

# Mulberry House.

Mulberry House is a residential home providing support for four adults with learning disabilities.

The home offers 24-hour care and support for people with a range of complex needs including challenging behaviour, autism, communication difficulties and epilepsy.

Currently residents are all male, age 50 to 84.

## Facilities

Mulberry House is a spacious bungalow situated in Kingswood. Facilities include:

- 5 bedrooms
- Conservatory
- Lounge
- Dining room
- Wet room and bathroom

Residents enjoy spending time in the home's large garden, playing football and watching the wildlife.

## Activities

All the residents at Mulberry House enjoy going out in the community. For many residents, the first thing they ask in the morning, using signs and gestures, is whether they are going out that day.

Residents have a variety of interests including swimming, dancing, eating out, bowling, sightseeing, shopping and going on holiday.

There is a house vehicle allowing people to get out and about easily.

Resident Stuart says he likes living at Mulberry and enjoys baking cakes and going shopping in Kingswood.

## Service at a glance

Type of service: Residential

Number of beds: 5

Location: Kingswood, Bristol

## Get in touch

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

0117 970 9362

Inspected and rated

Good



“

People were treated in a dignified, caring manner, which demonstrated that their rights were protected. Where people lacked the capacity to make choices and decisions, staff ensured people's rights were protected by involving relatives or other professionals in the decision making process.

CQC Inspection, July 2018

## Non-verbal communication

Many of the residents at Mulberry House are non-verbal communicators and use gestures, signs and Makaton to communicate with staff.

Staff are adept at understanding service users and knowing what they want to get across. The well-established staff team at Mulberry know the residents well.

Staff also use intensive interaction as another form of communication. One resident in particular loves staff to mimic his actions.

## Staff

There is a well-established staff team at the home, many of whom have worked at Mulberry for many years.

The team are skilled at supporting people with a variety of needs, including challenging behaviour.

Staff work in a person-centred way to ensure all service users' needs are met.

