



*Supporting
Independence
& Choice*



What do we do?

Heritage Care is an established care and support provider that started in 1993 in East London and now operates over much of the Midlands and South East of England.

Our philosophy has always remained the same, we believe in supporting people to be as independent as they can and to help them to make choices in their lives. We take a personalised approach and always design services with those individuals in mind.

Through our 2000 strong workforce we offer high quality specialist care and support to people with learning disabilities, older people, people with dementia and people with mental health support needs.

We work across the counties of Buckinghamshire, Derbyshire, East Sussex, Hertfordshire, Kent, Leicestershire, Lincolnshire, Norfolk, Nottinghamshire, Staffordshire, Suffolk, West Sussex, West Midlands and Worcestershire as well as a number of London Boroughs.

Our Status

Heritage Care is a registered charity (number 1135353).

Heritage Care is also a company limited by guarantee (number 07211819).

Our Governance and Structure

Heritage Care is governed by a Board of Trustees drawn from all sectors of the community and with a wealth of experience and skills appropriate for a national social care provider. All Trustees operate on a voluntary basis. Management of the charity is devolved to an executive management team led by a Chief Executive.

Heritage Care has two subsidiaries. Amber Housing, which is a not for profit housing provider that also manages a range of property maintenance contracts for the group, and Community Options, an established specialist mental health provider operating across several London Boroughs.

Aims and Values

Our values underpin everything we do. It is our belief that we should:

- Provide high quality care and support services that enable people to control their own lives.
- Plan in partnership with people who use our services and involve them in all aspects of our work.
- Embrace diversity across all work and services.
- Work as a team in an atmosphere of mutual respect and trust.
- Value everyone's contribution and develop everyone's potential.
- Promote awareness of the environment in all we do.



Supporting People in their own homes

Much of our work involves supporting people in their own homes. This may be through domiciliary services, supported living services or in housing and care schemes, where people have their own flats in specialist developments.

Many of our services for people with learning disabilities and mental health support needs are either through our range of regionally based domiciliary branches or through an extensive range of supported living services where people live in shared accommodation, many with high levels of support.

We successfully support people with a wide range of care and support needs including those who need specialist support through our highly trained workforce. These include people with dementia, individuals whose behaviour presents challenges, people on the autistic spectrum, people with physical disabilities, sensory disabilities, Prader-Willi syndrome, epilepsy and dual diagnosis.



Residential and Nursing Care

Although the majority of people we support live in their own homes we recognise that residential care is a positive choice for some.

Our older people's services include a range of residential homes (including nursing care) that offer modernised accommodation all with en suite facilities. Many of these homes support people with dementia. We take a personalised approach to supporting people with individualised care planning, providing homely surroundings and helping people to choose their lifestyle.

In our learning disability and mental health services we operate a small number of registered homes that meet the needs of local authority commissioners and a specialist home with nursing for people with learning disabilities who have very high support needs.



Short Breaks and Respite

We provide short break or respite care across many of our geographical locations. All our older people's registered homes provide respite care, particularly for those with dementia. We offer accommodation based services for people with learning disabilities in Lincolnshire and London and home based respite across many of our domiciliary services.





Amber Housing

Amber Housing is a wholly owned subsidiary of Heritage Care providing property maintenance for many of our accommodation based services. It also owns a number of properties from which Heritage Care delivers supported living services.

Community Options

Community Options is a registered charity and part of the Heritage Care group. Established for over 22 years, it has helped people with mental health needs to work towards recovery and lead valued lives within the community.

Operating across London, it provides high quality services for people who have a range of mental health needs, from those associated with mild anxiety and depression to those with severe and enduring mental health problems.

Its activities range from supported accommodation, flexible community support, residential care and rehabilitation services. It also provides training and consultancy services.



Our Staff

Central to the delivery of high quality services is our dedicated workforce. We enjoy a long established reputation for the high quality training and development of our staff. We exceed industry standards in our induction and training programmes. We provide QCF vocational qualifications for staff through our internal City & Guilds approved centre.

As well as ensuring all our staff have core skills and knowledge to deliver care and support, we provide locally based development programmes to meet the individual needs of people we support.

Our support and personal development policies are key to a motivated and safe workforce, leading to staff turnover levels that are low for the industry.

Contact us

For further information on Heritage Care visit our website at www.heritagecare.co.uk which includes details of all regional contacts.

You can also follow us on twitter: @HeritageCareGrp



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Heritage Care is a registered charity (no. 1135353)



**INVESTORS
IN PEOPLE**