

# Kingsway.

Kingsway is a small home with a friendly, family atmosphere.

Situated in St George, the home provides support for five residents with enduring mental health needs.

Each resident has the room bedroom, decorated to their personal taste.

Communal areas include:

- Lounge
- Conservatory
- Kitchen
- Large garden
- Office where residents can use the computer.

## Activities

Residents at Kingsway are heavily involved in running the home. Each resident is responsible for cleaning and keeping their own bedroom tidy, as well as taking responsibility for one communal room. Residents help with cooking too, with support from staff.

Activities are an important part of life at Kingsway and many of the residents enjoy an active social life, going out to college, volunteering, taking part in community groups and going on holiday.

Staff provide opportunities for people to get involved where they wish and encourage them to take those opportunities.

All of the residents participate in service user involvement groups across the trust. Residents take part in interviewing for new staff for example.

The home is also involved in the Expressions arts programme run by the trust.

## Service at a glance

Type of service: Residential

Number of beds: 5

Location: St George, Bristol

## Get in touch

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

0117 970 9362

Inspected and rated

Good



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People were supported by a well established staff team who understood people's needs well. There was clear information about people's mental health needs and what support they needed to maintain their wellbeing.

CQC Inspection, August 2017

## The family feel

There is a consistent staff team at Kingsway and staff and residents know each other well. People will often choose to eat together in the dining room or have a chat in the lounge.

Manager Nicky often brings in her dog, Wilfred, who residents enjoy walking.

## Paul story

“When I came to Kingsway I had low self-esteem and not much confidence. I was quite shouty and smashed things up. Now I don’t do that because I’ve got a mechanism to cope that Nicky and all the staff and my mum helps me to develop.

Living here is very good. The best thing about living here is the food, particularly the roasts. It is not like the wards or institutions here, it’s like a little family.”

