# Milton House

Nursing and Residential Care Home

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Welcome to Milton House, Nursing and Residential Care Home. Located in the beautiful Gargrave, Skipton North Yorkshire. We have been offering care for over 20 years. Learn more about Milton Care by calling Milton House

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## Our History

Located in the beautiful village and civil parish of Gargrave, the property benefits from delightful gardens with panoramic views of the River Aire and surrounding countryside.

Milton House is a Grade 2 listed Georgian building in its own grounds with beautiful views of the Yorkshire Dales.

We has been delivering Care for more than 30 years and have maintained a great reputation.

The family who originally owned the **'Old House'** in the 1940s is pictured in our historic photo gallery and later in his years he came to stay with us a resident, he truly came home!

The building has since been extended on the ground floor level with rooms created to maintain the views over the river and also views to the stunning local garden.

We have 20 rooms and are registered with the CQC regulator for 22 residents with two of the rooms being a double room.

## Our Mission

To be recognised as a passionate and committed provider offering care determined by individual needs, in homely accommodation, by caring staff, showing dignity and respect to all our residents.

## Our Aim

It is our aim to provide a service that meets the unique needs of individuals in our care. We will enable them to fulfil a rewarding life through our core values.

## Come See Us

It's easy to see why people choose Milton House. With picturesque views of North Yorkshire. Our home offers comfort, warmth and character in a lovely quiet village setting.

Call to book a visit on: 01756 748141
Marton Road, Gargrave, Skipton BD23 3NN

# Why Choose Us

Milton House operates a non-discriminatory policy, meaning we will provide assistance to any person wishing to use our service irrespective of gender, sexual orientation, age, cultural background, disability or religion providing, following an assessment, we feel that we can best match their needs.

CareQuality Commission

CQC have consistently assessed the home with a rating of Good across all inspection areas and we are striving to achieve Outstanding.

## Our Philosphy

Many of us take our health for granted on a daily basis. Care is not something that people generally think about; until they need it. We understand this at every point and take the time to recognise that when the time does come to consider care homes for a loved one, it is a very difficult and strange time for the entire family unit.

The uncertainly of what lies ahead, in most cases, is the main barrier that people face. Any unknown situation is one that creates a certain amount of apprehension and is a common feeling.

At Milton House we work with you to alleviate these feelings, keeping you up to date and informed at all times in order to ensure that you have the time, support and help you need to deal with the occurring changes in your life. Our friendly caring ethos is something that we are immensely proud of, and something that we work hard to deliver to each family and resident that walks through any of our doors.

We aim to provide a stimulating and active environment for our residents by offering a wide range of activities that are appropriate and in line with their personalised care plan. We also encourage the continued participation of in-house activities when these are available. We believe that this, combined with social interaction between residents and residents' families is a great way to ensure that our residents have the best possible quality of life.

Our team strive to preserve the dignity, individuality and privacy of all of our residents within a welcoming and caring atmosphere. In doing so, we are sensitive to the ever-changing needs that surround providing the highest possible levels of care. The homely feel as you enter Milton House allows the truly 'home from home' feeling!



# Our Values

Our values stem from our belief in promoting life skills and independence for the people who come to reside with us.

Our team promote and provide person centred care which begins with a comprehensive assessment of needs, from which we then develop a tailored plan of care that best suits the individual.

The one thing that is clear in everything that we do is that we are passionate about the care we provide and the people we care for.

## Privacy

We ensure all our residents have the right to be undisturbed whenever they wish, and where possible to manage their own affairs.

## Dignity

We treat each resident as a valued individual to maintain their dignity and effectively fulfil their wishes.

## Choice

We ensure every individual gets the right help and support which enables them to make choices and express preferences.

## Independence

We assist residents to take measured risks, to make their own decisions and ultimately act for themselves where capacity allows.

## Collaboration

We work together with people who support common values and vision to achieve shared goals.

## Respect

We ensure a comfortable, inclusive and interesting environment, treating people as we would like to be treated ourselves.

## Security

we create an environment in our homes whereby all our residents feel safe and secure.

## Community

Family, loved ones and friends are welcome to participate in all our community activities and events.

We encourage relatives and friends to spend time with residents in line with our visiting policy.

We also recognise the importance of communicating openly and regularly with family members, including arranging to meet any family to ensure we are providing the very best service to our residents.

# Care Services

As a dual registered home, we can offer facilities in line with both Nursing Care and Residential Care on both a long term and short-term basis should the home have capacity. We also offer respite care for a minimum of 2 weeks, again if we have the capacity.

Our dedicated nursing and Care staff, some of whom have been working at Milton House for in excess of 20 years provide a truly person-centred Care plan which places all the needs and wishes of the resident first.

Our long-term experienced kitchen staff with their vast array of experience provide home cooked nutritional meals every day of the week from breakfast to teatime. We currently have a 4-week menu plan, but we always try and adjust and personalise for individual tastes.

Recently we have added both Indian style and Chinese style dishes to our menu allowing those with the adventurous taste buds to sample some of these dishes for the first time!

