



HEATHFIELD COURT
CARE HOME



LAUGHTER



OUR APPROACH TO CARE

At Heathfield Court our devoted team cares for our precious residents with the same tenderness and compassion as shown to our own family members. Going beyond our training and experience of someone's medical and physical needs, our approach to exceptional care also focuses on gaining a deep understanding of who each individual is.

By recognising how someone enjoys spending their days and the people and possessions that fill them with a sense of joy and belonging, we are able to provide loving, dignified and kind care, supporting our residents to live fulfilled and meaningful lives.

This is our residents' home and we are proud to provide different levels of care, meaning many of our residents are able to continue living with us even if their care needs increase over time.



OUR RESIDENTIAL AND NURSING CARE

We pride ourselves on being one of the leading care homes in Erith, Kent where our dedicated and trained team members deliver loving, high-quality care 24 hours a day, 365 days of the year.

For many people needing short-term or long-term care, our community at Heathfield Court is a lifeline.

Alongside our kind and discreet personal care and support, our skilled nursing team provides a range of acute medical care around-the-clock based on specialist knowledge and leading clinical practices.

Unobtrusive monitoring of vital statistics, expert nursing interventions and administering time-sensitive medication throughout the day and night, support our residents' comfort and wellbeing.

OUR DEMENTIA CARE

We support our residents to live meaningful lives full of contentment and happiness, irrespective of the type of dementia they live with and their symptoms.

By nurturing each person's individuality and developing a true understanding of them, we can instinctively recognise how their condition affects them in different ways.

Using this knowledge of each person, we are able to tailor our care in a flexible and responsive way as someone's symptoms change and their condition develops.

This approach helps us to minimise insecurity, anxiety and frustration and continually promote choice and independence, nurturing feelings of calmness and safety.



HAPPINESS

LIFE AT HEATHFIELD COURT

In our warm and welcoming care home, we embrace individuality and support residents to remain as independent as possible.

Our residents have built a lively community within their home. Friendships have been forged over creative activities, connections made through shared memories and interests, and we come together for everything from relaxing mealtimes to karaoke sing-a-longs and summer garden parties.

We support residents to live a life which is meaningful to them and one where they are able to spend their time doing the things they love.



MEANINGFUL ACTIVITIES

Our residents' ongoing health and wellbeing is paramount. We know that keeping active, both mentally and physically, whilst maintaining a sense of purpose are key to individuals' happiness, contentment and joy.

There are so many opportunities at Heathfield Court to bring fun and laughter into our residents' lives with an array of activities from seated exercise to relaxing in our hair and beauty salon or doing a spot of gardening. We host a variety of favourites including flower arranging, baking and arts and crafts.

We are the proud owners of a Tovertafel 'magic' games table and like to keep our minds active through a range of entertainment and regular quizzes, which often include a cheeky tittle for our residents.

Of course, for those who relish a little quiet time, we have calming animal therapy and a variety of cosy corners to sit and read the paper or a favourite book.

DINING EXPERIENCE

We are passionate about providing an array of appetising and nutritious home-cooked meals for our treasured residents to enjoy with friends or in the comfort of their own room.

With varied menus based on our residents' favourites, our freshly prepared food reflects the seasons.

Breakfast includes both continental and cooked options and lunch sees delights such as chicken and leek pie, stew and dumplings and roast lamb with all the trimmings. For dinner we have appetising choices such as homemade soup of the day, a selection of sandwiches and a hot option.

Of course, we always have a beautiful array of desserts too and there is a selection of hot and cold drinks, biscuits and snacks available around the clock.

We always promote independence and dignity which is reflected throughout the dining experience with the help of adapted tableware, gentle support from our kind team and food that meets our residents' special dietary requirements and cultural preferences.



COMPASSION

OUR TEAM

At the heart of the wonderful care we provide is our compassionate team who are carefully chosen for their values and unwavering dedication to caring for our residents with tenderness, kindness and respect.

Heathfield Court is formed of nurses, carers, managers and team leaders who, in turn, are supported by a wider team of catering, housekeeping, maintenance, lifestyle and front of house experts.

Each team member has shown a natural flair for care, regularly going above and beyond their role to make our residents feel loved.

It is our commitment as a care provider to nurture and invest in all team members by providing on-going training, support and recognition. This is vital to ensure everyone feels valued and happy as a member of our Heathfield Court family.



OUR HOME MANAGER

Nikki has worked in elderly care for over 35 years. She joined Heathfield Court in 2018 and quickly progressed to the role of Deputy Manager. A graduate of Management Academy, Nikki excelled in our training programme for aspiring leaders before becoming Home Manager in 2023. Known for her sense of humour, Nikki shares that: *“the residents are the best part of my job and I love to make them laugh!”*



OUR CARE TEAM

Each member of our care team is skilled and passionate about the care they deliver. It is essential that, in addition to having in-depth training and knowledge, each team member embodies our ethos of delivering compassionate care in a loving and dignified way.



