



Mill House

❖ Clothing

All personal clothing will need to be name tagged, or marked to avoid loss or confusion when being cleaned.

❖ Valuables

We cannot accept responsibility for any valuables. Residents may wish to make their own insurance arrangements for certain individual items.

❖ Religion

We encourage Residents to visit local Churches. In addition, there will be a monthly religious service at Mill House. We also make arrangements for Residents to see their own religious representatives.

❖ Telephone

There is a pay phone in the home and private lines can be installed on request.

❖ Personal Services

Whenever necessary we can arrange visits from the hairdresser, dentist etc., where certain charges may apply.

❖ Notice Board

There is a notice board in the reception which provides a comprehensive listing of social events, activities and other information.

❖ Pets

Unfortunately Mill House does not have facilities for house pets.

❖ Transport

There is regular public transport by Bus, Metro and Taxis and the home will provide transport for each Resident when necessary.



Mill House

❖ Will/Funeral

Arrangements will need to be made at the time of admission for the eventual death of the Resident and what other steps are to be taken.

❖ Fees

Single Room per week
To include all meals, soft and hot drinks, special diets (as advised) laundry (not dry cleaning) and 24 hour care.

Long or short stays for respite care are welcome as are individuals who receive assistance with funding from their Local Authority.

Registered for category EMI.

❖ Complaints/Suggestions

Our home welcomes suggestions and promises to deal with any perceived complaints in a positive way to everyone's satisfaction. However, if a Resident or relative wishes to make a formal complaint they should contact:-

Care Quality Commission
West Midlands Regional Office,
77 Paradise Circus
Queensway,
Birmingham
B1 2DT

For further enquiries contact:

The Care Manager (RMN)
Mill House,
Mount Pleasant,
Bilston,
Wolverhampton WV14 7LS



Mill House

Residential EMI Care Home for the Elderly

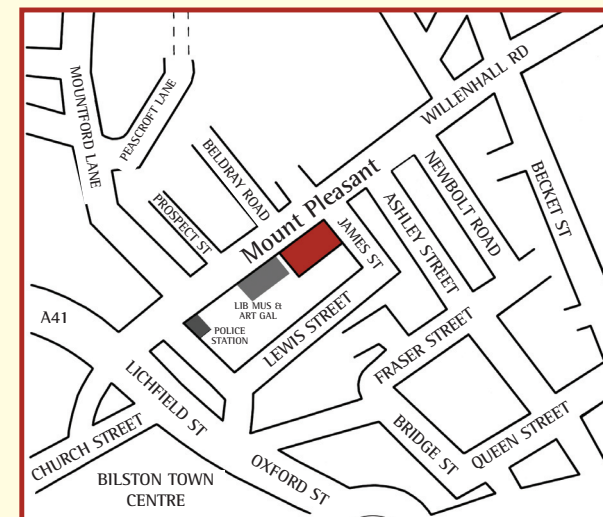
Proprietors:

Mr. R. Ramdoo

RGN, RMN, NDN, FETC, RCNT, RNT, Cert Ed (FE)

Mrs. B. Ramdoo

RGN, SCM



Care Manager

RMN, CQSW, NVQ Level 3/4

Mill House, Mount Pleasant, Bilston,
Wolverhampton WV14 7LS

Tel: 01902 493436



Mill House

❖ Philosophy

Our philosophy includes maximising the Residents independence in order to promote optimum quality of life.

❖ About the Home

At Mill House Residential EMI Care Home our dedicated professional care staff exhibit genuine compassion, sensitivity, integrity and respect for Residents.

When your loved one is safely and lovingly cared for over a 24 hour period, you will discover the peace of mind that comes from knowing you have done the very best for them.

❖ Accommodation & Amenities

All bedrooms are spacious, comfortable, single with en-suite facilities. They are fully furnished and carpeted to create a warm and homely feel. Residents are encouraged and welcome to bring items of personal effects such as photographs, ornaments and treasured keepsakes to personalise their rooms.

Mill House offers two comfortable separate lounges- dining rooms, one on each floor.

We also provide quite/sitting rooms, a kitchenette and a hairdressing salon. Mill House is a none smoking environment.



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A music system, variety of books and games, and electric organ will be provided for those who are musically inclined. Outside we have a well kept lawn with attractive walled garden. There are also seating arrangements and patio area, thus encouraging our Residents to enjoy the outdoors.

❖ Safety

Every effort has been made to ensure that Mill House provides maximum safety.

❖ Support rails in all corridors.

❖ A passenger lift to all floors.

❖ A Parker bath on both floors

All rooms are fitted with staff call systems and comply with the National Minimum Standard.

❖ Visitors

We welcome and encourage family and friends to visit as often as possible and ample parking is available at the rear of the home.

❖ Meals/Diet

We provide breakfast, morning coffee, lunch/dinner, afternoon tea, supper and a "night cap". We are keen to provide a varied and well balanced menu, with as much choice as possible. We also cater for special diets on advise from the individual Residents medical practitioner or dietician.



Mill House

❖ Services

The needs of our Residents are comprehensively catered for ranging from spiritual needs to nutritional needs. Some of the many visiting services include the following:

❖ Dentistry.

❖ Chiropody.

❖ Opticians service

❖ Physiotherapy

❖ Clergy

The mobile library visit offers large print books and talking books. We also have a hairdresser in regular attendance.

❖ Management

We believe in the highest standards when it comes to care, safety and hygiene. Our skillful and trained staff have been carefully selected for their dedication, sensitivity and professionalism. All our Residents have a named member of staff to ensure no aspects of care are overlooked and we have a full programme for staff training and development.

❖ GPs

Residents will be encouraged to keep their own GP. If not they can become registered with our own group of GPs in Bilston.

❖ Medication

For the safety of our residents we keep all medication locked away and issue them when prescribed. All tablets and medicines are collected on the Residents admission.