

# Vassall Road.

The service users at Vassall Road have been happily living at the home for over 25 years.

Of the six service users who live at Vassall Road, five have lived in the home since it opened. Staff too are long-standing. This creates a friendly, informal atmosphere in the home where service users and staff know each other well.

Vassall Road has six bedrooms, one on the ground floor with ensuite facilities. Other rooms include:

- Sitting room / dining room with Smart tv, dvd player and Wii Fit
- Separate lounge (with a Smart TV, Netflix and Amazon Fire TV)
- Kitchen with all amenities, used by all service users without any restrictions

Current service users are all around 60 years of age and there are three ladies and three men living in the home.

## Staff

Vassall Road caters for people with learning disabilities but many of the residents have additional needs too, such as epilepsy or autism. Staff are trained to provide support in these areas.

All of the service users experience communication difficulties at varying levels, however the well established staff team have been able to develop a greater understanding of the methods used by service users to make choices about their lifestyles and the staff team are committed to ensuring that these decisions are respected.

Communication tools are used to great effect to ensure that planned activities or work placements are attended on time and with the correct requirements for that activity, for example; having drivers on duty for the homes car or the right safety footwear for work on a farm.

## Service at a glance

Type of service: Residential

Number of beds: 6

Location: Fishponds, Bristol

## Get in touch

[referrals@milestonetrust.org.uk](mailto:referrals@milestonetrust.org.uk)

0117 970 9362

Inspected and rated

Outstanding



Care Quality  
Commission

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The home was very well run and people, staff and professionals all spoke extremely highly of the registered manager. The registered manager was extremely inclusive in the way that they ran the home. The registered manager was very positive in their approach about the care being provided for people.

CQC Inspection, February 2018

Service users at Vassall Road are supported to do many things as independently as possible, such as; voluntary work at a local farm, along with voluntary work packing first aid equipment for NHS services and pottery or art based activity.

Outside of volunteering, service users enjoy social activities such as visiting the pub regularly, shopping, bowling, eating out and in particular enjoy the Milestones Trust social club, especially the regular movie nights. Staff, whenever possible, encourage 1:1 support opportunities which involve personalised activities chosen by the person.

Service users think of Vassall Road as their home and take pride in keeping the home clean and tidy. One person is particularly involved with recycling whilst another will report on repairs that require doing. The service users care for each other and will let staff know if someone is unwell or in some kind of difficulty. All service users have full access to the kitchen and make drinks as they please and are fully involved with menu selections for all meals.

The home has always made adaptations that are service user focused and this includes the laundry which is maintained as a non-commercial facility that enables service users to be involved with all aspects of their laundry requirements.

There is a house vehicle which service users contribute towards.

