



**Heart Healthcare | Group**

Experience a nurtured care with a difference





# Heart Healthcare Group

Heart Healthcare Group provides Supported Living Services for adults, aged 18–65 years old who are living with mental health conditions who require care and housing support, but do not need to be in inpatient care. At Heart Healthcare Group all service users have separate tenancy agreements and Service User care agreements. We recognise that people living with mental health conditions can find it challenging to live alone, to manage day to day tasks and often, experience difficulty in finding and keeping a home.

We provide safe and effective care and support for people in their own homes, with their own tenancy agreements, to enable them to develop life skills and independence, as an important part of their recovery; along with access to services that enable those with mental health conditions to live as independently as possible. Our service provides support for Service Users who are living in our community, who might be experiencing an escalation in symptoms to avoid hospitalisation and/or for Service Users leaving hospital who need support at home.

We provide:

- Fully furnished bedrooms
- Fully equipped kitchen
- Fully furnished lounge
- Access to computers,
- Access to iPad tablets & Alexa devices.



## A PLACE TO CALL HOME

Heart Healthcare is a newly refurbished beautiful home set within landscaped gardens. We have 4 bedrooms fully furnished spread across 2 units. Each unit has communal space, a kitchen and a bathroom. Whilst the bedrooms are fully furnished, we encourage you to bring your own personal items to make your room more personal and have a homely feel to it.







### Staff

We have experienced staff comprising of Support Workers, Support workers and Activity coordinators. Our Support workers provide support 24 hours a day for our service users.



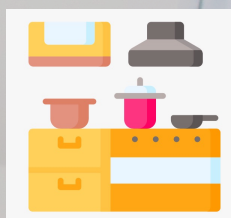
### Support

All our service users are supported to achieve greater independence.



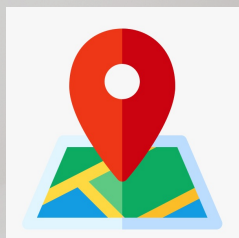
### Communal areas

There is a fully furnished living room with big screen tv with streaming services available.



### Cooking areas

There is a shared fully equipped kitchen with a washing machine and a dryer.



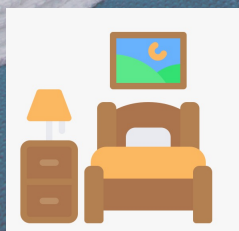
### Location

Located within a walking distance from supermarkets, restaurants, barber, pharmacy, dentist and surgery.



### Safety and security

24 hours staff on site. CCTV covers our house for added security.



### Rental agreements

All bedrooms are lent on a lease agreement.



### Technology

Free Wi-Fi in the entire house. Apple iMac, iPad and Alexa devices available for use.





## A PLACE TO CALL HOME

Heart Healthcare is a newly refurbished beautiful home set within landscaped gardens. We have 5 bedrooms fully furnished spread across 2 units. Each unit has a lounge, a kitchen and a bathroom. Whilst the bedrooms are fully furnished, we encourage you to bring your own personal items to make your room more personal and have a homely feel to it.





## OUR CARING STAFF

We have experienced staff comprising of Support Workers, Support workers and Activity coordinators. Our Support workers provide support 24 hours a day for our service users. We aim to support people who are leaving hospitals or living within our communities who have enduring mental health conditions and have been assessed to need support.







