



HomeTrust
Care

A home you can trust



From the people who care

KENDAL • KESWICK • CARLISLE

www.hometrustedcare.co.uk

Welcome



HomeTrust Care

Residential and nursing care homes in Cumbria, offering high-quality, personal care.

“ I cannot thank the staff enough for the kindness, compassion and care my father received. They made dark days much lighter. It was lovely to witness the professional care and respect they gave him. We will be forever grateful and in debt to all those who have been so kind to our family. ”

Steven B, Son of Carlisle Dementia Centre resident



 Home

+

 Trust

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 Care

 HomeTrust Care



Home from home

Choosing a care home is one of the most important and emotional decisions a family can make.

At HomeTrust Care, we understand the weight of that decision – and the trust it requires. Our role is to provide reassurance, clarity and steady support, offering care that feels personal, respectful and genuinely compassionate.

HomeTrust Care provides high-quality residential, nursing and specialist dementia care for older people across Cumbria, with established homes in Kendal, Keswick and Carlisle. Each of our homes has its own character, shaped by its surroundings, its community and the people who live and work there. What unites them is a shared commitment to dignity, kindness and a life lived with meaning.

We believe that exceptional care begins with listening. By working closely with residents, families and healthcare professionals, we create personalised care plans that reflect individual needs, preferences and life histories. This collaborative approach allows residents to maintain independence wherever possible, while ensuring comfort, safety and wellbeing at every stage.

Our homes combine traditional warmth with modern facilities, creating environments that feel familiar, reassuring and genuinely homely. From the design of shared spaces to the rhythms of daily life, everything is considered through the lens of the individual.

Strong relationships with local GPs, health authorities, social services and support organisations allow us to respond quickly and thoughtfully as needs change. Families are kept informed, involved and supported, with open communication and consistent points of contact providing peace of mind.

At HomeTrust Care, we don't believe in one-size-fits-all care. We believe in people – their stories, their routines, their relationships and their right to be treated with respect. Whether someone is joining us for short-term respite, long-term residential care or specialist dementia support, they are welcomed as part of our extended family.

HomeTrust Care:
for the people you love, from the people who care.

Helping hands



HomeTrust Care offers a broad range of care services designed to support older people with compassion, professionalism and respect. Our approach is centred on the individual – recognising that no two people, and no two care journeys, are ever the same.

We provide residential care, nursing care, specialist dementia care, respite care, and end-of-life and palliative care, tailored to meet changing needs with sensitivity and continuity. Our homes are equipped and staffed to support both straightforward and complex care requirements, while maintaining a calm, reassuring and dignified environment.

For those living with dementia, our specialist teams offer patient, person-centred support that prioritises familiarity, routine and emotional wellbeing. Consistent staffing, dementia-friendly environments and a deep understanding of each resident's life history help reduce anxiety and promote a sense of safety and belonging.

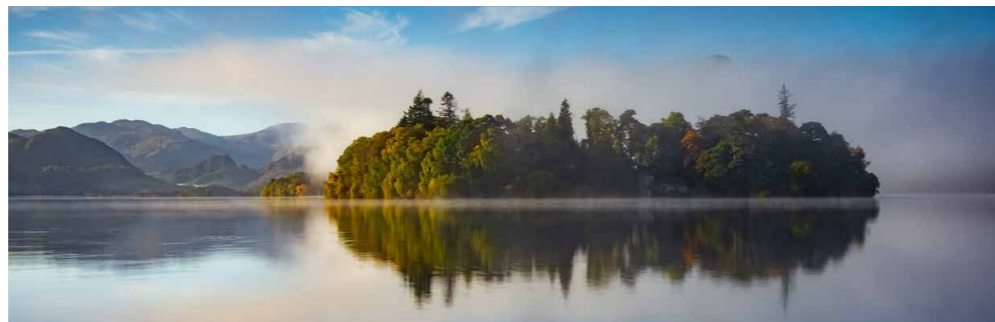
Residential and nursing care are delivered by experienced, fully trained teams who combine clinical expertise with genuine warmth. Daily support may include personal care, medication management, mobility assistance and help with everyday routines – always delivered with respect for independence and personal choice.

Respite care offers families reassurance and flexibility, whether following illness, hospital discharge or to provide a much-needed break for carers. Respite residents receive the same high standard of care, attention and inclusion as long-term residents.

End-of-life and palliative care are approached with sensitivity, dignity and compassion. We work closely with healthcare professionals and families to ensure comfort, emotional support and peace of mind during this challenging time.

