

Changing and transforming services has been at the heart of everything we have achieved over 20 years



2000



2005

In the early years Heritage Care was successful in winning a number of contracts, large and small, which involved the transfer of services from the public sector. These came with expectations of achieving better outcomes at lower costs. This involved managing TUPE transfers of up to 300 plus staff and transforming services to better meet the needs of service users. Transfers in areas such as Lincolnshire and Hackney are testaments to this success.

We have also been very successful in managing large scale capital redevelopment projects that have been combined with delivering improved care and support services. Our first project was in Hertfordshire where St Audrey's residential care home for older people was transformed from a run-down home for 19 people to a modernised home for 38 people. In partnership with ECHG we also managed between 2002 and 2005 the major redevelopment of four older people's residential care homes in South Buckinghamshire as well as the development of a new home in High Wycombe resulting in high quality modern services for the County. More recently we have successfully transformed the physical environment of three residential homes in the Midlands acquired from another charity.

In recent years Heritage Care has been a leader in the drive for more individualised services under the personalisation agenda. We have changed the culture of our work force and service models which have enabled the people we support to be at the core of designing care and support packages that meet the needs of individuals. In learning disability services this has meant changing most of our registered care homes into supported living services or individualised packages of support.



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Heritage Care is a registered charity (no. 1135353)



1994



2001



1996



2013



Looking back over 20 years

Heritage Care is proud to celebrate 20 years of providing high quality care and support services that have supported people to be more independent and enable them to lead positive lives.



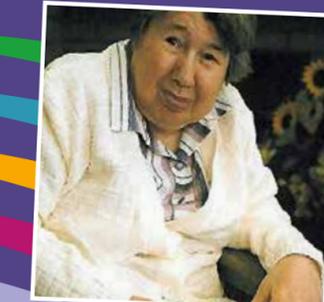
Our roots are in Newham, East London, where we started out as part of the transfer of social care services from Newham Health Authority into the voluntary sector.

Beginning as a not for profit Industrial and Provident Society and part of the English Churches Housing Group (ECHG), Heritage Care is now an independent charity that provides services across the Midlands and South East of England.

Always keeping to our core values and principles of supporting independence and choice for vulnerable people, the brochure tells of our journey over the last 20 years.



2005



2003



2013

1993

- Heritage Care formed (as a subsidiary of English Churches Housing Group-ECHG) from a transfer of 23 registered care homes and one day service from Newham Health Authority in East London. These were supporting people with mental health support needs and people with learning disabilities; this involved the TUPE transfer of 197 staff.



1995

1995

- First service outside London commenced in Peppercorn Way, Ipswich, a pioneering extra care service for older people owned by ECHG but managed by Heritage Care.

1994

- Head office opened at Loughton, Essex.
- New registered home for people with learning disabilities opened in Newham for people whose behaviour presents challenges.
- New registered care home for people with mental health support needs started in Newham.

1996

- St Audrey's acquired as first registered care home for older people. The home was rescued from imminent closure.

1997

- New learning disability services started in London Boroughs of Harrow and Westminster and in Saxmundham, Suffolk.
- Carlisle House residential care home for older people in Rickmansworth acquired from another charity.
- Achieved first accreditation for Investor in People award.
- Created our first charter for the people we support to establish their rights to choice, dignity and respect.



1998

1998

- First supported living service for people with learning disabilities started in London Borough of Redbridge.
- Two additional registered care homes for older people transferred from ECHG in Dartford (Gardenia House) and Islington.
- Practice changed to include the involvement of people we support in staff selection systems.



2000

2000

- First supported living service started in Norfolk in the town of Buxton.
- A major transfer of services in South Lincolnshire from a local NHS trust, supporting 90 people in 17 supported living services and 2 day services. This involved the TUPE transfer of over 250 staff.

1999

- Development and expansion of St Audrey's completed to become a modernised prestigious 38 bed home.
- First homecare service started up in Ipswich, Suffolk.
- First started the transformation of small residential care services to supported living models of service.

2001

- Transfer completed of five registered care homes for older people from Bucks County Council. A total of 207 residents and TUPE transfer of over 300 staff, and the start of a multi-million pound redevelopment of all homes in partnership with ECHG.
- Introduction of an organisational change programme to meet the needs of a much larger provider for a more empowered culture.



2002

2002

- In April Heritage Care separated from ECHG and became an independent organisation in its own right.
- The "My Life" person centred planning system was introduced as the organisation embraced the start of the personalisation agenda.



2003

2003

- New services started in Hackney, East London for people with learning disabilities.
- In partnership with Oxford Brookes University we introduced a new innovative care pathway system for older people services.

2004

- New contracts to provide services in Norfolk, Leicestershire and Staffordshire with the transfer of 21 supported living services for people with learning disabilities from NHS trusts and other independent sector providers.
- Took over the management of "Meridian Walk" a registered home for people with learning disabilities in London Borough of Haringey.
- Working with "Age Concern" we developed a new charter for older people services.



2005

2005

- Set up a number of new supported living services in Leicestershire as part of the Gorse Hill Hospital repositioning project.
- Opening of Hazlemere Lodge residential and nursing home in High Wycombe celebrated the completion of the Buckinghamshire homes redevelopment project. It also marked Heritage Care's first entry into nursing care.



2008

2006

- Amber Housing formed as a wholly owned subsidiary of Heritage Care to provide housing and property management support.



2007

- New supported living services started in West Sussex for people with learning disabilities.
- New supported living services in Suffolk commenced.
- Heritage Care joined the pilot programme for the new national "In Control" project.

2008

- Reconfiguration of mental health services in Newham completed with new specialist rehabilitation and crisis services in Balaam Street based on the Recovery approach.



2010

- Community Options joined as a subsidiary to develop our reputation as a provider of specialist mental health services based on the Recovery model of support.
- Heritage Care changed its status to become a registered Charity.
- Completed the transfer of four registered care homes from the Red Cross, three older people services and a specialist learning disability service. This involved the TUPE transfer of some 100 staff and further established our position as a national provider of services.

2012

- Home Support Staffordshire acquired as a domiciliary care provider in Staffordshire.
- Redevelopment of Devonshire Avenue completed as a high quality specialist home for people with learning disabilities.



2012

2013

- Millbank in Newark, Notts reopened as a prestigious redeveloped care home for older people including those with a dementia.
- Creation of a new charity wide strategy for dementia services to enhance our position as a specialist provider.