



Mulberry House

Specialist residential & nursing care

Welcome to Mulberry House. Thank you for enquiring about our support services.

We are a specialist service dedicated to offering great care and support to adults of all ages and different needs who may have previously struggled to find suitable places to live in the past. We can provide long term or permanent care and support, respite services or re-enablement before moving on to supported living.

Our home is split into units for specialist care. Long term chronic or palliative care with a high level of nursing expertise. We also have a unit to provide care and support to people who may have suffered traumatic or acquired brain injury, neuro-degenerative diseases or conditions, cognitive impairment and social exclusion.

Our professional, multi-disciplinary team are here to provide comprehensive, person centred, needs led care and support to people with complex and multiple care needs.

Our team and environment within the home has been purposely developed to meet a wide range of physical, emotional and behavioral needs.

We aim to enable people to achieve their full potential and maintain those abilities.

We want to empower the individual to express their own choices, take positive risks and support them to achieve their life goals, lifestyle and maintain their relationships with family, friends and the communities from where they come.

Tara Cross, Care Home Manager
Kerry Wilkins, Deputy Manager



The staff are always polite, friendly and helpful. The quality of care that my brother has is exceptional, always a smiling face on offer. I can't really comment on the food, although I know my brother enjoys it most of the time and he is never left hungry.



Review submitted on 21 April 2017
from a Postal Card by Patrick G
(Brother of Resident)



Our family are very pleased with the excellent care my father receives. He has been there two years and is very content. Nothing is too much trouble for the staff it is a very happy environment. We as a family, cannot praise the staff enough.



Review submitted on 21 November 2017
from a Postal Card by Paul W
(Son of Resident)

Source: Carehome.co.uk



I have found the staff to be really helpful and caring and always willing to talk if you have any concerns.

Review submitted on 21 November 2017
from a Postal Card by K J (Daughter of Resident)



The care and compassion shown to my aunt was as if she was their own relative and they made the process so much easier for me! Her care package was tailored to meet her needs and that was shown to help by how quickly my aunt settled in! From the manager to the care staff to the chef they were so friendly and I cannot thank them enough for all they did for me and my family and most importantly my auntie!



My mother has been here only 6 days so my experience is limited. However, the staff are all very attentive and helpful.



Review submitted on 23 October 2018
from a Postal Card by Sheridan M
(Daughter of Resident)



Review submitted on 19 April 2017
from a Postal Card by Anne A
(Daughter of Resident)

Review submitted on 17 December 2018
from a Website Submission by Emma G
(Niece of Resident)

WHAT SETS US APART

Professionally trained and qualified staff

The Team at Mulberry House are enthusiastic, energetic, warm-hearted, caring and totally committed to providing the best care possible.

The management team is established and experienced and we have developed a great working environment, delivering great outcomes. We have high staff levels and a very comprehensive training programme.

We firmly believe that if you don't look after and appreciate staff, then they won't in turn be able to provide great care and support our residents.

Qualified nursing staff are on duty 24 hours a day in addition to the care staff who are also on duty. Senior Care Assistants are trained to NVQ level 3 in Health and Social Care and many other staff members are accredited with the Diploma for Health and Social Care.



Technology

We use a paperless, fully electronic care planning and reporting system to offer us, you and CQC greater visibility and enhance the quality of our person-centred care. This provides better reporting of day to day care activities and capacity to manage compliance requirements.

Resident wellbeing

With the beach and town centre so close, we encourage our residents to make the most of the lovely surroundings. Outings and visits can be enjoyed in our minibus with wheelchair access available to make trips to the seafront, theatre and restaurants.

To encourage our residents to maintain independence and enjoy life to the full our activities team support them in pursuing their hobbies, recreational activities and interests. There is a breakfast club, film afternoons, picnics, scrabble, skittles, quizzes and entertainers visit the home.

Regular visits from a range of services are arranged to suit our residents including hairdressers, opticians, dentists, physiotherapists, speech and language therapists and chiropodists. These visits are complemented by close contact with local GPs and other medical service providers.

