



‘Preferred Provider, Preferred Employer’



Residential Care and Support
Services for Older People



Welcome to the HICA Group, a 'Not for Profit' organisation founded in 1992 that specialises in care and support solutions for older people and people with a learning disability.

Our services are provided within an established portfolio of residential care homes for older people and people with a learning disability. We also have a well-established domiciliary care service providing over 11,500 hours of varied levels of support and care per week.

In addition, we provide care and support in a number of extra care housing schemes in partnership with social landlords and local authorities.

Furthermore, we have established a Lifestyle Village in East Yorkshire and a Retirement Village with an award-winning dementia care community in Chorley, Lancashire.

Our head office is located in Hessle on the outskirts of Hull, however the extent of our service provision covers a large part of the North of England, and we have a presence in Yorkshire, Lancashire, Humberside and Lincolnshire.

We are dedicated to the principles of adding real and sustainable social value in each of the locations where we provide services and are committed to embracing diversity and supporting equality.

You can find out more about HICA at our website: www.hica-uk.com. General enquiries can be made by telephone on 01482 581000 or by email at info@hica-uk.com.





CARE

At HICA, care and compassion are at the heart of everything we do and this is the reason why we are well-known and respected throughout the North of England.

Our welcoming homes deliver an array of care and support services, individually designed to ensure all requirements are fully met. Our highly trained and compassionate staff combine caring with traditional home comforts to deliver excellent environments for outstanding care.

Whether we are delivering residential, dementia, nursing or end of life care, service users are recognised as individuals and treated with the dignity and respect they deserve. The care and support delivered will be based on each service user's personalised care plans which identifies their needs, preferences and personal choices.

Most of our homes are either accredited with, or working towards, the Gold Standards Framework for End-of-Life Care. This compassionate approach supports every aspect of physical, emotional and spiritual wellbeing, helping individuals receive dignified, person-centred care. We work closely with residents, their families, GPs and other professionals involved in their care to provide respectful support that reflects personal wishes, choices and needs. Above all, care planning focuses on what matters most to each individual.

All of our homes are proud to be on the Veteran Friendly Framework, which helps us better understand, recognise and support veterans in our home, ensuring their experiences, wellbeing and sense of identity are valued.



ACTIVITIES



We put activities at the heart of everything we do. Our dedicated Activities Co-ordinators will take time getting to know service users, their likes and dislikes and specific wishes, so we can tailor a programme that meets their needs and that focuses on the social, physical and mental aspects of wellbeing (especially important for our service users with dementia).

We have a large selection of wellbeing activities that we regularly offer as part of a balanced programme covering music, relaxation, physical, reminiscence, social, creative and spiritual.

We know the benefits of exercise have a large psychological and physical impact on all those individuals who get involved, so each activity is designed to not only mentally stimulate and physically motivate our service users, but to enhance their quality of life and wellbeing. Our Activity Co-ordinators are specially trained to deliver safe and effective exercise classes for older people that motivate and empower service users and promote positive behaviour change. Our dedicated Hospitality & Wellbeing Manager supports and leads on activities across the organisation ensuring that all coordinators have the necessary skills and support to provide a quality activities calendar.

We have formed partnerships with a number of activity specialists to ensure our activity provision is second to none. Our Hull Dance partnership brings exciting, engaging and enjoyable movement activities to our homes by training all Activity Coordinators to ensure they have the right skills to lead classes based on dance and other physical activities.





FOOD



Our approach to dining, hydration and nutrition, recognises and understands that providing a worthwhile mealtime experience adds to the emotional health and physical well-being of our service users.

Our passionate catering and support teams ensure that all service users receive a good quality, nutritionally balanced meal and dining experience that is appropriate to their own individual circumstances. To demonstrate this, HICA has a policy of “tools down”, which means at meal times all members of staff (except maintenance and reception) are available to support in the dining area. This ensures a focus on delivering an outstanding dining experience for our service users through the combination of a calm & pleasant ambience, environment and presentation of food.

For people who require specialised and modified diets we have partnered with award-winning catering experts *apetito* who provide meals packed with high quality, nutritious ingredients. All their meals are created by in-house chefs and dietitians to guarantee they are as great tasting as they are nourishing. Working with *apetito* also ensures we can have a consistent quality of food throughout our homes and, as there is a full nutritional breakdown for all foods, we are able to track all service users’ nutritional intake guaranteeing that their nutritional needs are met.

We also understand that people living with dementia may need extra care to ensure their needs are being met. Our dementia training programme helps to ensure that every service user can enjoy a great meal, no matter what. We can also tailor specific menu choices and requirements to individual service users.



The HICA Group



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Grimsby
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Hampden House
120 Duchy Rd
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01423 566 964

NURSING
CARE



The Hollies Care Centre
Ferriby Road,
Hessle
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01482 643 293

Care Homes for Older People



The Lodge
Buckshaw Retirement Village
Oakbridge Drive, Buckshaw Village
Chorley, PR7 7EP
01772 625 000

NURSING
CARE



Overton House
The Garth,
Cottingham
HU16 5BP
01482 847 328



Red House
St Anne's Road
Bridlington
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Tamarix Lodge
Queen Street
Withernsea
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Wilton Lodge
402 Holderness Road
Hull
HU9 3DW
01482 788 033



The Wolds Care Centre
North Holme Road
Louth
LN11 0JF
01507 602 360

NURSING
CARE



DEMENTIA



HICA are at the forefront of dementia care in the UK and have played a significant role in the development of leading research into dementia care provision with both The University of Stirling and Bradford University Dementia Care Group. The physical representation of these principles is amply demonstrated at our developments, which have attracted numerous awards. One of our care homes was the first in Europe to be awarded a Gold Standard in 'Excellence in Dementia Design'.