Across all services, fresh and nutritious meals, meaningful activities, and opportunities for social connection play a vital role in daily life. Families are encouraged to remain involved, visit freely and work in partnership with care teams.

All HomeTrust Care services are fully regulated by the Care Quality Commission (CQC), providing assurance that care is delivered safely, ethically and to the highest standards.



We provide calm, patient, person-centred dementia care that respects identity, routines and life history.



Familiar faces, consistent routines and dementia-friendly environments help residents feel safe, understood and supported every day.



“**Following our first enquiry, the assessments took place very quickly. We weren't familiar with the care system, but the guidance and support we were given was exceptional.**

The care and support provided is excellent: it focuses on individual needs, and mam and dad have both benefited greatly from this. The staff are very kind, and always welcoming and approachable when we visit.”

Dianne H, Daughter of Nether Place Nursing Home residents

Need help?

How the care system works – for you

We support families across Cumbria in making informed, confident care decisions, for those asking such vital questions as: when is it time for residential or dementia care?

At HomeTrust Care, our aim is simple: to provide safe, compassionate, and effective nursing and dementia care that residents and families can trust.

Working closely with you and your family, we create tailored care plans that reflect not only your needs, but also your wishes and aspirations, supporting independence wherever possible and ensuring the highest quality of life at every stage.

Rest assured

Questions families often ask

Addressing your practical and emotional concerns - helping you feel informed, reassured and supported.



THE RIGHT TIME?

Many families reach this decision gradually, often after noticing increasing care needs, safety concerns, or growing strain on family carers.

A care home can offer consistent support, reassurance and a safer environment when care at home is no longer able to meet someone's needs.

THE COST?

Each case is different, and we have full and frank discussions with residents and/or their families as to our fees, and what they cover.

This covers fixed and additional charges, funding options (eg self-funding, NHS/local authority support), notice periods and fee reviews.



Residential vs nursing care – what's the difference?

We offer pre-admission care assessment; full involvement of the resident and family in decision-making; a review of medical, emotional and social needs; liaison with GPs, social workers, hospital teams and other relevant organisations; and trial stays and respite options.



DAILY LIFE?

Typical daily routines involve a combination of meals, activities and rest, with the focus always on the choice and independence of residents.

Our activities programmes combine the social, creative and physical, with one-to-one support where required. And we fully respect lifestyle, cultural, religious and personal preferences.



TRAINING AND EXPERIENCE?

Mandatory training, dementia-specific and other specialised training, ongoing professional development, full staffing ratios (day and night), presence of senior carers/managers on site, DBS checks and professional recruitment standards, and continuity of staff to promote familiarity and trust.

MANAGING HEALTHCARE?

Medication management procedures are discussed (and continually assessed) with the resident, families and relevant healthcare and social services professionals. The physical, mental and emotional wellbeing of our residents is paramount, with meticulous attention paid to nutrition, hydration and dietary needs.



“Mum's needs have increased during the time she has been there, and the staff have managed this change with kindness and professionalism.”

B M, Daughter of Silver Howe Care Centre resident

Our homes

Keswick



Nether Place Nursing Home

A safe and comfortable environment.

Nether Place provides a safe haven for residents with complex nursing requirements and various forms of dementia.

The facility is designed to bridge the gap between medical necessity and the warmth of a residential home, ensuring every individual maintains their dignity while receiving high-level clinical intervention.

For residents requiring 24-hour nursing care, the home employs a dedicated team of Registered Nurses (RGNs/RMNs). These professionals manage intricate health needs including wound management and tissue viability, chronic disease management (e.g. diabetes, respiratory conditions), medication administration, and palliative and end-of-life care delivered with compassion.

The integration of modern medical technology with personalised care ensures that health transitions are handled seamlessly, reducing the need for hospital readmissions.

Dementia care at Nether Place is rooted in person-centred methodology. Recognising that memory loss affects every

individual differently, the staff focus on "living in the moment." The environment is specifically curated to reduce agitation and promote independence through sensory stimulation and reminiscence therapy, safe and navigable layouts to prevent disorientation, and consistent staffing to build trust and familiarity.

By understanding the life history of each resident, staff can tailor interventions that resonate with their past experiences, fostering a sense of identity and belonging.

