

Your Right To A Brighter Future In Your Home.

Everyone deserves to be in their own home. Hilton give you the long or short term support to stay there. Hilton is rated Outstanding by the Care Quality Commission.



Welcome To Hilton Nursing Partners

We believe that everyone has not just the right to live independently in their own home, but to thrive there too. Home is where years of memories are made, families come together, and lives are lived. However, the time may come where living at home becomes a struggle without help and there is a tough choice to make on whether to remain at home or move to a care home.

Hilton are a team of expertly trained care professionals working in partnership to put you back in control of your future. By promoting choice and independence we help you to exceed your own expectations and remain where you most feel comfortable, at home.

We have two key services depending on where you are on your journey.

Hilton are here to help you in the critical decision making when you are considering a move to a care home. Whether you are in hospital or already at home our **Home to Decide®** service will support you and help make a decision on your future. We offer intensive 24/7 care for the first few days and recommendations on the fifth day, giving you valuable time and space to decide your future. 65% of clients completing the service have remained at home.

However, if you need extra help at home we can assist with our **Home Care** service. Adaptable care is delivered at your home that is safe and reliable.

We do things differently. We see the person and not the condition and give you the opportunity to get your life back at home. We want you to feel like a friend – because you are one. That's why over 40,000 people have trusted us.

We build for the future, both for those we care for and for our people delivering that care. Training our highly qualified staff above the industry standard ensures you and your family get the best care and communication available. We are proud to be a Top 100 UK's Best Workplace®. At our heart, we are a family and welcome you to join us.

I created the Hilton Model of care from my personal experience of supporting my mother through a difficult year of hospital admissions, re-admissions, and long-term condition management. During this time, it became apparent to me that for my mother to remain well both physically and mentally, a new model of care and support was required.



Ann Taylor
CEO, Hilton Nursing Partners



Hilton Stories

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Once home Martha was reunited with her dog Rosie and after two weeks of being at home was able to cook her favourite meals again with the support of our nursing assistants. Martha now has the confidence to reduce visits to twice a week.



OUR SHORT TERM SERVICE

Home To Decide

Taking The Crisis Out Of Care

What is home to decide?

This is our service giving you time in your **home to decide** if a care home is the right option for you. Our support gives you the opportunity to make the best decision on your future. By the fifth day we will complete a review with you, providing recommendations that best meet your needs. The service is normally up to 14 days, but can be longer in order to ensure you have support that meets your needs if you are remaining at home, or to help you choose the care home that suits you best.

Who is home to decide for?

For most people, living as independently as possible at home is preferable to going into residential care. But sometimes factors including mobility, health conditions and cognitive impairment can make staying at home challenging. Hilton Nursing Partners want to help you meet that challenge so that you can continue to live in your own home.

Our programme has a track record of success, with 65% of people being able to continue to live in their own home at the end of the programme.

This unique service involves working in partnership with you to optimise your physical and emotional wellbeing, review your physical surroundings and to identify what support you need and when. Whatever your future holds, our Home to Decide service will help you find the best solution.

Why choose Home to Decide?

- **Independent living:** Supports you to remain in the comfort and familiarity of your own home.
- **Personalised care:** Comprehensive home assessments to meet your daily living goals.
- **Expert tailored support:** Care and supervision from professional healthcare providers.
- **Family involvement:** Involving you and family members in the decision-making process to ensure the best outcomes.

For more information on Home to Decide:
HiltonNursingPartners.org.uk/our-services

Hilton Stories

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After my hospital stay, Hilton supported me to return home when I was told a care home was my only option. Thanks to them, I was able to be at home and supported by Hilton to attend my granddaughter's special day. – Esme



Hilton Stories

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I was finding it increasingly difficult to manage. The flexible support provided by Hilton not only lightened the load but also brought peace of mind to my family, allowing me to truly cherish family moments. – Ronald



OUR LONG TERM SERVICE

Hilton Home Care

Because You Deserve The Best

What is Hilton Home Care?

This is our long-term service providing adaptable care delivered at your home that is safe and reliable. We offer exceptional, personalised support that helps you feel safe, respected, and empowered in your own home.

Who is Hilton Home Care for?

Whether you need a little support with daily tasks, specialised assistance for complex needs, or help regaining independence following a short illness or hospital stay, we're here to ensure you live comfortably and confidently at home. We cater for all needs, with the commitment that nothing is ever too much – whatever the requirement, our priority is your well-being and comfort.

Whatever your supports needs are, from one call a week to 24 hours a day, we offer a market leading service focussed on working in partnership with you to maintain your independence.

Why choose Hilton Home Care?

- **It's all about you:** We know that everyone is unique, which is why we meet with you to discuss your requirements and create a personalised tailored care plan to your preferences.
- **Exceptional, Long-Serving Staff:** Our experienced carers are compassionate, trustworthy, and build strong, lasting relationships with you. We're here to ensure that you feel supported every step of the way, offering a level of quality, trust, and companionship that is unmatched.
- **Health Monitoring:** We carry observation equipment to check vital signs when needed, offering proactive health management.
- **Peace of Mind:** With consistent, high-quality care, we ensure you have the support needed to live comfortably at home.
- **Outstanding service:** Giving you and your loved ones peace of mind.

