



Mill Green

SPECIALIST PROVIDER OF CARE AND SUPPORT
FOR ADULTS

420 NEWBOLD ROAD
NEWBOLD ON AVON RUGBY
CV21 1EL

☎ 01788 552366

@ manager@wcmillgreen.f9.co.uk

www.wcs-care.co.uk



For further information and to access the latest Inspection Report ~ view the copy in reception or ask the Manager for a copy or visit www.cqc.org.uk



★★★ 3 Star Rating - Excellent

as of September 2010



Mill Green provides long term, short term, rehabilitation and respite residential care for 15 people with a physical disability.

The home is situated in Newbold-on-Avon, which is in the suburbs of Rugby in Warwickshire, and close to small parade of shops including a post office, CO-OP, newsagent, fish & chip shop, beauty salon and a local pub, The Crown.

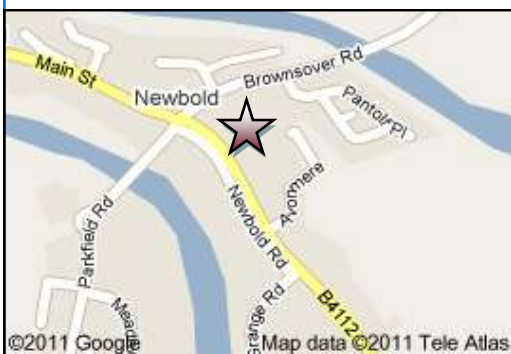
Rugby's main shopping centre is within five minutes bus ride away. A bus stop is directly outside the entrance to Mill Green (although Mill Green has its own wheelchair accessible transport).

Parking space is available for staff and visitors to the front of the home.

A local nature reserve is within walking distance and offers a peaceful place to fish, paint, feed the waterfowl or just to take in the beautiful surroundings.

Accommodation comprises of three households which are all on the ground floor. A lounge and a dining area with an integral kitchenette where snacks and drinks can be made by the people who live in the home, their visitors and by staff.

The gardens have been landscaped and offer accessible seating areas and pleasant views including raised flower beds, a green house and a designated smoking area which are enjoyed by the residents and staff in the home.



WCS Care Group
Head Office, 1st Floor Newlands
Kenilworth, Warwickshire CV8 1HW
☎ 01926 864242

The Manager

LYNN MILLS
HOME MANAGER



The person officially registered as carrying on the business of the home is Lynn Mills

who has the relevant qualifications and experience of 15 years working with people with physical disabilities in residential care (3 years as Registered Manager. Lynn has **two N.V.Q. level 4's in Registered Managers Award and Health & Social Care.**

Lynn began her career at Mill Green where she worked in all care roles before progressing into Management in 2008.

Lynn is passionate about working with younger adults and her enthusiasm

shines throughout the home.

The Staff



- ★ As a company we believe strongly that having skilled and knowledgeable staff, who enjoy being with and supporting disabled people is the key to your receiving a high quality service.
- ★ In Mill Green, 97% of all the Carers have successfully achieved an NVOQ Level 2 in Health and Social Care *as at January 2012.*
- ★ **(You will have a 'Key Worker' who will take a special interest in you and spend time getting to know you and they will ensure that your voice is heard.**
- ★ We believe that every one of the people who live in our Home is completely unique and we take great care to make each of you feel as special as you are.
- ★ **Each Home has strong links with GP's and District Nursing Teams who will work with us to ensure your health needs are met.**

Mealtimes ★ All meals are freshly prepared and cooked on site and we have been awarded the Healthy Heart Heartbeat Award and use a special programme called Nutmeg, to ensure that we are offering nutritious meals.

- ★ There are seasonal changes made to our menus and we offer a range of choices at all meals including any special diets or cultural preferences.
- ★ We serve meals throughout the home, in dining rooms, lounges or in individual rooms as people choose.
- ★ We believe that mealtimes should be relaxed, pleasant and unrushed giving everyone the time and assistance they may need to enjoy their meals.
- ★ Relatives and friends are welcome to join you and have a meal.
- ★ The small kitchenette is stocked with drinks and snacks, so food can be prepared by anyone at any time.
- ★ All your meals are included in the fees, but if your friends or family wish to join you, please find below a list of prices.

