

# Court View.

Court View is a small residential home set in the village of Pucklechurch.

Court View is home to four residents with learning disabilities. Staff have experience working with people with a variety of needs including autism, behaviours that challenge, Downs Syndrome and physical needs.

## Facilities

The home is spacious with bedrooms both on the ground floor and upstairs. Other facilities include:

- Spacious lounge
- Wetroom
- Laundry room
- Dining room
- Good sized garden

## Activities

Residents at Court View enjoy a varied social life, in the village and beyond. Staff support people to get involved in the community and build relationships. All of the residents are well known in the local area and neighbours often stop for a chat when residents visit the local cafes, community centre or pub.

Village life also brings events throughout the year which services user like to get involved in. At last year's May Day Scarecrow Trail, residents supplied cakes, biscuits and drinks to those taking part.

Residents also like to pursue their own interests. One service user works four days a week in a nearby factory. Others like to go out to skittles and bingo or take part in in-house activities such as cooking, arts and crafts, puzzles and games.

## Service at a glance

Type of service: Residential

Number of beds: 4

Location: Pucklechurch, 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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Independence was promoted and people using the service were supported to make choices about their care and support on a daily basis. They were supported by staff in a kind and caring way and their dignity was respected.

CQC Inspection, January 2018

## Person-centred care

Staff endeavour to provide person-centred care at Court View. Making choices is encouraged, with everything from menu planning and outfit choices to holidays being the residents decisions.

For those who don't use verbal communication, pictures and prompts are used to enable people to make choices, for example pictures of meals are shown and the person chooses their favourite.

The staff team is well established with one member of staff working at court view for 17 years, joining with the residents when the home first opened.

## Making progress

Staff tell of one service user who came to Court View about 18 months ago. "She was quite isolated where she lived before and would stay in her bedroom a lot of the time. She now comes out a lot more and even spends time in the garden sometimes. Her patience is also increasing. We can provide it with the emotional support she needs. Her parents are very happy."

