



# live later life well

**Torrwood  
Wells**

Residential, nursing and dementia care







# A warm welcome to Torrwood

**At Torrwood, we provide residential, nursing and dementia care for 82 residents in purpose-built, en suite accommodation.**

Overlooking the Somerset countryside, it's a wonderfully calm and welcoming home, designed to provide personalised care in a warm, supportive and safe environment.

Your loved one can enjoy our landscaped gardens, or relax on the patio areas or in our summer house. We have our very own hair salon for a spot of pampering or catch up on a popular film in our cinema room.

There is a schedule of events and activities and we do our best to provide something for everyone, helping residents to explore their interests and discover new ones. There's a gardening club, baking, flower arranging, arts and crafts, bingo, quizzes and church services. A mother and toddler class visit monthly and we even hold a cheerleading class.

We have a dedicated chaplain and offer award-winning music therapy for our residents living with dementia.

We also have our own minibus for trips into Wells, local garden centres and visits to Bishops Palace Gardens.





Respite care  
available



Virtual tour  
on request



Find us on  
Facebook



24 hour care



Activities  
schedule



Chapel



Chaplain



Dietary &  
religious needs  
catered for



En suite  
bedrooms



Hair salon



Home cooked  
meals



Landscaped,  
secure gardens



Music  
therapy



Snacks  
& drinks



WiFi

Visit our website for further details and our key information document





To take a closer look into life at our care homes, find us on Facebook



# Care, above and beyond

At Torrwood we develop a personalised care plan shaped around interests, needs and choices.

Round-the-clock care is provided by a team of highly trained carers, who are incredibly passionate about what they do. Life here is easy and enjoyable and we take the time to really get to know our residents to ensure we offer just the right balance of company and privacy for all.



## **Residential care**

Our residential care provides a home from home to make sure your loved one continues to live life to its fullest, remaining as independent as possible, with peace of mind that comes from 24-hour support.



## **Nursing Care**

Our 24-hour nursing care is tailored for individual needs. Providing specialist nursing care for those with medical needs, whether that's a long-term illness or disability. Delivered with friendly expertise by our highly skilled team of nursing professionals.



## **Residential dementia and nursing dementia care**

We are proud to be recognised for our pioneering approach to dementia care. Our facilities are second to none, and specially designed to provide a reassuringly familiar, engaging and warm environment for those living with us. Residents enjoy music therapy, interactive 'magic tables', robotic pets and reminiscence activities designed to stimulate social interaction and alleviate the isolation associated with dementia. Residents living with dementia who require nursing care, benefit from our 24-hour specialist nursing care, delivered with an expert sensitivity to the symptoms of dementia.





# Creating a richer and more fulfilled later life

Our approach to care is a truly holistic one, always with the aim of nurturing mind, body and spirit.

This comes as part of our promise to you and our residents, to help them genuinely live a better, more fulfilled life by respecting their individual needs and presenting them with opportunities to keep their minds and bodies active.

Whether they flourish in a lively group activity or prefer to re-charge in the peaceful surroundings of a quiet space, our home is brimming with inspiration and potential.

## Enjoying every day

Activity Coordinators are integral to our homes, ensuring there is a varied weekly activities calendar, tailored to meet the individual interests and preferences of each resident.

## Recognising the spiritual needs of our residents

All MHA care homes provide residents with pastoral care through our dedicated chaplaincy service. Our chaplains provide one-to-one support, a sense of comfort and a listening ear to everyone who needs it. We know that spirituality is important to many of our residents which is why we treat every person as an individual and encourage links with local faith communities where appropriate.





## Keeping in touch with each other

There are a number of ways to keep in touch with family and friends in addition to visiting the home. Using technology you can catch up over Zoom, through our Facebook page, or Famileo, an individual, personalised digital/printable family newsletter.

## Creating a safe environment

We have a call system which can be operated by a hand control or pendant, depending on personal preference. All floors are secured by keypad coding to ensure that residents are safe and secure at all times.