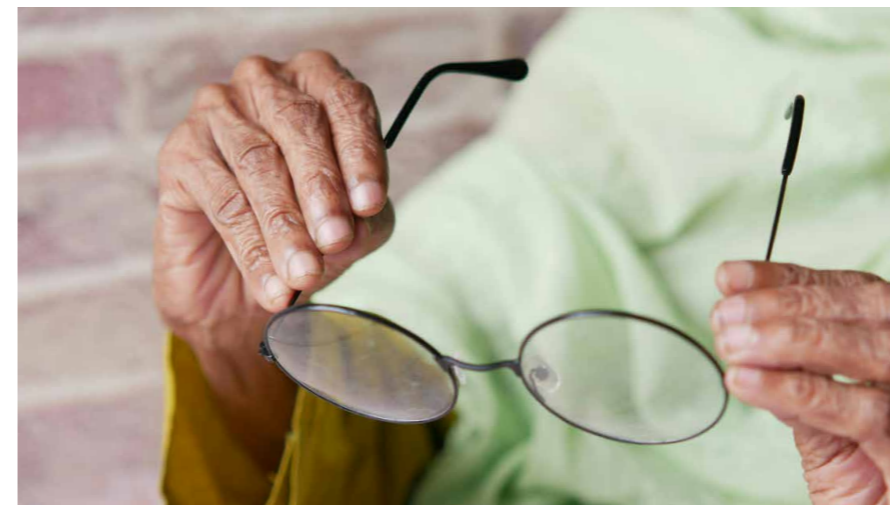
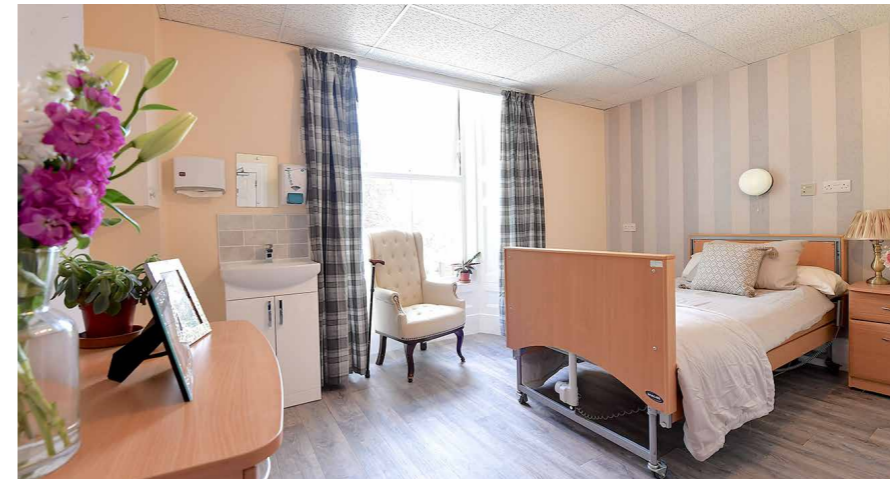
Beyond clinical tasks, nutritionists work alongside chefs to provide calorie-dense, easy-to-eat meals tailored to those with dysphagia or dementia-related dietary needs, whilst daily activities are structured to maintain cognitive function and physical mobility, ensuring residents remain active participants in their own lives.

We don't just care for your loved one; we care for the family too.

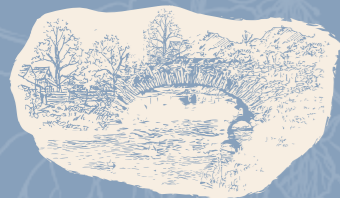
“

The staff are kind, provide excellent care, and are easy to talk to. Putting our parents into a home was extremely difficult, but the staff here made it feel easier than expected. The food is excellent, the home is clean, comfortable and warm, and the rooms are great.”

Wendy T, Daughter of Nether Place Nursing Home residents



Each HomeTrust Care home offers a distinct character, specialist support and a warm, welcoming environment – always centred on the person, never the process.



Nether Place Nursing Home

Chestnut Hill
Keswick
Cumbria
CA12 4LS

Telephone
01768 773 267

Email
netherplace
@hometrustcare.co.uk

Our homes

Kendal



Silver Howe Care Centre

Care that's personal, and a home you can rely on.

More than just a place of care, Silver Howe puts people at the heart of everything it does: a home where residents are valued as individuals, supported with dignity, and encouraged to live fulfilling lives in a safe and nurturing environment.