	Soup of the Day	Main Meal	Lighter Option	Vegetables	Pudding
Monday	Tomato	Irish Stew	Home made chicken & pasta soup	New Potatoes Mashed potatoes Mixed veg & Broad beans	Chocolate fudge pudding Ice cream & fruit
Tuesday	Asparagus	Gammon & Pineapple	Cheese & bacon flan	New potatoes Sauté potatoes Cauliflower cheese, Runner beans	Treacle tart Custard Jelly whip
Wednesday	Minestrone	Braised Liver	Salmon fishcakes	Mashed potatoes Peas Curley Kale	Steamed fruit pudding Strawberry ice cream
Thursday	Mushroom	Sausage Casserole	Macaroni cheese with ham	New potatoes Baby jacket potatoes Cabbage, Sweetcorn	Strawberry trifle Chocolate ice cream
Friday	Vegetable	Battered Fish	Spanish omelette	Chips Mushy peas Garden peas	Lemon sauce pudding Ice cream & fruit
Saturday	Leek	Mince and potato hash	Cheese & Potato pie	New potatoes Broccoli Leeks	Apple fool Poached dried fruit salad & cream
Sunday	Oxtail	Roast Beef & Yorkshire Puddings	Jacket Potatoes - choice of fillings	Roast potatoes New potatoes Peas & Baby carrots	Banana Crumble Custard Ice cream & fruit

Visitors Meals Tariff 2011/12

BREAKFAST	Continental	£2.00
	Full English	£3.10
LUNCH	Snack e.g. sandwich	£2.60
	Light meal ~ Baked Potato	£2.60
	Full cooked lunch	£5.15
	Pudding	£1.65
SUPPER		£2.35

Please note that VAT is charged on all meals.

The Minibus

Mill Green purchased a brand new minibus last year with thanks to the fundraising efforts of residents, relatives, staff and the local community.

The minibus is available daily for organised trips, appointments or visiting friends and family at a small contribution towards running costs (50 pence a mile).

Mark our regular driver works flexible hours including weekends and evenings to accommodate the needs of the service users.



Laundry

- ★ Laundry services are included in the cost of your accommodation. This is a daily service.
- ★ For residents who wish to do their own laundry we have a small laundrette available .
- ★ Laundry can be collected, washed, ironed and returned, usually within 24 hours.
- ★ We also provide you with your own set of bed linen and towels that are personal to you and your room as we believe this is a service that you would welcome.
- ★ We ask that as we do personal laundry for most of the people living in the home, that it must be labelled ~ labels are provided free of charge, on request, and if necessary the staff will help to make sure that this is done as discreetly as possible.

The Home



- ★ We believe that when you leave your own home and come to live here, you may be leaving behind years of memories.
- ★ We want your moving into the home to be a move for the better - so how do we do this?
- ★ We recommend that you visit the home and spend some time with us to make sure you have all the information that you need. It also gives you a good opportunity to meet the staff, other people living in the home and even to taste the food and see what other people have to say about us.
- ★ If you are able to have a trial visit, for example overnight, then this will give you an even better idea about the home and whether or not it is the right one for you.
- ★ One of the most important things for you **to experience is the 'feel' of the home.**
- ★ You have the right to a care assessment from the local authority, no matter what your ability is to pay for the care you need. Your assessment will show what level of care you need.
- ★ Lynn will also undertake an assessment of your care requirements to ensure that the home is able to offer you the support that you need and/or choose.

Your room



- ★ You are able to bring as many of your personal possessions such as photographs, hobbies, pictures, plants, favorite cup, ornaments etc.
- ★ We also believe that certain pieces of furniture may be of special significance to you.
- ★ If you wish to bring any of your favorite pieces of furniture with you, just speak to the Manager who will discuss with you any fire regulations that may apply.
- ★ Wherever possible we will ensure that your room, looks and feels like your own personal, private and familiar place so that the happy memories continue.
- ★ We provide as standard in each room a single bed, a wardrobe, a chest of drawers, lockable bedside cabinet, and a armchair An en-suite with toilet, washbasin, shaving point and a cabinet.
- ★ You can expect the room to have a carpet, have been decorated and that the curtains are in good repair.
- ★ We also ensure that each room has a TV aerial socket and nurse call point.
- ★ If you wish to have your own telephone point in your room, you are welcome to, but you will need to pay for this separately.
- ★ In the home there are two shower rooms and one bathroom. Also two of the en-suites have a shower fitted.