LIFESTYLE CO-ORDINATORS

Our lifestyle team works tirelessly to bring fun and laughter into our residents' lives. Whether keeping them connected with the local community, inspiring new hobbies or re-living cherished memories in meaningful reminiscence sessions. Our team is committed to ensuring everyone is catered for, connected to friends and family and has purpose to their days.



SUPPORT TEAM

Our home is underpinned by a dedicated support team which includes our catering team, front of house, maintenance and housekeeping. Each person is carefully selected for their commitment and dedication to their role and the positive impact they can each have on the lives of our residents, their friends and family, our wider team and local community.



OUR HOME

In addition to offering the highest quality of care, our home has exceptional facilities that make life enjoyable and engaging for all residents, whatever their needs and personal preferences.

We have spacious lounges on each floor with cosy and comfortable seating, complete with integrated home entertainment systems, where residents can relax and enjoy activities. Our stylish dining rooms are where residents come together for delicious home-cooked meals in the company of others, and we also have a gorgeous garden which we enjoy throughout the year.



BISTRO

The bistro offers a variety of hot and cold drinks and homemade cakes and pastries which can be enjoyed in relaxed and stylish surroundings overlooking the home's beautiful grounds.



CINEMA

This luxury widescreen experience enables residents to sit back and enjoy both old classics and new releases with their friends - complete with fresh popcorn, of course!



HAIR AND BEAUTY SALON

Residents can enjoy a pamper in our hair and beauty salon, offering a range of relaxing treatments, including hairdressing, hand massage, manicures and pedicures.



GARDENS

The large courtyard garden features a gazebo and summerhouse, where residents can sit and relax as well as a greenhouse where residents enjoy growing their own vegetables.



ELEGANT LOUNGES

Light, bright and spacious lounges provide the perfect setting where residents can relax, catch up with their favourite TV show and socialise with friends.



PRIVATE DINING

Our beautiful private dining room is the perfect space to host a dinner party or celebration with delicious food and drink prepared by our in-house catering team.

MEET OUR RESIDENTS AND FAMILIES

We had the pleasure of speaking to some of our treasured residents and families about the quality of the care they have received.

SUPPORTING FAMILIES

We understand that choosing a care home for a loved one, can be a really difficult and emotional decision for everyone and so we're here to support you and your family.

Whether you need answers to questions, a listening ear or a shoulder to cry on, our expert team can help you navigate the often complex and confusing world of care. And, if you decide that we are the right care home for your loved one, this support will continue as you become part of our Heathfield Court family too.

Our residents' family and friends play a vital role in life at our home. Spending quality time together during in-person visits, regular phone calls, newsletters and Facebook posts all ensure our relatives play an active part in their loved one's life.



Susan

Daughter of Resident

"Mum has been a resident for almost six years... the care is second to none... Mum is no longer able to communicate but we know that she is so well looked after and the amazing staff can still get a smile sometimes. We are so pleased to know that she responds to the kindness and affection that the staff have for the residents... We always receive a warm welcome every time we walk into Heathfield Court and all the staff genuinely care. Thank you is never enough. There cannot be a better care home anywhere!"



Christine

Cousin of Resident

"I've always found the staff approachable and helpful. There was lots of fun and laughter and the residents kept busy with activities and entertainment. It is lovely being able to follow the goings on through social media. As a family, we were always made to feel welcome. One criticism would be there are always too many delicious cakes being offered! Thank you to Heathfield, you are stars."



Tracey

Daughter of Resident

"My mother has been at Heathfield for over four years now. Mum has dementia and various other health issues which have all progressed this year, requiring more medical attention and nursing care. In all those years the home has provided excellent care and this year has been no exception. In particular this year the manager and the nurses have excelled as Mum has needed more and more of their time. I have no hesitation in recommending Heathfield Court."

OUR AWARDS & CQC

We are delighted to be award winners at Heathfield Court and have won a number of awards over the years.

We are proud of our CQC rating which is 'Good' in all five key areas including caring, safe and responsive. The report highlighted how residents felt safe, and the team were kind and caring whilst also supporting residents to take part in activities which had a positive effect on people's wellbeing.

We are also thrilled to have been finalists in the Great British Care Awards 2023 and to be named one of the Top 20 Care Homes within the London region by carehome.co.uk in 2023, whilst also picking up the Top 20 Mid-sized Care Home Group award too. These accolades are extra special as they are based on review scores from residents and their families.



CONTACT US

We appreciate the care sector can be tricky to navigate at times and we are committed to supporting you as much as possible through, what can often be, a difficult and emotional time.

Our dedicated team is always happy to answer any questions you may have. You can contact us by:



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Calling us on:
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