The home is completely wheelchair friendly with extra wide corridors and doors into each room. We also have both a stair lift and a passenger lift within the Old House section. Contact Milton House Care today to find out more about our care services in North Yorkshire.

## Each person using our services deserves the right to:

- Dignity and personal respect, including being valued as an individual
- Individuality within the scope of the service provided, including preferences for timing, food etc
- Involvement in the planning of their own service
- Have all their needs, physical and emotional, accepted and supported
- Privacy for their own affairs

## Milton House has several systems in place to assist in delivering a high standard of care, these are:

- A comprehensive set of policies and procedures to assist in the delivery of care
- Offer opportunities for our team to develop their careers through training and further study
- To ensure that quality is maintained throughout the business, with the help of quality assurance audit tools
- Encourage people who use the service and their families to provide comments and suggestions to continue to improve the quality of care

## Testimonial

*"My late uncle was in Milton House for the last 18 months of his life. A bad fall, which resulted in very limited movement and dexterity, meant he could no longer live independently. He was very happy in the Home and received excellent general and nursing care from the staff. The meals were varied and appetising and I would say that he hadn't eaten so well in years! His room was well appointed and always clean. During lockdown, the staff helped him keep in touch on FaceTime. During his final few hours, as we lived too far away to be with him, Lynne, a member of the nursing team stayed with him until the end."*

- Relative of one of our residents

# Visiting Policy

You will be aware that the coronavirus virus continues to have an impact within all communities, with some localised outbreaks and lockdowns. We have implemented our care home visiting procedures to help further protect our residents.

Our residents, some of whom are still shielding, remain very vulnerable and we must continue to have strict rules in place for all visitors to our homes to reduce the risk of a new outbreak occurring in the coming weeks and months.

We have received some local guidance from NYCC Infection Control and local government on how to re-introduce visiting when it is allowed which is summarised below. We have also created this guide to outline the steps we have taken to protect our residents and visitors during these challenging times.

Other associated government guidance into whole home testing programme has also been reviewed continuously, a four-week rolling testing programme will be in place for all our staff and residents.  Once tests have been received on week 1 all staff and residents will be tested over the week. On week 2-4 all staff will be tested each week. This will include bank staff which may be dedicated to Milton House only.

For more information regarding our 'Visiting Guide' visit our website at miltonhouse.co.uk/milton-house-visiting-guide/

# Rooms & Food

We offer both premium and standard rooms across the home and prices are available on request. If you would like to book a visit to view our rooms, please contact us and we can arrange that for you.

At Milton House, we have a great selection of food to accommodate all our residents. We ensure that any special dietary requirements are met, whilst providing nutricious meals and snacks throughout the day.

If you have any questions about our food options, please contact us and we will happily go through all the options.

# Where to find us...

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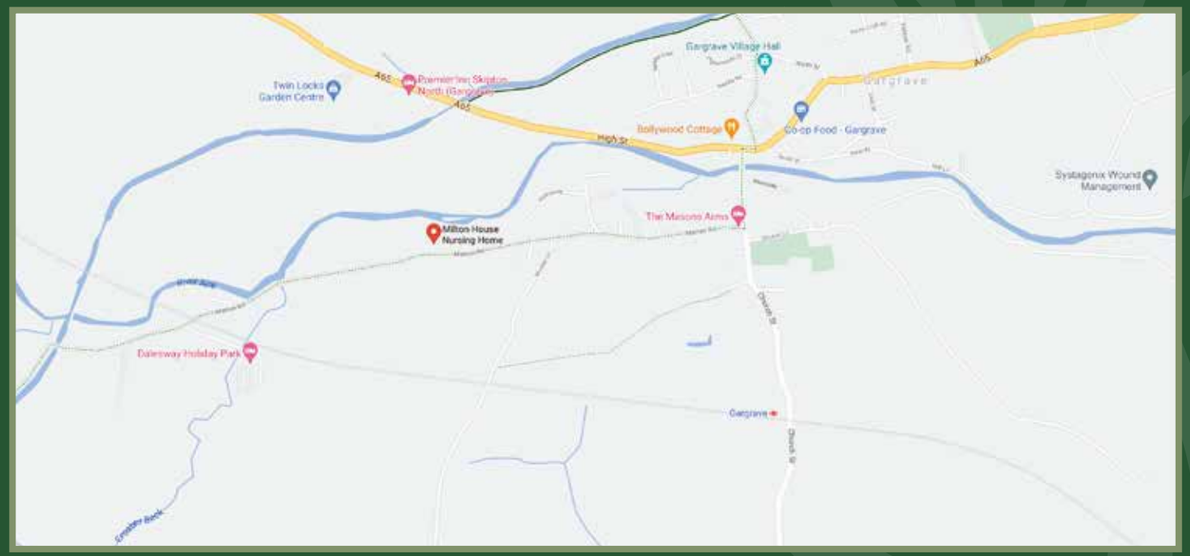

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