

Everyone is encouraged to take their meals together to foster a good social spirit, providing excellent opportunities for general interaction or simply catching up with friends. However, there is an option to dine in the privacy of your own room.

Residents are free to do those things which they have always enjoyed, and there are clear benefits in maintaining hobbies and leading as active a lifestyle as possible. Mill House is particularly proud of its activities suite. Our dedicated activities coordinator plans a wide range of events and activities that can be enjoyed by everyone, including crafts, games and sing-alongs, as well as regular outings.

## SERVICES

A hairdresser visits the home regularly, which is charged at cost. In addition we are delighted to help residents to arrange consultations with other therapists and healthcare professionals. Our carers are also more than happy to assist residents with manicure treatments.

Personal laundry is carried out on the premises. For delicate items we recommend dry cleaning, which can be arranged with a local dry cleaner and is charged at cost.

Escort services to appointments area available at a nominal cost. This service will be offered at the time of informing families of planned appointments.

## RELIGION

The spiritual aspect of life is a vital element of residential care. Residents from all religious faiths are welcome. We acknowledge every individual's personal and cultural beliefs and values, and endeavour to uphold them to the full. Weekly services are available if desired.

## REGULATION AND INSPECTION

As you would expect from a luxury care home, Mill House is registered and inspected by the Commission for Social Care Inspection (CSCI), and operates under the guidelines of the National Minimum Care Standards. Inspection reports are available to residents and their families. In addition, there are annual visits by the Environmental Health Officer, Fire Officer, and other associated regulators.

As a clear demonstration of commitment to provide quality care and services, the Caring Homes Group is ISO9001 accredited, a quality standard for consistency in the delivery of quality services to our customers. They also holds the coveted Institute of Hospitality award, an international standard pertaining to hospitality services and a strong customer focus – usually more synonymous with the hotel trade.

## VISITORS

We always encourage visits from family members and friends to ensure that they are completely happy with the surroundings and care we give to all of our residents. Visitors are welcome at any time during the day or evening, subject to the care and rest needs of individual residents.

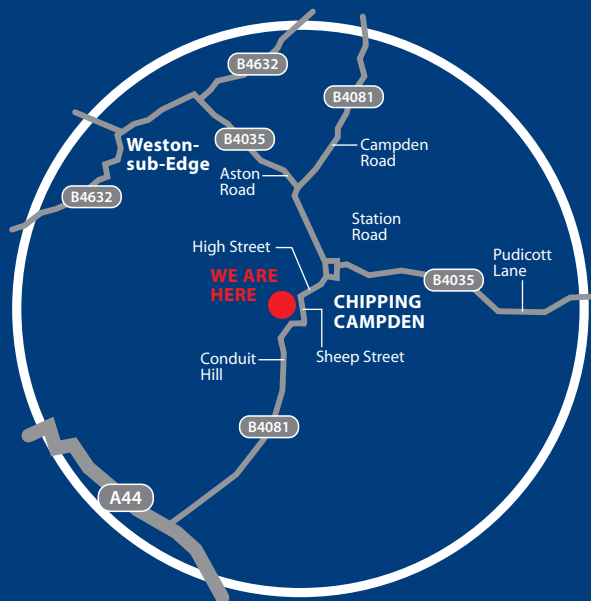
## SHORT STAYS

Subject to availability, we also welcome short-stay residents who simply wish to enjoy a break with us, require a period of convalescence, or wish to sample the lifestyle at Mill House with a view to becoming a permanent resident in the future.

## NEXT STEP

We are very happy to arrange visits for prospective residents and their families, extending a warm welcome to all visitors. To visit the home, or to make an appointment for an assessment of a prospective resident's care needs, please contact our manager on freephone: 0808 166 1222 for further details.

## HOW TO FIND US



Freephone 0808 166 1222

Sheep Street

Chipping Campden GL55 6DR

www.caringhomes.org email: marketing@caringhomes.org



# Mill House

CARE HOME WITH NURSING

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## CARE HOME WITH NURSING

Mill House is a prestigious, purpose-built care home, constructed from local Cotswold stone, surrounded by delightful rural countryside. The focus on guest services are more akin to a hotel than a traditional care home, with sumptuous surroundings, restaurant style cuisine and room service facilities.