Our dementia services are highly specialised and designed to support service users and their families. The unique design features, skilled care and support teams, facilities and outstanding services, combine to make a real difference to the quality of life of every service user.

We provide security, familiarity, comfortable surroundings, inspiring activities and a level of care and support that we believe is second-to-none. We will support people to develop memory assistive techniques, plan structure to their day and maintain their social networks. Supporting people to carry out activities themselves - 'doing with' rather than 'doing for' - is central to how we work.

We recognise that dementia affects more people than the person with the condition and we work closely with families and carers at all times, particularly in the development of the care plan.





NURSING



Some of our care homes provide nursing services. HICA's nursing care homes provide care and companionship for service users in beautifully designed environments. Our aim is to make sure service users get the best out of every day and enjoy a friendly atmosphere where they can feel truly at home.

Nursing care offers older people living within a care home environment access to nursing 24 hours a day, with additional support provided by GPs. This type of service is ideal for those who require regular medical support. Our fully equipped care homes are designed to support those with nursing care needs to get the most out of life.

We understand that moving into a nursing care environment can be a stressful time, which is why our primary aim is a seamless continuation of care. Our personalised care plans ensure that each individual receives the care and support that they need, and that their independence and choices are maximised. Additionally, the opportunity for our dedicated and skilled nurses to spend time truly getting to know each resident is invaluable. By understanding their likes, dislikes, and personal interests, our nurses can provide care that is not only tailored to each individual's needs but also enhances their overall well-being. This deeper connection ensures residents feel valued, comfortable, and supported, creating a positive and nurturing environment where they can thrive.

The Wolds Care Centre, our nursing home in Louth, is just one of 4 HICA homes to be awarded Platinum Status for the Gold Standards Framework, which recognises health and social care providers delivering exceptional care to service users in the final year of life.





RESPIRE

Caring for a loved one can be physically and mentally very demanding. It's a role that requires 100 percent commitment, and a lot of selflessness. No matter how dedicated people are to the needs of the person they are caring for, they also need to make time for themselves.

Our respite and holiday care service enables people to have planned breaks, whether for a few hours each week or for a longer break such as a holiday.

Respite care has been shown to be vitally important in helping to recharge the batteries of the family carer.

Our respite care package includes support of all care and medical needs and all of our care homes are fully equipped to handle and support residents with varying degrees of mobility challenges.

Every care package is tailored to suit the requirements of the individual and to give families the total peace of mind they seek.

HICA are here to help. Contact any of the homes to discuss a respite break or email us at info@hica-uk.com for more information.



OUR PARTNERSHIPS

apetito

Apetito have been our catering partners for the past 10 years. Their care home meals are packed with quality and nutritious ingredients and are created by in-house chefs and dietitians, guaranteeing they're as delicious as they are nourishing. They also provide an extensive texture modified range which helps people with swallowing difficulties enjoy mealtimes again. Each meal is carefully prepared to provide the nutrients they need in portion sizes and textures that suit their needs.

Turner Price

Recognising the pivotal role nutrition plays in resident care, Turner Price is committed to offering a diverse and wholesome range of products. They aim to cater to individual dietary needs, respecting preferences and health requirements, to contribute to the well-being and comfort of each resident. Their extensive range is designed to address the varied dietary requirements found within care home settings.

NAPA Activities

The National Activity Providers Association (NAPA) is the UK's leading charity for activity and engagement in care settings, supporting services to prioritise wellbeing through meaningful activity and the arts. NAPA also promotes professional development for Activity Providers, helping them build the skills and confidence needed to support creative, connected lives.

HullDance

Our partnership with HullDance aims to bring exciting, engaging and enjoyable movement activities into our homes. The 'Wellness Through Movement' programme gives our Activity Coordinators the ability to cater for all manner of physical and cognitive abilities. This also enables them to judge body language in order to engage more fully with each individual leading to enhanced health and wellbeing.

Train 4 Academy

HICA has partnered with Train 4 Academy to deliver Health and Safety Training to over 1,500 staff members. Together, we have also developed a bespoke set of care standard modules, which are now accessible through the Train 4 Academy Learning Management System. We have also embraced their Training Matrix which includes the automatic recalculation of a service's compliance rating when users complete training and alerts for the Learning & Development Team and Care Home Managers about upcoming refresher training dates.

The Veteran's Friendly Framework

The Veteran Friendly Framework supports care providers in recognising and addressing the wellbeing needs of veterans, reducing social isolation, and connecting them with statutory and charitable services. It fosters a culture of understanding for those who have served. By committing to the Framework, care homes demonstrate their dedication to acknowledging service life and providing access to veteran-specific services. A one-year review ensures ongoing improvements and success.

The Gold Standards Framework

The Gold Standards Framework (GSF) is the UK's leading end-of-life care training provider, with over 25 years' experience supporting frontline staff. Its evidence-based programme helps care providers deliver high-quality, dignified care in the final years of life. Through accredited training, GSF enables personalised, integrated care that reduces crises and hospital admissions, while supporting organisations to improve end-of-life care across entire care systems.

CareHome Life

CareHomeLife provide innovative care home products and expert budgeting support to help care homes optimise their budgets while ensuring exceptional resident care. By focusing on value over cost, CareHomeLife enables care homes to prioritise resident comfort and operational efficiency. Dedicated to making a positive impact, they place people and the planet at the core of their mission.





“As a ‘Not for Profit’ organisation, we aim to set the benchmark for high standards and service quality and we are passionate about both the people we support and the people we employ”

Terry Peel, Chief Executive Officer

HICA

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