

PILGRIMS' FRIEND SOCIETY

Milward House
Tunbridge Wells

Supporting older people to live fulfilled lives in their later years

About Milward House

Milward House is a 25-bed residential care home in Tunbridge Wells.


Furnished bedrooms


Vanity unit in rooms


Assisted bathrooms


TV & phone points



24 hour care


Devotions


Hymns & songs


Sunday services


Activities


Home cooking


Hairdresser


Secure gardens


Snacks & drinks


Wifi

We offer residential care *for older people, including those who are living with dementia. We offer both* permanent and respite care, *and* care at the end of life.

At Milward House all rooms have a vanity unit, with other assisted bathrooms and wet rooms. All rooms are fully furnished, with aerial and satellite TV and telephone access points. We believe it is important that residents enjoy a feeling of homeliness so each resident is encouraged to personalise their room with their own belongings.

The dining room and main lounge room are both located on the ground floor. There is an additional small lounge on the ground floor, as well as a hobby room off the main lounge. Families are welcome to use these spaces to when they visit, including if they wish to host special occasions for their relative.

The secure garden, which has grassed areas, flower beds and an apple tree, is available from the dining room via a platform lift. Additionally, there is a patio area accessed from the main lounge.

The main lounge is used for several activities including morning devotion times, Bible studies and quizzes, chair exercises, music performances and other craft activities.

Relatives and friends are welcome to visit at any time during the day and there is the opportunity for them to purchase a meal in the home if they wish to do so, by prior arrangement.

Inspected and rated Good CareQuality Commission

Milward House is rated Good by the Care Quality Commission. For more information, you can find the report on the CQC website or at **www.pilgrimsfriend.org.uk/milwardhouse**



Caring and highly trained staff

The Registered Care Manager, who is regulated by the Care Quality Commission, and the Business Manager are responsible for the dedicated team of over 45 staff members.





Typically, Milward House has up to four carers and one senior carer on shift every day, alongside a Hummingbird. There are two carers on shift overnight with an additional sleep-in shift in case of emergency.

We also have an Activities and Community Engagement Facilitator, Maintenance Officer, Catering Manager and Housekeepers who work in different parts of the home – in the kitchen, carrying out cleaning throughout the home and providing a laundry service. This team ensures that the home is always clean and well-presented and that those who live with us have a well-laundered wardrobe.

Pilgrims' Friend Society puts in place excellent staff training, ensuring staff are equipped to the highest standards both in person and via our online learning portal, Access LMS. This allows staff to access National Vocational Diplomas alongside their in-house training. To keep those who live with us safe, we also provide all care staff training in Manual Handling to Level 2 which is accredited by the Royal Society for the Prevention of Accidents (RoSPA).

We are supported by a central team consisting of Operations, Property Services, Finance, Marketing and Communications, and Human Resources.



Hummingbirds support those living with dementia by offering company and support, often reading with the residents, singing with them and praying with them.



The Way We Care

Our concern is for the welfare of the whole person –
emotional, physical, mental, social, and spiritual.

The Way We Care is Pilgrims' Friend Society's bespoke approach to ensuring that older people have all that they need to flourish in their later years, especially as their physical needs increase. We are committed to seeing the whole person – the history, the experiences, the joys and the sorrows of life, and to knowing who the important people are who make up the bundle of each person's living.

The Way We Care is grounded in our Christian faith and draws inspiration from the Bible. Every part of what The Way We Care looks like in the daily lives of our care homes is rooted in how the Bible tells us to treat and support others around us.

> ***"They will still bear fruit in old age, they will stay fresh and green..."***
>
> Psalm 92:14

You can watch our film about The Way We Care at
www.pilgrimsfriend.org.uk/thewaywecare
or by scanning the QR code

Person-centred *care*

It is important to us that those who live with us lead fulfilled lives through the excellent care and services we provide. Before someone comes to live with us, we meet with them to complete a full and comprehensive care needs assessment to identify what the individual care needs, interests, and choices are and to ensure we can meet them.

Once someone has moved in, a senior member of the care team will further discuss their needs with them (and/or their advocate) and will create an individually tailored electronic Care Plan which is easy to understand and covers everything relating to their personal care. It also records their social interests, personal relationships, hobbies, and emotional, spiritual and cultural needs.

The Care Plan is regularly reviewed by the senior care staff, together with the resident (and/or their advocate), to discuss any changes needed and to make sure all the residents' current needs are being met. We want those living with us to be involved in decisions and be able to discuss their affairs, alongside their relative or advocate, knowing that information is kept strictly in confidence.

