

Trusted local care provider since 2009

Regulated by

A photograph of two elderly women with blonde hair, wearing dark blue puffer jackets, looking at a row of purple flowers in a garden. The woman on the left is smiling and looking towards the woman on the right.

Your home, *your care*

Home Care services dedicated
to your wants and needs



Who are Routes Healthcare?

At Routes Healthcare, we know that choosing care is one of life's most important decisions. For over 15 years, we've supported thousands of people to live independently in their own homes, delivering care that's tailored to each individual we serve.

Our Approach

Quality care starts with understanding what matters to you. We take time to learn about your preferences, routines and what makes your house feel like home. This helps us provide support that maintains your independence while enhancing your daily life.

We believe in building genuine relationships. Our carers become familiar faces who understand your needs and help you maintain the lifestyle you choose. As your needs change, we adapt our support to ensure you continue receiving the right level of care.



Client app that keeps families updated on loved ones care



Local care professionals who know your community



Care plans tailored to your wants and needs



24/7 support when you need it from experts in care



Strong partnerships within the healthcare sector

We truly believe that home is where the heart is...

That's why our HOME values are at the heart of everything we do at Routes Healthcare. Through heartfelt connections, open communication, meaningful interactions and an empowering approach, we support people to live life their way while maintaining their independence and dignity.

H

Heartfelt

O

Open

M

Meaningful

E

Empowering

The Routes Difference

The Routes difference lies in balancing professional excellence with genuine human connection. We create care relationships built on trust, understanding your unique story while delivering support that maintains both independence and dignity.

Local Expertise, Outstanding Support

Our team brings deep local knowledge and connections with the region's healthcare providers. We understand the unique character of your local communities and tailor our services accordingly, ensuring seamless integration with local healthcare services and amenities.

You're in Safe Hands

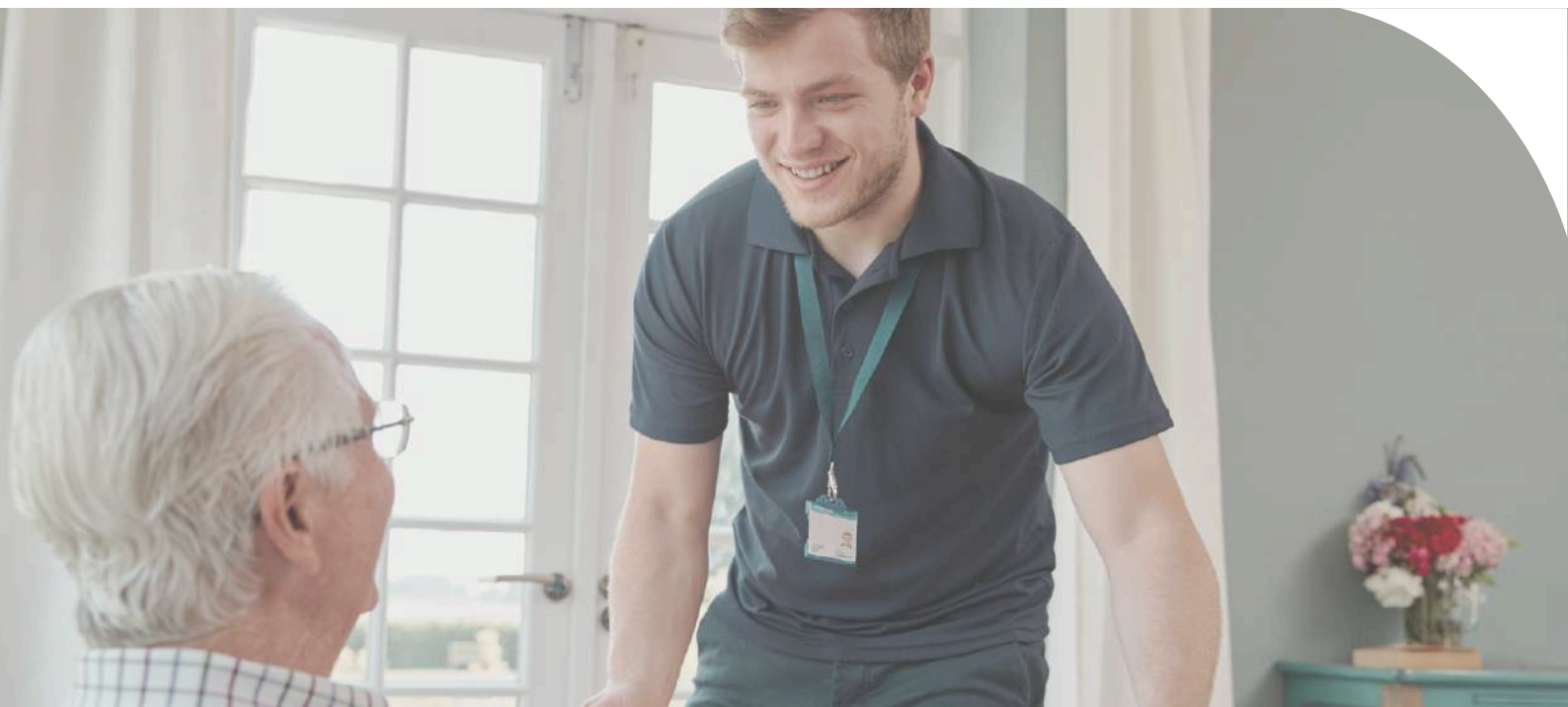
Routes deliver the highest of standards, all while maintaining the warmth and personal touch that makes all the difference.

