

# Tramways.

Tramways is a large purpose-built home to 14 people aged over 50.

The home offers support to people with enduring mental health needs in a residential environment.

## Facilities

Tramways is situated in secluded grounds close to local shops and a retail park. Although there is good transport links and retail facilities nearby, the home offers a quiet environment away from the hustle and bustle of Bristol.

The home is large with plenty of space, allowing residents to be in a social environment or to take the space they need away from others.

Facilities include:

- 14 bedrooms
- Lounge
- Quiet room
- Arts and crafts room
- Shared bathroom
- Large garden with summerhouses

## Person-centred support

Staff at Tramways offer one-to-one support to each person. Each resident has their own person-centred care plan.

People are encouraged to maintain their skills and independence and are involved in decision-making in the home as much as possible. For example, residents will choose how they would like the room to be decorated, where they want to go on holiday and what they want to eat.

Residents like to go out and use local facilities including the bank and local shops, with support from staff.

## Service at a glance

Type of service: Residential

Number of beds: 14

Location: Brislington, Bristol

## Get in touch

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

0117 970 9362

Inspected and rated

Good



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Staff spoke to people with kindness and respect. People spoke positively about how staff supported them. People had opportunity to take part in activities if they wished to and many were able to go out independently. Some people preferred to spend time alone in their rooms and this was respected.

CQC Inspection, March 2017

## Activities

At Tramways, we offer a meaningful programme of informal and organised events. This enables people to keep active & enjoy a wide range of sociable opportunities and activities. These sessions include baking, pottery, bingo, quizzes and outside entertainers. Tramways also encourages and supports visits to local activity groups.

Tramways also has a separate room where people can go to enjoy quieter activities, such as scrabble or knitting or just relax and listen to music.

If you have green fingers, there is a large garden. Our volunteer gardener is supporting people to grow fruit and vegetables, as well as tending to the flowers. The garden is also a lovely opportunity to simply enjoy listening to the birds and watching them on the feeder.

## The staff team

Tramways is run by a team of 22 staff. The team are supportive of residents and each other, committed and very flexible in their support.

The home has recently received a good CQC report and continually receives excellent feedback from relatives.