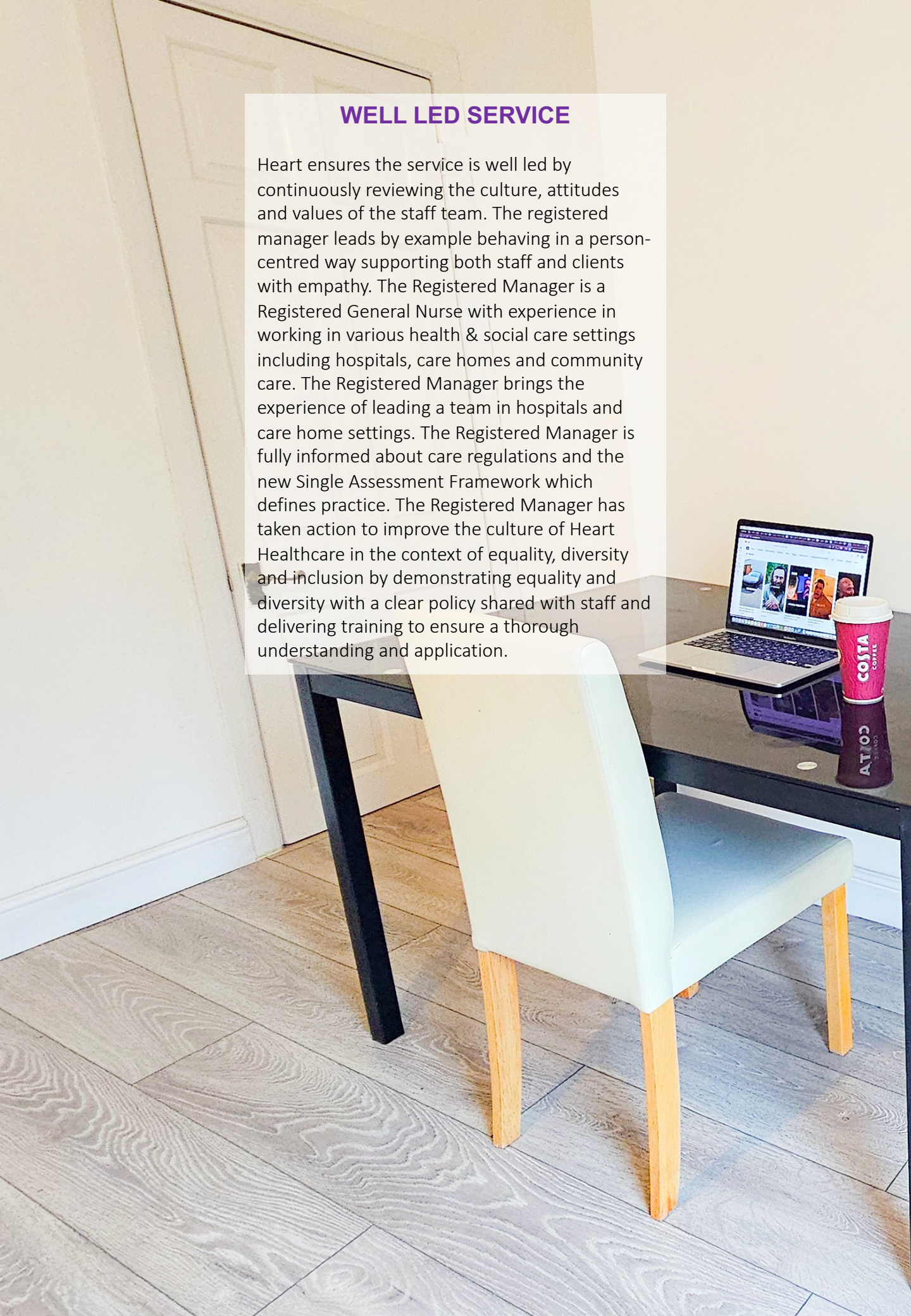
## PERSON CENTRED CARE

We provide a safe and effective person-centred support for our service. We ensure that our focus is on our service users needs and preferences. We involve our service users in planning the care that we provide for them. We involve them as much as possible and uphold their right to life, right to liberty and freedom, their right to food, health and education, the right to freedom of religion and belief and their right to refuse any prescribed treatment. The service users and those close to them are involved in planning their care and reviewing their care and treatment. We aim to have it centred around them and their needs.



## WELL LED SERVICE

Heart ensures the service is well led by continuously reviewing the culture, attitudes and values of the staff team. The registered manager leads by example behaving in a person-centred way supporting both staff and clients with empathy. The Registered Manager is a Registered General Nurse with experience in working in various health & social care settings including hospitals, care homes and community care. The Registered Manager brings the experience of leading a team in hospitals and care home settings. The Registered Manager is fully informed about care regulations and the new Single Assessment Framework which defines practice. The Registered Manager has taken action to improve the culture of Heart Healthcare in the context of equality, diversity and inclusion by demonstrating equality and diversity with a clear policy shared with staff and delivering training to ensure a thorough understanding and application.





## COME VISIT US

Come and see us at Chatham House for yourself. Come and meet our staff and talk to our friendly team of experienced staff. Amongst our staff we have a Registered nurse and a Registered mental health nurse. We are located at

Located in a beautiful historic town of Chatham on the River Medway, known for its rich maritime heritage and pivotal role in the Royal Navy's history. Once one of the most important naval dockyards in the UK, Chatham has transformed into a vibrant town that offers visitors a fascinating mix of history, culture, and modern attractions.

### Call or email

Our friendly is on hand to answer your questions.

Telephone: 01424 257592 or 077 2302 0715  
or [manager@hearthealthcaregroup.co.uk](mailto:manager@hearthealthcaregroup.co.uk)

### Find out more

[www.hearthealthcaregroup.co.uk](http://www.hearthealthcaregroup.co.uk)





## Heart Healthcare | Group

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