We support those who live with us to remain as independent as possible but our care team also provide support with activities such as bathing, dressing and mealtimes for those who need it. Residents can specify male or female care staff and, depending on the gender mix of the team, we will aim to meet this request.

Alongside the network of healthcare professionals, and with input from our specialist Care Leads and Catering Manager, a range of special diets and needs are catered for. We also have regular visits from a chiropodist and a hairdresser, and we can escort residents to appointments.

We meet regularly with those who live with us to talk about the activities and social life of the home, and their views are sought on every aspect of life in the home as part of our Quality Assurance system.



"The team go the second mile again and again."





Whole person care in a family atmosphere

At Milward House we have an active social life in which residents can take part or follow their own pursuits. Planned together with residents and our dedicated volunteers, a programme of in-house and external activities, led by the Activities and Community Engagement Facilitator, takes place every month. Our activities include singing, armchair exercises, crafts, baking, quizzes and lots more. We have other communal areas where various activities take place, and we can take the activity to a person's room as needed.

Bible study groups meet regularly, and we have main devotions in the lounge which are led by local ministers and staff. We often have evening devotions in the main lounge, led by our wonderful team of volunteers and sometimes our Hummingbirds too, as well as Sunday devotions led by local church leaders. We also provide support for personal devotion and prayer.

We organise trips out for those who are able, as well as inviting local schools and nurseries in for games, life histories and music or dance performances which helps to keep those who live with us in touch with their local community.





PILGRIMS' FRIEND SOCIETY

About Pilgrims' Friend Society

Rooted in our Christian faith, at Pilgrims' Friend Society we believe that as well as providing secure, comfortable homes and professional care, older people can be supported and encouraged to spend the later part of their lives contributing to the world around them, growing and enjoying fulfilling lives.

We have been supporting older people to flourish for more than 200 years, since a group of Christians concerned about "the aged and infirm Christian poor" established the Aged Pilgrims' Friend Society in 1807. We started off by providing pensions and support through volunteer visits before developing housing and care schemes for older Christians.

Today we continue that legacy by running residential care homes and independent living housing schemes around the UK, providing environments in which older people are comfortable and secure, whether they need care or are living independently.

We are committed to developing the work to support fulfilled living in later years through our Growth and Renewal Programme which is working to see brand new state-of-the-art homes being built to support Christian care, and ensuring our existing buildings are continually improved and maintained.

> ***"Even to your old age and grey hairs I am He, I am He who will sustain you."***
>
> Isaiah 46:4

Pilgrims' Friend Society is a Christian charity, rooted in the Bible.

What we *believe*

We believe that the teachings of the Bible are our sole and final authority.

We believe that there is one God in three persons, Father, Son and Holy Spirit.

The good news of the gospel is that, although men and women are sinners, God has taken the initiative to save people from every tribe, tongue and nation. We believe that God will bring about the redemption of all things.

God sent Jesus Christ, His Son, to be our Saviour. Jesus became fully human and, at the same time, remained fully God.

Jesus came to buy us back from sin and death by living a perfect life, having no sin, and dying in our place on the cross.

But God's grace did not stop there. When Jesus ascended to heaven, the Holy Spirit was given by God to continue His work on earth.

It is this Holy Spirit who gives us new birth and brings us to repentance and faith in the Son. When the Spirit has begun such a good work in someone, He will bring it to completion.

At the time appointed by God, Jesus will return to earth in glory. He will raise the dead and judge all people. He will banish those not known to Him and He will take His people to be with Him in eternal glory in the new heavens and earth.



Where to find us

Milward House is three miles from the A21 which is the main route down to Tunbridge Wells from the M25 motorway. There are good bus links, and the train station, which boasts regular trains to/from London, is a 10–minute walk from the home.



Contact us

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Information correct at time of publication. This information in this brochure and accompanying literature sets out a general outline of what we offer and is for guidance only. The information does not in any way form part of a contract or warranty.

"They will still bear fruit in old age, they will stay fresh and green, proclaiming, "The Lord is upright; He is my Rock..."

Psalm 92:14–15



PILGRIMS' FRIEND SOCIETY

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Follow us on social media:

Milward House is part of the Pilgrims' Friend Society family of care homes and housing schemes for older people. Pilgrims' Friend Society is a registered charity and a company registered in England and Wales. Charity No. 1045920. Company No. 3027071

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