Horrington Village

Not to scale – shown as a guide only





Interested in finding out more?

Please give us a call on:

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We will be delighted to talk to you.

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