



HERITAGE  
HEALTHCARE  
expert care at home

"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 Hounslow & Richmond 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, whilst 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 straight forward companionship. The next step is to spend time getting to know you, so we understand your requirements and lifestyle. We will then work together to agree a level of care that is right for you. We will always aim to match you with a carer who shares similar interests, is skilled and experienced in the type of care and support you need and with whom you will be able to enjoy a comfortable relationship with.

## A hand-picked, professional team

We take every step to ensure we only recruit the right staff who share our ethos of excellence. Our carers go through vigorous checks to ensure your safety at all times. Your safety is paramount to us. We train our carers to an exceptionally high standard and as your needs change, so does our training. We continuously evaluate our carers against the level of care you may require and ensure our staff are always trained to a high standard to meet your care needs.

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

- Older people
- 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
- Promoting and aiding continence
- 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.



## 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 0208 93 67 628**

Heritage Healthcare Hounslow and Richmond  
Unit B, Innovation House, 292 Worton Road  
Isleworth TW7 6EL

[care@hounslow.heritagehealthcare.co.uk](mailto:care@hounslow.heritagehealthcare.co.uk)

[heritagehealthcare.co.uk/hounslow-richmond](http://heritagehealthcare.co.uk/hounslow-richmond)