“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.
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 including 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 dementia or Alzheimer's
- People with sensory loss or impairment
- People with learning disabilities
- People with spinal or brain injuries
- People at the end stage of life - palliative care
- Supported living

Heritage Healthcare Managing Director, Mark Collier, realised his passion for care following the diagnosis of his late mother with Alzheimer's disease. After seeing first-hand the standards of care available to his community, Mark decided to research the market, complete his diploma in care and start his own care company, Heritage Healthcare Trafford, so that he could provide what he felt was lacking, expert quality care.

Mark said, “My primary aim is to become Trafford’s best care provider in the eyes of our service users and their families.”

Registered Care Manager, Wendy Gorton, has over 20 years' experience working within the NHS Assessment Units for older patients with Dementia and adults with varied mental health conditions. Wendy is an expert in dealing with individuals with challenging behaviours and provides care compassionately. Wendy leads our person centred homecare service, tailored to individual needs and enables our clients to remain living as independently as possible in their own home.
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.
How we engage with you

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

Once we have clearly understood your needs and aspirations, we will tailor a service to meet your specific requirements.

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

The next step is for us to create a detailed Personal Support Plan fully reflecting your own individual needs.

Finally, you will meet the dedicated team 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 our friendly care team:

Call 0161 711 0750

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