

NEXT STEPS.

What to expect before anything is decided

Firstly, we visit you for an initial discussion, to fully understand your needs.

Then, we explain how everything works, and outline the available options.

We also provide you with a confirmed cost, and discuss the various ways to fund the service, including Direct Payments and Personal Budgets.

We would create a detailed Personal Support Plan which fully reflects your own individual needs.

Then, you meet the people who will be supporting you and your family.



"My mum was very lucky to have such an exceptionally caring team looking after her. They became a key part of her daily life, understood her so well and became very special to her"

Mrs D – Daughter



For more information or to arrange a detailed consultation about the options available to you, please contact;

Call 01372 253290

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Epsom, Surrey, KT18 5AD

care@epsom.heritagehealthcare.co.uk

www.heritagehealthcare.co.uk/epsom

Heritage Healthcare Epsom is regulated by the Care Quality Commission (CQC) and is a member of the United Kingdom Homecare Association (UKHCA), the professional association of home care providers.



"I have the best team of carers anyone could possibly hope for. They are always friendly and make me smile. It is a joy to have them around."

Mrs F - Client

**INTRODUCING OUR SERVICES.
AND OUR PEOPLE.**

HOME BASED. EXPERT CARE.



Heritage Healthcare Epsom is owned and directed by Song Lu and Shirley Li, who have both had successful careers within the financial sector. They have a passion to provide a superior homecare service which significantly improves the lives of the communities they serve in Epsom and Kingston.

Song and Shirley are supported by experienced and highly qualified, Registered Care Manager Joanne Roberts who is responsible for leading the care team.

Joanne said: *"We are committed to providing a high-quality responsive service, which enables our clients to enjoy living their lives within their own home, feeling happy, independent and safe. We work with our clients and their families to recognise their life goals and ensure each client is supported in achieving this goal."*

Song and Shirley agree: *"Our expert team of carers share our company values and we are proud to provide a caring, dignified, compassionate service which is full of kindness and respect. Our individually personalised homecare service is delivered from our heart. We pride ourselves on delivering care which we would want for our own parents or family members?"*

Heritage Healthcare provides a range of expert care services for people who would like to continue living in their own homes – retaining their independence in the comfort of familiar surroundings, but feeling safe, secure and fully supported.

Expert services, chosen by you

We offer a range of services from personal care and support, through to household and domestic assistance, and even straightforward companionship. The first step is to spend time getting to know you, so we understand your requirements and lifestyle. Then we'll work together to agree a level of care that's just right for you. We will always aim to match you with the right carer; someone with whom you'll be able to enjoy a comfortable relationship.

A hand-picked, professional team

We recruit carefully and train our staff to the highest possible standards. All are DBS checked at an enhanced level and are fully insured with public liability cover. As your needs change, so does our training - we constantly evaluate the skills that we have against the level of care you may require both now and in the future.

We deliver care and support for a wide range of different clients, including:

- Older people
- People with learning disabilities
- People with sensory loss or impairment
- People with Dementia or Alzheimer's
- People with spinal or brain injuries
- People at the end stage of life - palliative care
- Supported living

OUR SERVICES.



Personal Care

- Washing, bathing, dressing
- Shaving, grooming, hair and makeup
- Nail care
- Incontinence
- Eating, nutrition and weight
- Security and safety
- Medication, cream and ointments



Household & Domestic

- Dusting and vacuuming
- Cleaning bathrooms and kitchens
- Changing bed linen and towels
- Laundry and ironing
- Shopping, meal planning and preparation
- Assist with pet care
- Prescription collection



Companionship & Social Support

- Escort to appointments
- Accompanying to social events, shopping, theatre or cinema
- Participating in hobbies and crafts
- Accompanying to lunch or dinner
- Planning outings, trips and travel
- Visits to family, friends or neighbours
- Companionship and conversation
- Sitting service to offer respite



Live-in Care

Our live-in care provides you with all the permanent support you'd expect at a residential home – but in the comfort of your own home.

- Round the clock support
- One-to-one assistance giving you peace of mind in your own home
- Freedom, choice and control to do what you want, when you want

Our list of services is by no means exhaustive, so if you need support with anything that is not listed please do not hesitate to ask.