



The
Mill House
SKIPTON | YORKSHIRE

A warm welcome

As a dedicated team providing residential care services, we are very proud of the five-star accommodation and care that The Mill House offers.

Our accommodation standards and features are superior in so many ways but, most importantly, we have a team to deliver a very special and unique standard of compassionate care and support to anyone who chooses to make The Mill House their new home. We respect the dignity and choice of each individual, whilst supporting our residents to enjoy an independent lifestyle.

We know only too well how difficult and emotional the decisions are for everyone when considering care, which is why our team at The Mill House are here to help every step of the way.

Please do not hesitate to contact us with any questions you may have.

The Team at The Mill House

01756 537774

The Mill House, Skipton



The Mill House, Skipton

The Mill House is a luxurious residential care home within private landscaped gardens located on the historic site of a former silk mill. We enjoy an idyllic location on the Leeds and Liverpool Canal and close to the heart of Skipton, with the beautiful Yorkshire Dales National Park on our doorstep. The Mill House offers first class residential and dementia care for up to 86 residents, in a light, spacious and elegant setting.

At Anchor, we have a long history of caring for older people and we put our residents at the heart of everything we do. In times of uncertainty, Anchor is a care provider you can depend on. We are proudly not-for-profit with 60 years of experience. The Mill House is the result of this approach, carefully conceived with all our experience and passion, to meet the needs and expectations of the next generation of older people.

Accommodation

The Mill House offers a wide range of impressive features and facilities including:

- Luxurious and meticulously finished to the highest standard and incorporating the latest technology, our home has large bedroom suites with private en suite wet room facilities, offering comfort and convenience
- Extensive and safe balcony areas to our first and second floors enjoying lovely views
- Impressive dining rooms with varied daily menu choices on each floor
- Hairdressing and beauty salon
- Our fully equipped café bar is ideal for catching up with friends whilst enjoying views of our lovely terraced gardens



Local Area

The Mill House is located in the heart of the historic town of Skipton. We benefit from being close to amenities, such as Skipton Castle, shops and places to dine. We are in easy reach of a number of local villages and enjoy excellent transport links to Ilkley and Harrogate.

Dining Experience

At The Mill House, we make the most of mealtimes. Anchor has won national recognition for the quality of its food and catering service. All our menus recognise seasonality and locality. The Mill House offers freshly cooked wholesome and nutritionally balanced food with a different choice every day. Each floor of our home has a luxurious dining room, where our meals are served.

We get to know our resident's likes and dislikes and cater for any special dietary requirements. The Mill House's Food Promise ensures all our menus are fresh, appetising and served with a smile. We are committed to making mealtimes a sociable and pleasurable part of each day but will be happy to accommodate residents that may wish to dine in their rooms.

Our catering team regularly interact with our residents, finding out more about their likes and dislikes and discovering more about the people they cook for. We all have strong memories associated with certain recipes, foods, specific meals and for The Mill House, it's vital that the food we serve reflects this.

Anchor Active

With social events in the home and the community arranged in collaboration with residents, you can make life at The Mill House a hive of activity or as gentle as you wish.

Activities, interests and ability are discussed on admission and an agreed plan ensures that these requests are fulfilled. Suggestions for activities also shape the planning process.

We know how important it is to maintain close bonds with the people in your life. At The Mill House, visitors are welcome and we will support you to keep in regular contact with loved ones via Skype and other methods. We also encourage links with the wider community and regularly hold events in the home, by inviting local community groups to visit.

Wellness

Because each of us is unique, we encourage our residents to choose how their care is planned and delivered at The Mill House. We work closely with residents and families to build a personal picture of your needs. Little things can make a big difference, so we always strive to understand what is important. We call it person-centred care because it is built around the individual with the help of their loved ones.

Dedicated colleagues ensure care, support and understanding tailored to our resident's exact needs. They will ensure they continue to enjoy maximum independence and 24-hour peace of mind, knowing that help and assistance is always at hand.

All care colleagues employed by Anchor are given intensive training and are required to complete NVQ qualifications and a range of in-house courses to ensure the best possible care.

We provide high quality support for our residents through personally tailored care. All of our employees are trained and supported by our dementia team to ensure residents feel valued and able to live life to the full.





The Mill House

The Mill House Skipton



Peace Of Mind With Anchor

Anchor provides housing, care and support for over 65,000 older people across England. For 60 years, we have built a reputation based on experience and the values of a not-for-profit organisation, making us an established and trusted provider with over 100 care homes throughout England.

24-hour peace of mind

All our care homes offer a warm, safe and friendly environment with facilities to make you feel at home in our care. They are spacious, well maintained and can even welcome some pets (at the Home Manager's discretion). You can expect comfortable, self-contained rooms, all with lovely en suite wet room facilities.

The buildings, staff and policies that govern our work all meet levels of quality that are amongst the highest in the country and all of our homes are regulated by the Care Quality Commission (CQC).

