ASHBOURNE

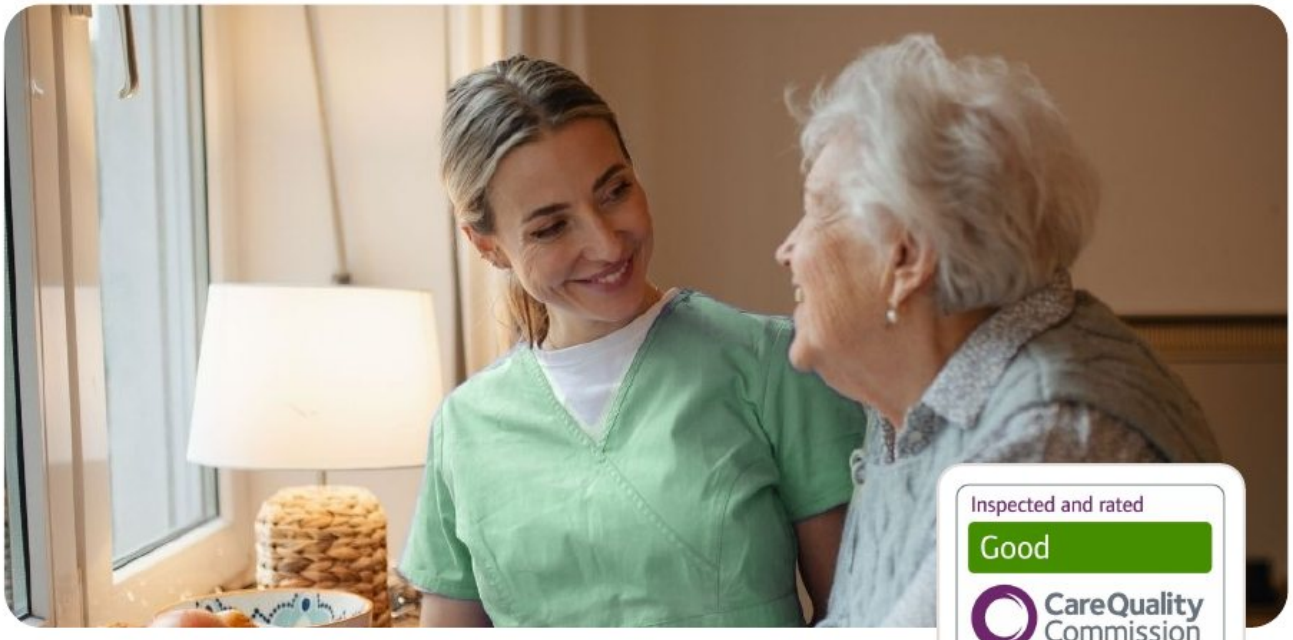
25 YEARS

HEALTHCARE | HOMECARE | NURSING CARE

CARE AT HOME

Supporting independence at home.

Trusted, fully managed home care for over 25 years.



NOT SURE WHERE TO START?

A conversation can help.

020 7736 5200

www.ashbournehealthcare.co.uk

PERSONALISED HOME CARE

Care at Home, Designed Around You



Every individual deserves care that is as unique as they are. We take the time to understand your needs, preferences and routines, creating a personalised care plan that evolves with you.

Why families choose Ashbourne Healthcare

24/7 Support

Our team is available day and night, providing reassurance whenever you need us.

Experienced Care Oversight

Every care plan is overseen by experienced professionals and regularly reviewed to ensure the highest standards of care.

Flexible, Responsive Care

Whether you need a few hours of support each week or around-the-clock care, we adapt around you.

A Fully Managed Service

We coordinate every aspect of your care, working closely with families and healthcare professionals to ensure seamless support.

Trusted Care Team

We carefully match our Care Staff to each individual, building familiar relationships based on trust, respect and compassion.

YOU & YOUR FAMILY

Everything You Need to Live Well at Home

Our care services work together to provide personalised support that helps you or your loved one live safely, independently and confidently at home.

Personal Care

Supporting dignity, comfort and daily routines.

Companionship

Building meaningful relationships and reducing loneliness.

Clinical Oversight

Professional care management and coordination with healthcare teams.

Independence

Helping you remain safe, confident and comfortable at home.

Peace of Mind

Reassurance for families through reliable, fully managed care.



You & your family at the centre of everything we do.

UNDERSTANDING HOME CARE

Support That Feels Right, Every Step of the Way



Understanding Home Care

Home care enables people to continue living safely and independently in the comfort of their own home while receiving the support they need. Whether it's a few hours of assistance each week, short-term care following a hospital stay, or comprehensive long-term support, home care offers a flexible solution that can be tailored to individual needs, routines and preferences.

Why Choosing the Right Provider Matters

The quality of your care depends on more than the services you receive — it depends on the team delivering them. Choosing a trusted provider means your care is professionally managed, regularly reviewed and able to adapt as your needs change. It also gives families confidence that support is available whenever it's needed.

OVER 25 YEARS OF EXPERIENCE

The Ashbourne Healthcare Difference

As a CQC-regulated provider, we combine a compassionate Care Team with experienced clinical oversight, personalised care planning and 24-hour support — so every aspect of your care is delivered safely and with dignity.

Why Choose a Fully Managed Service?

Discover the difference between a fully managed care service and an introductory agency.

