

# Charnhill Crescent.

Positioned in a quiet area of Mangotsfield a short walk to local amenities, Charnill Crescent is currently home to four female service users.

The home provides 24 hour support for males or females with enduring mental health needs. We focus on peoples' strengths and needs, and provide support in a safe, warm and friendly environment. The team are experienced in supporting people, using the recovery star programme. Person centred values are at the core of our practise.

We provide flexible support to meet individual needs. When service users are ready, we carry out an assessment to ensure they are safe to remain in the home for set periods, with no staff on site. Staff support people to develop on their independence and life skills and can offer support with everything from daily living skills, personal growth, and exploring vocational and voluntary work.

Service users take an active role in planning their support and making decisions about how the home is run. It is important that the service users feel empowered and can make choices in every aspect of their lives. Service user involvement is paramount in the service we provide.

The home is also situated close to good bus routes, allowing service users to travel around Bristol with ease. We encourage people to use local amenities, including shops, cafés, the library and park.

## Recovery approach

The home promotes a recovery approach, providing assessment, support and other services within a framework of active engagement, positive risk-taking and person centred planning. The service focuses on mental wellbeing rather than mental ill-health and strives to encourage service users to build hope, ambition and aspirations.

## Service at a glance

Type of service: Residential

Number of beds: 4

Location: Mangotsfield, South  
Glos

## Get in touch

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

0117 970 9362

Inspected and rated

Good



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People were provided with a safe, effective, caring and responsive service that was well led. The organisation's values and philosophy were clearly explained to staff. There was a positive culture where people felt included and their views were sought.

CQC Inspection, March 2018

Ultimately, the aim for service users is to move on from Charnhill Crescent to accommodation with reduced support, allowing them to live more independently, and the service can support them to do this when the time is right.

## Facilities

Charnill Crescent is a small home situated in a residential area. Service users share the home and it is communal areas and facilities which include:

- Kitchen where people cook some of their own meals
- Lounge/dining room
- Bathroom
- Ground floor shower room
- Garden with summer house

Service users are encouraged to cook for themselves, with support, if required. At weekends, holidays and on other occasions people often choose to eat their meals together.

