



“A warm and friendly service”



What do I do next



Contact the
Buckinghamshire Manager:
Registered Manager

Heritage Care – Extra Care Schemes in Buckinghamshire

Willowmead Court, Lavric Road, Aylesbury, Bucks, HP21 8JW

Tel: 01628 810190 or 07734 972913

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Our four schemes available:

High Wycombe
Jasmine Court
Holmers Farm Way
High Wycombe
Bucks
HP12 4PU

Hazlemere
St. James' Court
Cedar Avenue
Hazlemere
Bucks

Aylesbury
Willowmead Court
Lavric Road
Aylesbury
Bucks
HP21 8JW

Winslow
Swan Court
High Street
Winslow
Bucks
MK18 3DN

Heritage Care was formed in 1993 and since then has built a high reputation for best practice, innovation and responsiveness.

Services are provided in a range of settings, but as a social care provider we specialise in residential and supported living or 'extra care' schemes, providing 24-hour care and support.

Heritage Care is a 'not for profit' organisation that supports people from diverse backgrounds. Primarily, we help those who have only limited opportunity to participate meaningfully in their communities, despite having a range of abilities, skills and potential. This may be because of the ageing process, mental ill health or a learning disability.

Heritage Care is an Industrial and Provident Society (Registration number 27739R).

We are governed by a Board of Trustees with members from a wide range of professional backgrounds and act in a voluntary capacity.



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Buckinghamshire
EXTRA CARE



“A **warm** and **friendly** service”

“ I like my mail posted through my letter box, and the milkman delivering my milk to my own front door. I want to keep as much independence as possible but have help for the things I cannot safely manage. I want that help from a reliable, regular, well-trained small team. I want my life to go on as before, but with everything to hand that will support me to enjoy my life.”

If these are your needs, then “welcome” to Extra Care. Extra Care provides care and support to those over the age of 60 who want to retain their independence by living in their own flat within a safe and secure environment. It provides tenants with a dedicated team of carers delivering appropriate care and support designed to meet their carefully assessed needs and requirements.



We provide all our residents with:

ACCOMMODATION

- All flats have double bedroom, walk-in shower room and large open plan living room and kitchenette
- TV and telephone points in bedroom and lounge
- Plumbing for washing machine if required

CARE

- Full range of care services available to tenants as required.
- Dedicated team of carers

SECURITY AND SAFETY

- Emergency pull cord in each flat
- Secure intercom entry system

ACTIVITIES

- Range of in-house activities and regular trips and visits to choose from

There are currently four schemes available in Buckinghamshire:

- High Wycombe
- Hazlemere
- Aylesbury
- Winslow

Philosophy of Care

We provide a high standard of individual care and support that makes all our 'Extra Care' schemes feel like a 'home from home', with tenants supported and encouraged to maintain their independence. Our staff provide care and support in a professional manner to maintain dignity and respect for the privacy and choice of each tenant.

Each **EXTRA CARE** court is arranged over two floors with a secure front door intercom entry system and passenger lift to first floor. All the hallways are carpeted and have 24 hour CCTV for added security. There is a communal lounge and kitchen open at any time, an ideal place to meet up with other tenants over a coffee or perhaps listen to music or watch a movie together. Our well-kept gardens are for to all to enjoy and if you would still like to do a little gardening yourself, we can allocate a section of the garden for you. Raised flower beds are also being introduced to make gardening more accessible for keen gardeners.

Your own space

Each flat has a double bedroom, walk-in shower room and large open-plan living room and kitchenette with fridge and cooker included. There is also plumbing included for washing machine if desired. All flats have matching carpets and curtains, thermostatically controlled radiators, TV and telephone points in both the bedroom and the lounge and pull-cord facilities to call for help in all rooms. All tenants can be provided with a pendant alarm.

Your Own Personal Care
Heritage Care provides all range of care services from help with getting up and dressed, going to bed, washing and personal hygiene requirements to assisting you with medication and preparation for day care or hospital visits. In addition we offer a range of other essential services:

Social Care Tasks

Can include emotional support, assistance with correspondence and liaising with GPs, family and friends.

Domestic and Housing Support

May include a full range of domestic and household tasks such as bed making, laundry, help with care of pets and helping tenants prepare food and drinks.

Shopping and finance

If you are unable to do your own shopping, the Care Manager will arrange for this to be done for you. This can also include help with paying bills, posting letters, collecting prescriptions etc.

Domestic Support

Help is available to assist with the preparation of drinks and meals or help with choice of meals ordered via meals service.

Medical Support

Many tenants look after their own medication but we can take over medication should a you wish us to. This is arranged with your GP and the chemist using the sealed “nomad” system.



Activities and Entertainment

Each Court has its own Tenant's committee which meets on a regular basis to discuss and plan activities. Our staff help with arrangements for regular trips and visits and are happy to assist with any agreed activity, this could be anything from a musical evening, a games evening or film night to keep fit, coffee mornings and afternoon tea. We celebrate every tenant's birthday, and hold an event in each season for all tenants, their families and wider community, such as the Summer BBQ, Autumn Bazaar, Christmas Carols and mulled wine Evening, Tenant's Christmas party and an Easter meal.

Family and Friends

You are free to have family and friends to visit or stay whenever you choose to. Visitors can be let into the building via the intercom system.

Hairdresser, Postman, Milkman, Paper Delivery
Each **EXTRA CARE** scheme has a visiting hairdresser and staff will help you make appointments if needed. You may prefer to continue using your present hairdresser. Post will be put through your letter box and you are free to ask the milkman to call and the newsagent to deliver your papers if desired.

Freedom of Worship

You will be supported to follow your religious belief or practice, and staff will assist you as part of your Care Plan to attend services if you so wish. There is a regular service held in the main residential homes, the times of which will be displayed on our notice board and you are welcome to attend.

Pets

We accept well-behaved pets at the Manager's discretion. They will receive their own care plan and risk assessment as we are aware that at times you may be ill and unable to care for them. We also have contingency plans should you have to go to hospital; they are important to you and we therefore take their welfare seriously.