## Freshly prepared, nutritious meals

Mealtimes are an important part of the day here, giving residents the opportunity to get together and enjoy home cooked food in a relaxed restaurant-style environment.

We always offer two meal options and all specialist diets are catered for. Our chef will happily prepare an alternative dish if nothing on the main menu appeals.



Freshly prepared meals, cooked by our in-house chef



Locally sourced meats, fruit and vegetables where possible



Seasonal ingredients – menus change three times a year with input from residents



Specialist equipment and assistance as needed



Snacks and drinks available 24 hours a day



Home baking every day



Relatives welcome to join residents for meals



# Personalised Nursing Care

MHA nursing homes provide care for those with long-term illness or disability where more complex medical support is required.

We are dedicated to meeting the changing physical and mental health needs of each resident with ongoing nursing care. We ensure that each resident is treated with the dignity and respect that we all deserve to enable them to live later life well.

## Full time care

We can offer you reassurance and peace of mind with 24 hour care, 7 days a week, from a team of highly trained carers. We will take care of the daily management and administration of medication, provide nutritious meals where changing dietary needs are catered for while ensuring the home remains clean and safe. We also encourage residents to socialise and interact with others, reminiscing and sharing stories with like-minded people where possible.



Respect and  
dignity at all times



Activities tailored  
to meet individual  
needs and  
preferences



Famileo  
personalised family  
newsletter



## Seize the day!

We encourage residents and their relatives to share their 'seize the day' dreams with care staff who will endeavour to turn the wish into reality. This could include visiting a location that holds special memories, enjoying a former pastime or trying something for the first time.

## End of life care

When residents need specialist end of life care, our staff team will work closely with healthcare colleagues from outside of the home to ensure comfort, dignity, emotional and spiritual support. In preparation for this, they will seek to understand a resident's preferences and wishes for end of life care and support. Our Chaplains work closely with the whole staff team at this time and are available to support family and friends as required.

**“The care and consideration given by the staff to residents and visitors is as though you are their own family. They are always welcoming and friendly and so gentle with our precious loved ones.”**

Sandra, posted on [carehome.co.uk](https://carehome.co.uk)









# MHA in your community

We're proud to be the UK's largest charity care provider and are dedicated to enabling older people to live later life well.

MHA will be 80 years old in 2023, that's 80 years' experience of putting people at the heart of everything we do in all our homes, schemes and community services across England, Scotland and Wales.



## Retirement Living

Embrace the benefits of independent living in a community of like minded individuals. Our retirement housing is designed to meet the needs of older people. Find out more [www.mha.org.uk/retirement-living](http://www.mha.org.uk/retirement-living)



## Communities

MHA Communities, offer a variety of exciting and fulfilling social activities and services for people aged 55 and over. Find a scheme near you [www.mha.org.uk/communities](http://www.mha.org.uk/communities)



## Volunteering

Are you interested in volunteering for MHA? We can work together to find something both suitable and flexible for you and the needs of your local community. Volunteer now [www.mha.org.uk/volunteering](http://www.mha.org.uk/volunteering)



## Befriending

Befriending is one of the most popular services within our MHA Communities and gets people together to make friends either face to face or via the telephone. Find a friend near you [www.mha.org.uk/befriending](http://www.mha.org.uk/befriending)



## MHA Active

MHA Active has been created for older people to enjoy a range of live and on demand video based activities from the comfort of their own home. This includes baking, exercise, crafts, quizzes and religious services. Find out more [www.mha.org.uk/dc](http://www.mha.org.uk/dc)





## Contact us

**For more information or to book a tour of the home.**

### **Torrwood care home**

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[www.mha.org.uk/torrwood](http://www.mha.org.uk/torrwood)

 MHA Torrwood



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### **Information correct at time of publishing, September 2022.**

This brochure is set out as a general outline of what we offer, and is for guidance only.  
The information in this does not in any way form part of a contract or warranty.  
All imagery should be taken as representative only.  
National and local guidelines were adhered to and PPE was worn correctly at the  
time of taking images in our care homes that are featured throughout this issue.



Proud to be part of the  
National Care Forum