Situated just a few minutes' easy walk from the centre of the charming and unspoilt Cotswold market town of Chipping Campden – yet enjoying views over fields and peace and seclusion – Mill House truly offers unparalleled luxury in all respects for the discerning resident.

The home has been carefully designed to provide up-to-the minute care facilities of the highest quality, while fitting in sympathetically with its historic surroundings. Filled with beautiful honey-coloured stone buildings dating from the 14th to 17th centuries, the town features a wide range of shops and amenities, and enables residents to maintain close links with the local community and surrounding area.

Chipping Campden is easily accessible from the M5 and M40 motorways, while rail and coach links are available at the nearby town of Moreton-in-Marsh, a 15-minute taxi ride away.

In this tranquil location residential and nursing care is provided for up to 45 people over the age of 60. It is our aim to provide a comfortable and enjoyable home with a friendly and companionable atmosphere, where residents can enjoy the highest standard of care from highly trained and qualified staff, ensuring a high quality of life based upon dignity, privacy and independence.

## PROFESSIONAL NURSING AND HEALTHCARE

At Mill House, we pride ourselves on being able to provide comprehensive short and long term care packages, carefully designed to meet the needs of each individual.

On duty 24-hours a day, our dedicated team of staff provide high quality care appropriate to individual needs. Our key focus is in providing a safe, homely and supported environment, creating a positive person-centred approach towards residents' care, through a planned multi-disciplinary team approach.

Tailored care plans are drawn up with residents on an individual basis in conjunction with their relatives, in order to support each resident according to their precise needs. Plans are regularly reviewed so they can be adjusted as a person's needs change, ensuring appropriate care delivery at all times.

We maintain a culture of total quality; all our staff are highly qualified and we believe that continual training and support plays a major role in ensuring our high standards are maintained. Our in-house training team make certain that our staff continually develop and update their skills and practices.

Residents are welcome to retain the services of their existing GP if this can be arranged. However, where this is not possible we provide visits from visiting doctors. In addition to this, residents are able to use the services provided by various visiting practitioners who regularly attend the home.

## SOCIAL ENVIRONMENT

Mill House has a warm and friendly 'home from home' atmosphere, with hotel-style services. The accommodation and environment are exceptional, having been specifically designed by a team of architects who have a comprehensive understanding of the needs of older people. The home provides outstanding facilities which encourage and enable residents to remain as independent as possible, for as long as possible. A nurse call system is fitted throughout the

home and there are dedicated nurse stations, ensuring a nurse is always on hand 24 hours a day. There are induction loop hearing systems in all of the communal areas and communication software in the passenger lift.

The outstanding accommodation is laid out over two floors, with the passenger lift making all areas of the home accessible. There are two elegant sitting rooms and a spacious dining room, with large windows, on both floors, overlooking the rolling Cotswold hills. This allows residents to enjoy the sociable aspects of living in a care home, while maintaining their personal space when desired. We are also happy to provide room service to residents, if preferred.

The house stands on delightfully landscaped gardens combining areas of lawn and level edged paving with mixed borders. There is ample seating and patio areas, which grant residents a place to sit and relax or socialise in a safe environment.

## PRIVATE ACCOMMODATION

Mill House offers care to up to 45 residents in luxuriously decorated and personalised en-suite rooms. The individual décor schemes reflect the arts and craft feel of the town, with William Morris colours and traditional style flooring. Residents are encouraged to bring small pieces of furniture and treasured belongings with them to create a 'home from home'. All are fully furnished to an extremely high standard and are equipped with a television/DVD player with Freeview and large pad telephones. An emergency nurse call system is installed in every room for residents to alert staff if required at any time of the day or night.

## LIFESTYLE

Dining is an important part of life at Mill House. A fully qualified chef prepares all meals, which are carefully planned to ensure they are high in nutritional value, and great care is also taken in their presentation. The emphasis is on traditional home-style cooking, made with fresh ingredients, and an à la carte menu is also offered. In addition to breakfast, lunch and supper, hot and cold drinks and a range of snacks are available throughout the day.