Dining Rooms

- ★ As we mentioned before, there are a number of places that you may choose to eat your meals. The dining room, conservatory, weather permitting the garden or your own bedroom.



- ★ For example, you may wish to eat your breakfast in your room, then join others for lunch and tea.



- ★ There is a lounge area to unwind in front of the T.V., socialize, play Wii games or sing-a-long on the karaoke!

Hobbies & interests

- ★ We believe that people living in the home should continue to enjoy as wide a range of individual and group activities, occupation, interests, learning new skills as they wish, both inside and outside the home. We have a new minibus adapted for wheelchair users accessible on a daily basis for organised trips or appointments.
- ★ You can choose from Activity plans that are displayed and reviewed monthly that have been organised by fellow residents from suggestions and comments made by you and the other people living in the home.

- ★ You can also decide on other options that you particularly enjoy, depending the time of year and how you are feeling.



- ★ We hope that friendships amongst you will develop and that you will enjoy being part of a community at Mill Green.



- ★ A local nature reserve is within walking distance and offers a peaceful place to fish, paint, feed the waterfowl or just to take in the beautiful surroundings.



- ★ The grounds of Mill Green are lovely, all wheelchair accessible, squirrels and birds a variety of plants, trees a water feature, patio area, vegetable garden and views over the park.

WCS CARE GROUP COMPLAINTS PROCEDURE

The management and staff of Mill Green aim, to listen to and act on, the views and concerns of service users and to encourage discussion and action on issues raised before they develop into problems and formal complaints.

We therefore welcome comments and suggestions from service users and their representatives, friends and relatives.

Positive comments help us to build on our successes, but we can also learn from comments that are critical.

We undertake to look into all comments or complaints as quickly as possible and to provide a satisfactory response.

Anyone feeling dissatisfied with any aspect of the home should, if possible, raise the matter in the first instance with a responsible member of staff. It may be that the staff member can take immediate action to respond, and if appropriate apologise.

If the complainant feels uncomfortable about raising the behaviour of a particular member of staff with the individual directly, they should approach someone more senior.

Any member of staff receiving a complaint about themselves or a colleague will try and sort out the matter as quickly as possible.

WCS Care Group has a clear Policy and Procedure on dealing with any complaints made about the services we provide and a copy of the Complaints Procedure can be obtained from the Manager on request.

All complaints will be responded to within a maximum of 28 days.

Complaints can be made to any of the following:

- ★ Any member of staff in the Home
- ★ The Manager, Lynn Mills
- ★ Ed Russell , Director of Operations at Head Office (01926 864242)
- ★ CQC West Midlands
Citygate, Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
Email: enquiries.westmidlands@cqc.org.uk
- ★ Your Social Worker
- ★ The Local Ombudsman

WCS Care Group aim to provide high quality care and support for older people and people with a physical disability, enabling every individual to live a fulfilling life in their chosen community. WCS Care Group services are open to all and are provided to the most vulnerable groups, including those who need public funding to access care and support.



At its heart, WCS Care Group is about people:

- ★ Passionate about what we do
- ★ Embrace new ideas and good practice
- ★ Other peoples opinions are always valued
- ★ Privacy & dignity are respected at all times
- ★ Listen to our customers and stakeholders
- ★ Everyone is treated as an individual

The company is a registered charity and not for profit business employing over 500 staff and it provides care and support services in 9 homes for older people, 2 services for people with a physical disability throughout Warwickshire and Home Care Services in Stratford District.



Christine Asbury
CHIEF EXECUTIVE

MILL GREEN WEEKLY TARIFF 2011/12	
	Higher Need
HOTEL SERVICES	£358
PERSONAL CARE	£759
TOTAL	£1,117

If Mill Green have no vacancies - Newlands is situated in Kenilworth who will be very happy to discuss your requirements.

Newlands: Anna Read 01926 859600