To reinforce our own high standards, we have developed an internal audit programme that monitors the quality of service offered to residents, as well as ensuring each home is safe and secure.

What kind of care do I need?

The Mill House offers the following types of care for older people, depending on their requirements:

- Residential care
- Dementia care and other mental health needs
- Respite care (short stay)
- Eight independent living apartments within The Mill Lodge, providing impressive accommodation, suitable for both individuals and couples

All our homes offer 24-hour personal and practical support - such as help with dressing and bathing.

"The decor is absolutely stunning and attention to detail is outstanding and exceptionally well designed. The beautifully laid-out dining room with linen napkins is something my mother noticed straight away and is very important to her."

Anchor family member [carehome.co.uk](https://www.carehome.co.uk) review

The Mill House, Skipton



Independent living

We have the benefit of eight independent living apartments within The Mill Lodge, adjacent to The Mill House. Our beautifully appointed apartments are suitable for both individuals and couples. The Mill Lodge provides peace of mind that assistance is close by during the day if required, whilst being separate from our main home.

Those residing in The Mill Lodge have their meals provided, where our onsite catering team prepare the highest quality food, with each individuals' tastes and preferences in mind. Meals can be enjoyed either in the exclusive private dining room or in their own apartment as they wish. Residents of The Mill Lodge are welcome into the main part of our home at any time to socialise, enjoy a drink and participate in activities. The Mill Lodge also boasts our canal side café; a wonderful location to watch the world go by.

Each apartment provides an exceptional standard of accommodation, and consists of a living area with a fully fitted kitchen and a separate bathroom and bedroom. Those living in our apartments will be surrounded by like-minded neighbours and they also have access to The Mill House's private landscaped gardens. Our apartments really do provide a unique living opportunity in the centre of Skipton, offering style comfort and independence, enabling later years to be enjoyed.

Living with Dementia

We understand the difference that high-quality person-centred dementia care can make to the quality of life of somebody living with dementia. We recognise that a person with dementia is, first and foremost, a person - unique and with a rich history of experiences, abilities, skills, knowledge, preferences, desires and personality.

What is dementia?

Dementia is the term used to describe a group of symptoms that occur when the brain is affected by specific diseases and conditions – such as Alzheimer's disease or a series of mini-strokes (although not everyone who has a stroke will develop dementia). Alzheimer's disease is the most common cause of dementia, but not the only one. A person living with dementia may experience memory loss and difficulties with thinking, problem-solving or language.

These symptoms differ from person to person and the experience of living with dementia can be affected by a number of factors.

Our approach to dementia care

Having a better understanding of the challenges a person living with dementia may face, and how to support them, can help us all form practical strategies to ensure people continue to live a happy and fulfilling life. At The Mill House, we believe that through compassionate and considered care, we can ensure the move is a positive one – providing an opportunity to meet others, pursue interests, and live life the way you wish.

We understand that the care someone receives is fundamental in enabling them to live well with dementia. We take a holistic approach to ensure that our care reflects best practice and learning, from the home environment to the education of colleagues.

Knowing you

Before moving to The Mill House, we take time to understand the interests, needs, and goals of a person, as well as learning about their background and personality. By knowing who they are and what is important to somebody, we can ensure we provide person-centred, tailored support, helping someone settle as quickly as possible. We also recognise that people change over time, and so we regularly review how we support individual residents, including them and their loved ones in the care we provide.

Support for loved ones

We know that the transition into a care setting affects more than just one person, and that it can be a difficult experience for the whole family. We take time to provide support with any emotional and practical help they need. We encourage family and friends to be involved in the ongoing care planning for their loved one and encourage them to visit as often as they like or are able to do so.

Our supportive environment

It's important to create engaging environments, where residents can live comfortably and feel supported to maintain independence. People can become confused in their environment, so it's a good idea to make everything is easily recognisable. The layout and design of The Mill House is based on best practice guidance, including appropriate signage that is clearly worded and pictorially illustrated.

We focus on creating a homely atmosphere, to promote feelings of safety and familiarity, as well as engaging themed areas that encourage nostalgia and reminiscence. We encourage residents to create a 'home-from-home' atmosphere in their bedrooms, by bringing their personal belongings into the home.

Some people with dementia may have a poor appetite or lose interest in food altogether. We understand that everything from the way we set up a table, to the colour of the tablecloth or the type of crockery used, can help encourage a person to feel comfortable and confident at mealtimes.

Being able to access outdoor space is important, as it provides the opportunity for exercise and fresh air, relieves tension and anxiety and offers personal space for reflection and privacy. Being outside stimulates the production of vitamin D, helping to maintain healthy muscles and bones. It also offers stimulation in the form of different colours, textures and natural smells and sounds. Spending time outside in a garden has been shown to positively affect a persons' emotions and to improve their sense of wellbeing.