	FULLY MANAGED CARE PROVIDER	INTRODUCTORY AGENCY
Fully regulated by the CQC	✓	×
24/7 support and emergency assistance	✓	×
Dedicated local care management team	✓	×
Experienced clinical oversight	✓	×
Personalised care plan with regular reviews	✓	×
Replacement Care Staff if required	✓	×
Coordination with healthcare professionals	✓	×

Comparison reflects the typical introductory agency model, where the client usually acts as the employer. Individual agencies may vary.



HOW WE HELP

How Ashbourne Healthcare Supports You

Relief for Family Caregivers

Giving family members time to rest, work or focus on their own wellbeing, knowing their loved one is in safe and caring hands.

Reliable Access to Care

Providing dependable, consistent visits tailored to each person's needs, routine and preferences.

Supporting Safe Hospital Discharge

Helping clients transition safely from hospital back to the comfort of their own home with the right level of support.

Liaising with GPs and Healthcare Professionals

Working closely with GPs, district nurses, therapists, pharmacists and other healthcare professionals to ensure coordinated, person-centred care.

Medication Support

Helping clients take their medication safely, correctly and on time to support better health outcomes.

Maintaining Independence at Home

Supporting people to continue living safely, comfortably and confidently in the place they know and love.

Personal Care with Dignity

Providing respectful assistance with washing, dressing, grooming, toileting and other personal care needs while promoting dignity and choice.

HOW WE HELP

Nutrition and Hydration Support

Preparing nutritious meals, encouraging healthy eating and helping clients stay hydrated throughout the day.

Mobility and Fall Prevention

Supporting safe movement around the home, encouraging mobility, supporting decision making around mobility aids to reduce the risk of falls.

Companionship and Emotional Wellbeing

Providing friendly conversation, meaningful companionship and emotional support to reduce loneliness and improve quality of life.

Practical Household Support

Helping with light housekeeping, laundry, shopping, meal preparation and other everyday household tasks.

Person-Centred Care Plans

Creating flexible care plans tailored to each individual's needs, preferences and goals, adapting as circumstances change.



OUR CARE SERVICES

Support That Starts with Listening



Every person's situation is different, which is why our care starts with listening.

Personal Care and Support

Respectful, discreet help that puts dignity and personal choice first.

Dementia Care

Patient, familiar support that builds trust, creates routines and encourages memory recall, helping people feel safe, settled and comfortable in their own home.

Live-in Care

A dedicated carer living in the home, backed by our wider team who continue to support and review care.

Complex Care

Carefully planned support from specialist carers for people with more advanced or ongoing needs.



Respite Care

Flexible support that lets regular carers take a break — for a few hours, days or longer — while care continues smoothly.

Hospital Discharge Care

Practical support and reassurance after a hospital stay, helping people regain confidence and settle safely back at home.

Palliative Care

Compassionate care for people living with serious or life-limiting conditions, focused on comfort and supporting the whole family.

End of Life Care

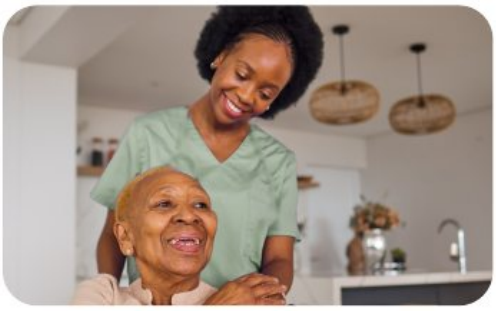
Calm, personal care centred on comfort, dignity and respect, supporting individuals and their families with sensitivity.

Many people need a combination of support. We'll create a flexible care plan that brings together the right services for you.

IN THEIR WORDS

Client Testimonials

Nothing speaks more highly of our care than the words of the people we've supported.



> *From our very first conversation, Ashbourne made us feel supported and reassured. The care has been exceptional, and Mum has been able to remain in the home she loves with confidence and dignity.*
>
> **Sarah, daughter of a client**

> *The professionalism and compassion shown by every member of the Ashbourne team has been outstanding. Knowing support is available whenever we need it has given our whole family real peace of mind.*
>
> **David, son of a client**

> *The Care team have become trusted companions as well as carers. Their kindness, reliability and attention to detail have made such a positive difference to my daily life.*
>
> **Margaret, client**

> *Choosing Ashbourne was one of the best decisions we made. The personalised care, regular communication and flexibility have exceeded our expectations from day one.*
>
> **Helen, family member**

GETTING STARTED

How Your Care Journey Begins



Taking the first step towards home care doesn't have to be overwhelming — our experienced team will guide you through every stage.

1. **Get in Touch**
   Call 020 7736 5200 or email us to talk through your situation.

2. **Free Care Assessment**
   A free, no-obligation assessment to understand your needs, routines and preferences.

3. **Your Personalised Care Plan**
   We create a care plan around you, reviewed regularly as your needs change.

4. **Care Begins**
   Your matched Care Team begin, supported by our team 24/7.

A MESSAGE FROM OUR MANAGING DIRECTOR

Welcome to Ashbourne Healthcare. Our passion is to provide the kind of care we would want for our own families and loved ones — compassionate, respectful and tailored to each person's individual needs. We understand that choosing a care provider is an important decision, and we are committed to delivering reliable, person-centred support that you can trust. Thank you for considering Ashbourne Healthcare.



Shina Shoai
Managing Director

ASHBOURNE
25 YEARS
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CONTACT US

We're Here to Help

Whether you're looking for care for yourself or a loved one, our experienced team is here to answer your questions, guide you through your options and help you find the right support. Contact us today to arrange your free, no-obligation care assessment.

PHONE	020 7736 5200
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WEBSITE	www.ashbournehealthcare.co.uk

Inspected and rated Good
CareQuality Commission