

77 Gloucester Road North.

Gloucester Road North is a large, spacious home to six residents.

The home specialises in providing care for people with learning disabilities.

Staff have experience in caring for people with a range of needs, including non-verbal communication, mobility impairments and visual impairments.

Facilities

Gloucester Road North has a range of facilities to aid residents, including a lift, hoisting equipment, specially adapted en-suite bathrooms and a hi-lo bath.

The home is based over two floors, with both ground and first floor bedrooms. Each bedroom has an en-suite bathroom. The property also provides:

- Dining room
- Lounge
- Kitchen
- Bathroom with hi-lo bath
- Large garden

Activities

Ideally located on Gloucester Road, the home is close to local shops, community centres and leisure facilities.

The main bus route into Bristol goes past the house.

Residents enjoy trips out to Golden Oldies, swimming, shopping and the cinema.

Service users have 1:1 time where they are able to do activities of their choice, using the bus and using the local community facilities.

Service at a glance

Type of service: Residential

Number of beds: 6

Location: Filton, Bristol

Get in touch

referrals@milestonetrust.org.uk

0117 970 9362

Inspected and rated

Good



Care Quality
Commission

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People receive support from staff who treated them with dignity and respect. People were comfortable in the presence of staff, who supported them in a friendly manner. People were provided with information in a format they understood.

CQC Inspection, May 2018

Providing high quality care

The home has a staff team of 12 experienced support workers who offer a high standard of support. Staff support residents with every part of daily life, including personal care, feeding, communication and mobility.

Staff know the residents well and know their likes and dislikes, their mannerisms and gestures. All residents communicate non-verbally and staff are able to communicate with each resident in their own way. Some residents use pictures to communicate their preferences, others simply use gestures such as pointing to what they want.

The home also has a volunteer who visits once a week to socialise with residents.

Ensuring service users are happy

Like all Milestones Trust homes, Gloucester Road North offers person-centred care. To ensure residents are happy with the service provided, the home uses the Trust's Observational Audit Tool for people who are not able to communicate verbally.

The Observational Audit Tool allows the Trust to ensure the service is right for all service users.