For more information on Home Care:
HiltonNursingPartners.org.uk/our-services

Our Extra Supporting Home Care Services



Night Services – Comfort In Your Home

With over 10 years of expertise in night response services, Hilton Nursing Partners provides compassionate, reliable night care, ensuring comfort and peace of mind. Our experienced team works closely with you and health care professionals to deliver tailored, high-quality support.

Why Choose Us?

- Personalised Care: One-to-one support based on your needs.
- Safety & Comfort: Trained staff for a safe, restful night.
- Experienced Team: Skilled caregivers you trust.
- Peace of Mind: Families can rest knowing their loved ones are well cared for.

Need a Good Night's Sleep?

Our service allows primary carers to rest while we take care of their loved ones, offering assistance with medication, personal care, mobility, and overnight monitoring.



A Refreshing Break For Families

Family caregivers need care too. At Hilton Nursing Partners, we understand the dedication it takes to care for a loved one. Our Respite Care Service offers families the opportunity to take a well-deserved break while ensuring their loved ones continue to receive the high-quality care they need in a safe, familiar environment.

What Makes Our Respite Service Unique?

Tailored to Each Individual: We work with families to understand your loved one's routines, preferences, and needs, creating a care plan that feels as comfortable and familiar as possible.

Comfort and Connection: Our carers don't just provide care – they bring warmth, companionship, and engaging activities, helping you feel truly at ease.

Stronger And More Independent By Exercising At Home



Our wellbeing services takes out the stress of the gym or exercise classes and allows you to take better care of yourself at home with tailored professionally recommended workout plans. The exercises are focussed on increasing mobility confidence and reducing the risk of falls. People who follow their personal programme experience the ability to do more themselves, have greater freedom of movement and a reduction in the need for support.

For more information on our extra services:
HiltonNursingPartners.org.uk/our-services



Hilton Stories

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Nothing is too much trouble, and they always think outside the box. They are always flexible, my visits cater for everything I need when I need it. – Margaret



Hilton Stories

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It was an absolute pleasure meeting your staff. They truly listened to my mum's likes and dislikes, showing incredible care and attention. Professional, smart, and always with a smile, Hilton truly is the Rolls Royce of care. – Emily, Daughter of Pat



Your Nursing Assistants

Quality Care That Feels Like Family

At the heart of our mission to support you in regaining and maintaining your independence safely at home are our **exceptional staff teams**. Their dedication, expertise, and commitment to care make all the difference in the lives of the people we serve.

Our long-serving staff are not only highly skilled but also deeply committed to enhancing the well-being of every person. With extensive experience, they build trusting relationships and provide consistent, high-quality care.

Every Hilton team member has successfully completed our rigorous three-week induction programme that sets new standards in the health and social care sector. This training is only the beginning. At Hilton Nursing Partners, we believe in continuous growth, ensuring our team's skills and competencies stay current with best practices. Our staff are also equipped to complete vital signs monitoring across all services, providing an additional layer of safety and medical insight.

We monitor their progress every step of the way, fostering a culture of learning and excellence that benefits you directly and promotes confidence in our workforce.

Our safe, flexible, and high-quality service is tailored to meet each person's needs, encouraging you, together with your family and carers, to engage actively with us. This partnership allows us to create a truly people-centric service, providing care and support that respects each individual's privacy, dignity, and lifestyle.

Hilton Nursing Partners operates as a **true partnership**, where each staff member has ownership in the business. Sharing in the success of the organisation fosters a deep sense of pride and dedication among our team, driving our shared commitment to deliver the highest quality of care and support for you.

We believe in everyone working together as a family to deliver high quality adaptable care so that you can keep the life you love.

The Hilton Difference



Rated Outstanding Twice

We are proud to have been rated Outstanding by the Care Quality Commission (CQC) not just once, but twice. This places us in the top 4% of social care providers across the UK. Our unwavering dedication to excellence and innovation in care puts you and your family in the very best hands.



65% Continue To Live In Their Own Home

Our Home to Decide programme has a track record of success, with 65% of people being able to continue to live in their own home at the end of the programme, rather than going into residential care. We have helped transform lives of many people who had been told that they would have to leave home and enter a care home.



98% Client Satisfaction Rating

We take pride in the excellent feedback we receive from clients. An amazing 98% rate our service as excellent or very good, and some of the client's feedback on the difference our service has made to their lives is inspirational.



Recognised Among The Top 100 UK's Best Workplaces

We have been recognised among the Top 100 UK's Best Workplaces™ by Great Place To Work®. We value our people and are proud that our staff love their jobs and feel like a family. This family feeling extends to those we care for.

For more information on what makes us different:
HiltonNursingPartners.org.uk/our-difference



We Would Love To Hear From You

We understand that everyone's needs are unique, so we offer a free consultation to meet with you and discuss your specific requirements.

Call us: 01233 321110

Email us: info@hiltonnursingpartners.org.uk

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Registered address: Unit 6 High Point Business Village, Henwood, Ashford, England, TN24 8DH

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To find out more about our services visit www.hiltonnursingpartners.org.uk or scan the code below