Compassionate colleagues

Our colleagues are carefully recruited and trained to ensure that warmth and understanding are at the heart of everything they do. Our carers use conversation and active listening to understand your holistic needs and desires. We are able to facilitate and create independence within personal limitations, empowering residents to take control of their life decisions.

We are committed to providing ongoing training in all areas of dementia care to members of the care home team. Anchor provides in-depth training on a range of dementia topics, to ensure we are following best practice guidance at all times.

We equip staff with knowledge on a range of approaches to dementia care, enabling them to be confident and knowledgeable in supporting people with differing needs.

The Mill House prides itself on having higher than average resident to colleague ratios and regularly reviews the dependency levels within the home. This is particularly beneficial for our residents living with dementia, as it means (where possible) they have the same carers supporting them every day, enabling the development of strong, meaningful relationships that encourage trust and friendship.

Individual lifestyles

Personal choice

We understand that everyone values keeping their independence and we respect privacy and encourage residents to choose how their care is planned and delivered.

With this in mind, our staff work with residents and relatives to agree a personal lifestyle plan which helps us to understand the aspects of care that are most important. We value feedback from residents and their relatives and track satisfaction at The Mill House every month.

Staying active

Being interested in what is going on and taking part in fun activities is a vital part of life. We organise activities which are designed to reflect the wishes and interests of residents. We offer a stimulating range of cultural events, arts, crafts, games, coffee mornings and social evenings, as well as one-to-one activities and encourage residents to take part as much or as little as they wish. Our Zest Wellbeing programme provides gentle exercise for all abilities for health and enjoyment.

Fees

Care home fees can vary depending on a number of factors such as type of care provided and size of room, a member of our friendly management team will happily sit down with you to discuss costs and what is included for your weekly fee. For more information, please see the care home fees section.





Care home fees

Care home fees in England can vary substantially from provider to provider and from location to location. Understanding care home funding and accessing the right type of funding assistance can seem like a daunting task.

It is usual for residents in care homes to contribute to the cost of their own care. Some people have the resources to pay for their care in full, whilst others will make means-tested contributions.

The government sets national limits to determine eligibility for funding assistance. The current threshold for self-funding (paying the full cost of your own care) is £23,250. Individuals with assets, including property and savings of £23,250 or above are currently expected to fully fund their own care.

This threshold can be subject to change, so it is always advisable to check the figures when choosing a care home.

Paying for your own care

Those who are able to pay for their own care can contact care homes directly. Once a preferred care home has been identified, the care provider will conduct a needs-based assessment.

How much is a weekly private fee?

At The Mill House, our weekly private fees are from £1,310. Our fees will vary depending on the type of room and care services required. We can provide you more information on fees and how they are charged.

What is included in my weekly fee?

At The Mill House, our weekly charge includes:

- Cost of personal care
- Accommodation
- Utilities e.g. heating and light
- All resident catering, meals, snacks and drinks
- Laundry undertaken on the premises (except articles which need dry cleaning)
- Individual telephone line
- Television licence, for your use of digital or satellite television in your room for residents aged 75 and over (residents under age 75 will need to pay an annual charge set by TV Licencing to join the shared TV licence).

The following extra items and services are not covered by the weekly fees; however, we can arrange for them to be provided (at an additional cost):

- Professional hairdressing
- Personal copies of newspapers or magazines
- Personal purchases such as stationery, confectionary, toiletries etc.
- The option of telephone line in a bedroom
- Dry cleaning



In the absence of free provision by the NHS, the following may also be provided, and shall be charged in addition to the weekly fees:

- Chiropody
- Optometry
- Dentistry
- Physiotherapy
- Other privately arranged healthcare
- Care staff accompaniment to regular medical appointments

No upfront deposit is required at The Mill House to secure a room. If you are approaching a number of care home providers, it is often good to ask if they require a deposit.

Requesting funding assistance

For those who think they may be eligible for care home funding support or require support with this, the first step is to speak to your local Social Services department or your GP.

An assessment of your needs will be undertaken and, if it is determined that you require residential care, a financial assessment will be completed by Social Services. The financial assessment will take into account your income (including pensions and benefits) and capital such as savings, property and investments.

All this information will then be used to decide how much you can afford to pay towards care home fees, how much the council will contribute and suggest the most suitable care homes for you to consider.

Care home top-up fees

If a person is Local Authority funded (council funded) a third-party top-up fee may be charged. This is a weekly cost covered by a third party, typically a family member.

More information

At The Mill House we are happy to support you and we can provide more information on our fees and answer any questions you may have about living with us.

For more information on funding assistance, including details of the current capital limits, visit Gov.uk, the Government's public services information website, or speak to your local Social Services department or GP.

Further advice and guidance can also be found on the Disability Rights UK website, including a range of free factsheets covering topics such as how to apply for an assessment from social services, care charging and changing legislation.



Regulated by



The Mill House

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Call us on **01756 537774** or visit www.millhouseskipton.org.uk

Anchor Hanover Group is a charitable housing association with registered society No 7843. Registered Provider No. LH4095.
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