Our vast healthcare experience and partnerships with leading healthcare organisations, ensure you can depend on us for the highest quality care and support.

Giving You Peace of Mind

We handle every aspect of care delivery, from initial assessment through to ongoing support and regular reviews.

Our local care management team is available 24/7, ensuring help is always at hand when you need it most.



Care you can depend on

For us, delivering outstanding care isn't just about meeting standards – it's about exceeding them. As a fully regulated provider with the Care Quality Commission (CQC), we take pride in maintaining exceptional levels of care that give you complete confidence in our service.

Quality Matters

We understand that quality means different things to different people. That's why our approach considers every aspect of care delivery, from the expertise of our team to the smallest details of your daily routine.

Our robust quality framework ensures consistent, high-standard care that adapts to your changing needs. Meaning you can depend on us for ongoing support.



Why Choose a CQC Regulated Care Provider?

	Routes	Non-Regulated Providers
Independent Inspections: Regular audits by CQC ensure we maintain high standards and deliver on our promises	✓	✗
Comprehensive Staff Vetting: Enhanced DBS checks, thorough interviews, verified references, and robust recruitment processes	✓	✗
Professional Development: Ongoing training, regular supervision, specialist care courses, and career development opportunities	✓	✗
Quality Monitoring: Transparent reporting, regular audits, and collaboration with healthcare partners	✓	✗
Your Voice Matters: Structured feedback processes, regular reviews, and direct communication with CQC	✓	✗

Our commitment To Quality

Quality isn't just a promise at Routes Healthcare—it's woven into everything we do. From our carefully selected care professionals to our personalised support plans, we're committed to delivering exceptional care that you can trust, every single day.

Ensuring quality every step of the way

From your care...

- ✓ Regular, familiar care professionals who understand your personal preferences
- ✓ Comprehensive communication and detailed daily care documentation
- ✓ Round-the-clock management support for complete peace of mind
- ✓ Regular quality reviews ensuring care adapts to changing needs
- ✓ Swift and effective responses to any emergency situations

To your care team

- ✓ Employ direct rather than agency use, and thoroughly vet with enhanced DBS checks
- ✓ Professionally train our care teams above industry standards
- ✓ Regularly supervise, monitor and mentored our care staff
- ✓ Commit to ongoing professional development including specialist care such as dementia and end of life



These standards are more than promises - they're the foundation of our service.

We're proud to deliver care that gives you and your family complete peace of mind, provided by professionals who genuinely care about making a difference in your life.



Home Care

At Routes Healthcare, we understand that home is where you feel most comfortable. Our home care services enable you to maintain your independence while receiving professional support in familiar surroundings.

Flexible Care to Suit You

Whether you need a helping hand in the morning, regular support throughout the day, or assistance in the evening, we'll create a care schedule that works for you.

We believe quality care should be accessible and adaptable to your needs. Our home care service starts from £21 per hour, with visits available from 30 minutes to several hours.

Built around your lifestyle

You won't need to compromise on the lifestyle you enjoy. Our support extends beyond essential care to encompass all aspects of daily living:

- Accompanying you to events & outings
- Supporting your hobbies & interests
- Facilitating travel & holidays
- Support attending family occasions & celebrations



Specially trained, DBS-checked local care professionals



Morning, evening and overnight support and on-call management



Regular reviews to adjust your care to meet your needs



Clear communication including digital care app for monitoring



“The support Routes have given us has been life-changing. They are always willing to go the extra mile.”

A photograph of a living room featuring a light-colored sofa with several cushions. A window in the background shows greenery outside. The text 'HOME is where...' is overlaid on the right side of the image, with 'HOME' in large green letters and 'is where...' in a smaller, white, cursive font. A small white icon of a house with a heart above it is positioned above the 'E' in 'HOME'.

HOME
is where...

*I have my own
spot on the sofa*

That perfect dip in the sofa that's shaped just for you, the cushion that sits at just the right angle... Some spots feel like they were made just for you.

At Routes, we understand these familiar comforts make life sweeter. Our Meaningful approach means protecting these precious moments of contentment.