Relaxed environment

Ensuring our residents settle in to a truly relaxed and reassuring environment, they have the benefit of their own personalised rooms which they can decorate to their own taste.

Mulberry House has single occupancy en-suite facilities many of which overlook the attractive gardens with tables, chairs and a large conservatory.



OUR SERVICE

Conditions we consider for referral:

Acquired or Traumatic Brain Injury (ABI/TBI)

Epilepsy

Stroke (CVI)

Multiple Sclerosis

Parkinson's disease

Picks Disease

Huntingdon's disease

Korsakoff's disease

Brain Tumour

Alzheimer's Disease

Vascular Dementia

Locked In syndrome

Respite care

Nursing care

A professional approach

We are committed to a fully multi-disciplinary team approach and employ our own therapists, including specialist neuro physiotherapy and speech and language therapy, to carry out assessments and reviews.

We maintain close professional links with community services including: SALT, Psychology, Psychiatry, Occupational Therapy, Physiotherapy, Dietician, Psychology, GP



Positive Behavioural Support (PBS). When required we are able to adopt and implement PBS approaches that reflect the underlying principles;

- Seeks to understand the reasons for behaviour so that unmet needs can be met
- Considers the person as a whole, their life history, physical health and emotional needs
- It's proactive and preventative, focusing on the teaching of new skills to replace behaviours that challenge
- Combines perspectives from different professionals.



PERSONAL STORIES OF GREAT OUTCOMES

Arthur's story

Arthur came to us having been living in institutions all of his life, unable to effectively communicate his needs or wants or preferences at all, his quality of life had deteriorated to the extent that his behaviours were now so challenging, he was unable to access the community as he would not wear outdoor clothes, or sleep in a bed, feed himself, use the toilet or take part in any of his own activities of daily living.

With a thorough assessment of needs and implementation of robust behaviour management strategies by the staff in Mulberry House, within days Arthur was feeding himself all of his own meals, commenced on a regular toileting schedule, slept in his own bed every night and is now regularly accessing the wider community on buses, going for walks with staff and taking part in household tasks like washing up, laundry and simple gardening.

Lisa's story

Lisa had a long and challenging forensic background prior to sustaining a brain injury which then led to behaviours which would constantly challenge boundaries and cause incidents of aggression that other environments had failed to establish triggers for.

Lisa had felt disenfranchised and "useless" for a long time, her self worth was non-existent. The staff within Mulberry House developed a strong bond with Lisa, reinforcing her sense of self-worth, providing her with responsibilities and structure so each day had meaning, Lisa has developed a new interest since residing in Mulberry House and her incidences of challenging behaviour have reduced to minimal levels.

Sarah's story

Sarah had been residing in a nursing home previously and due to anxiety had retreated to being unable to stand or weight bear, requiring a full hoist transfer she had become isolated in her own room, although receiving input from the community rehab team.

Within days of admission our physiotherapist assessed Sarah and working with the community team, reintroduced standing practice and walking. She can now walk entirely independently around the home and continues to go out and meet friends and go shopping several times per week.

David's story

David had been served notice on previous placements due to escalations in challenging behaviour where he physically and verbally attacked staff and wouldn't allow basic personal care interventions. He had a diagnosis of vascular dementia following a stroke, but was sectioned under the mental health act and hospitalised and had spent many months entirely bed bound, not undertaking any basic care and required a 2:1 staff presence for all interventions.

David had no triggers to these behaviours recorded or established and no techniques implemented to try and reduce the occurrences. He was carefully assessed, taking into account his bio-psycho and social needs and a plan of care that would suit his individual needs was developed by staff within Mulberry House.

Since David's admission, he is fully engaged with staff, undertakes personal care and showers daily with staff, dresses in clothes and enjoys taking part in communal activities daily. Staff have successfully identified triggers to the behaviours and there have been no incidences of aggression.





Contact

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Review Score
from 24 Reviews

9.4



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