



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

## HOME BASED EXPERT CARE

Personalised care to help you remain independent at home

# INTRODUCING OUR SERVICES AND TEAM



Directors, Prabjot and Tony Dhillon

## **Heritage Healthcare Windsor is led by Managing Directors, Prabjot and Tony Dhillon.**

With experience working with charities in their local area, Prabjot and Tony launched the home care service to deliver person-centred care and support to make a real difference in people's lives.

Prabjot began her career in Secondary Education and has gained a wealth of experience working with a range of learning abilities and needs. Having previously worked for an asset finance company, Tony has built experience developing relationships with customers as well as regularly fundraising for charity organisations.

Together, the duo will use their knowledge of leading and mentoring large teams to ensure their Home Care team deliver an expert care service in the homes of clients. They are dedicated to delivering a high-quality service to support the local community.

Heritage Healthcare Windsor 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, 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 on 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.

### **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
- Supported living



## OUR BESPOKE SERVICES



### Personal Care

- Washing, bathing, dressing
- Shaving, grooming, hair and makeup
- Promoting and aiding continence
- Eating, nutrition and weight
- Medication, cream and ointments



### Household & Domestic

- Dusting and vacuuming
- Changing bed linen and towels
- Laundry and ironing
- Shopping and meal preparation
- Prescription collection



### Companionship & Social Support

- Escort to appointments
- Accompanying to social events
- Participating in hobbies and crafts
- Planning outings, trips and travel
- 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 with one-to-one assistance and freedom, choice and control of 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 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 01753 847 679

### Heritage Healthcare Windsor

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