Dementia Support

We understand that living with dementia presents unique challenges. Our specialist dementia support enables people to remain in familiar surroundings, maintaining dignity and independence while receiving compassionate, person-centred care.

Compassionate Support at Home

Our specialist end of life care team works seamlessly with district nurses and palliative care services to provide compassionate, dignified support that adapts to changing needs.

We focus on creating a caring environment where both the individual and their family feel supported, understood, and respected throughout their journey



Specialist trained dementia care professionals



Person-centred care plans focused on abilities and strengths



Familiar, consistent carers building valuable relationships



Regular reviews ensuring care evolves with changing needs

Specialised Care Includes:

- Personalised support with advanced understanding of dementia needs
- Meaningful activities to maintain skills and interests
- Nutrition and hydration management
- Orientation and prompting support
- Creating calm, enabling environments
- Family support and education
- Liaison with healthcare professionals



Families often tell us that specialist dementia support brings peace of mind. When carers understand dementia and build meaningful connections, it enables people to maintain dignity in their own homes.



HOMÉ
is where...

*I get to keep my
own schedule*

Some days are for early morning papers, others for afternoon naps - home moves to the rhythm of your life. Because home is where every hour is yours.

At Routes, being Empowering means supporting your right to live life your way, because your time should be your own.

Live-In Care

We understand that home isn't just a place – it's where your heart is, filled with precious memories and familiar comforts. Our live-in care service helps you stay right where you belong, with dedicated support that's perfectly tailored to you.

Flexible Care to Suit You

Live-in care offers an excellent alternative to residential care, providing round-the-clock support while you remain in familiar surroundings.

Our carefully selected live-in care professional will be your trusted companion, helping maintain your independence and lifestyle while supporting your care needs.

Our Live-In Care support:

- Personal care & mobility assistance
- Medication management
- Meal preparation & nutrition
- Housekeeping & laundry
- Shopping & errands
- Social activities & companionship
- Healthcare coordination
- Night-time support when needed

Our prices for Live-In Care start from £1,260 per week



Stay in your own home while receiving round-the-clock care



Maintain your routines and independence



One-to-one dedicated support from a our care professional



Flexible care that adapts to your needs



Peace of mind for loved ones that you're in safe hands



You don't have to leave your home to go into a care home



Regular companionship and social interaction

Families tell us that knowing their loved one has round-the-clock support from a trusted carer brings incredible peace of mind. We're here to provide that same reassurance for you.



HOME
is where...

*I can cherish time
with my loved one*

Sharing a quiet cup of tea, holding hands during the evening news... It's these simple moments together that mean everything. Because home is where love stories continue

At Routes, our **Heartfelt** approach understands that being together at home matters most.

Your route to care

Taking the first step towards care can feel like a big decision. Our simple, person-centred journey that puts you in control. From our very first conversation to the ongoing support we provide, we'll be right beside you every step of the way—ensuring you receive the exceptional care you deserve, exactly when you need it.

1. Initial Conversation

Contact your local hub for an informal discussion about your needs. We'll answer your questions and provide detailed information about our services.

2. Free Personal Consultation

Our care specialists meet with you in your home to understand your needs, preferences, and lifestyle. This complimentary consultation helps us understand how we can best support you.

3. Bespoke Care Planning

We collaborate with you to create a detailed digital care plan tailored to your lifestyle and requirements. This comprehensive document covers everything from daily routines to emergency procedures.

4. Starting Your Care

Your care begins at a pace that suits you, with our team working closely with you to ensure everything meets your expectations.

5. Ongoing Support & Reviews

Regular reviews and adjustments ensure your care continues to exceed expectations and evolves with your needs. Our local management team remains available to you 24/7.

Requently Asked Questions

How quickly can care begin?

We understand that care needs can arise unexpectedly. In most cases, we can begin care within 24-48 hours of your assessment. For urgent situations, we'll always try to respond more quickly.

What if I'm not ready for regular care yet?

We can start with just a few hours weekly and adjust as needed. Many clients begin with help for specific tasks like shopping or cleaning, then adapt the support as their needs change.

Can I really trust someone coming into my home?

Every carer undergoes thorough background checks and receives comprehensive training. We carefully match you with carers who'll suit your personality and needs, and we always introduce them before care begins.

What if my care needs change over time?

We regularly review your care and can easily adjust the support we provide. Whether you need more help or less, we're flexible and will adapt with you.

What's the difference between home care and live-in care?

Home care provides support through regular visits at arranged times, while live-in care means a carer lives in your home to provide round-the-clock support. We can help you decide which option best suits your needs.

How do I know if I'm eligible for funding?

We can guide you through the various funding options, including local authority support and NHS continuing healthcare. Our team can explain the criteria and help you understand what might be available to you.