Every resident is unique, with their own life history, preferences, routines and aspirations. Care plans are developed in partnership with residents, families and professionals to ensure support is tailored to individual needs: an approach that promotes independence, choice and control, allowing residents to remain actively involved in decisions about their daily lives.

The staff play a vital role: a dedicated, compassionate and well-trained workforce committed to providing high-quality care and building trusting relationships with residents. Continuous training and professional development ensure staff maintain high standards of care, safety and best practice.

Silver Howe has a warm and welcoming atmosphere: homely, comfortable and inclusive, it helps residents feel relaxed and secure.

Communal areas encourage social interaction, while private spaces offer peace and privacy when needed. Residents also take part in a wide range of activities that help maintain physical health, stimulate the mind, and foster a sense of purpose and enjoyment.

Family involvement is also highly valued. Open communication and positive relationships with relatives are encouraged, ensuring families feel informed, reassured and involved in their loved one's care. The centre also works closely with healthcare professionals and external services to provide holistic, coordinated support that meets residents' changing needs.

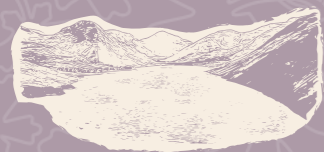
A caring and supportive place where people can thrive.



Every home is guided by experienced teams who know their residents well, value their histories, and create a steady, reassuring environment families can trust.

“
The care I receive is excellent; the staff do everything for me. I would not be able to live alone. The manager is special, she is my rock. This is my home. My friends and family can visit anytime.”

B.B, Resident at Silver Howe Care Centre



Silver Howe Care Centre

Dalton Drive
Sedbergh Road
Kendal
Cumbria
LA9 6AQ

Telephone
01539 723 955

Email
silverhowe@hometrustcare.co.uk

Our homes

Carlisle



Carlisle Dementia Centre - Parkfield

Specialist dementia and nursing care.

A registered nursing home, we predominantly care for individuals who are living with the effects of advanced dementia.

Many have previously resided in other homes or hospitals in the area, and their assessed needs now indicate that nursing dementia care is required. Except for an acute intervention, we anticipate that we will be able to meet the needs of all individuals coming to stay here without them needing to move elsewhere in the future: in other words, Parkfield can remain home.

We have 48 staff members for our 44 residents, with registered nurses on shift around the clock. They are supported by our highly skilled carers, who assist with all aspects of personal care and support. Many of our staff have worked here for a long period, helping us to provide experience and continuity: particularly valuable when caring for individuals with memory and communication difficulties.

The NHS Frailty Team or a GP also visit each week, and we are also closely supported by visiting social workers, occupational therapists, physiotherapists, speech and language therapists, dieticians, Care Home Education and Support Services, and Infection Prevention and Control specialists.

The rooms are all equipped with nurse-call systems, and fitted with falls monitors and electric profiling beds. The rooms can be locked to preserve privacy, but can be exited from the inside, without the need for a key, in the case of emergencies.

Spacious shared spaces and living rooms ensure the home is filled with natural light, and there is an outside seating area. We also encourage residents to bring small personal items with them to further enhance their own rooms.

“

My brother was given excellent care over the last few weeks of his life, being dealt with dignity, care and compassion. We would like to thank you all from the bottom of our hearts. ”

Linda W, Sister of Carlisle Dementia Centre resident



We believe the best care begins with listening.

By working closely with residents and families, we create personalised care plans that respect independence, wellbeing and a lifetime of living.



Carlisle Dementia Centre - Parkfield

256 London Road
Carlisle
Cumbria
CA1 2QS

Telephone
01228 818 933

Email
cdcparkefield
@hometrustedcare.co.uk

About us



Sharing success

HTC's Employee Ownership Trust

Protecting people, culture and values that have been built over time.

HomeTrust Care is proudly employee-owned, operating as an Employee Ownership Trust (EOT). This means the people who care for residents every day are also the people shaping the future of the organisation.

Employee ownership creates stability, accountability and a shared sense of pride. Decisions are guided by those closest to care delivery, rather than distant investors or corporate priorities. This protects the culture, values and continuity that families rely on.

Founded as a family-run company in 2003, HomeTrust Care transitioned to an EOT in 2025 to secure its long-term future.

Staff collectively benefit from the success of the business and share responsibility for maintaining exceptional standards.

For residents and families, this model means consistency of care, committed teams and a genuine sense of ownership in doing things properly – today and for years to come.

“
The EOT model is unusual in the UK care sector, where many homes are owned by private companies or large chains.”



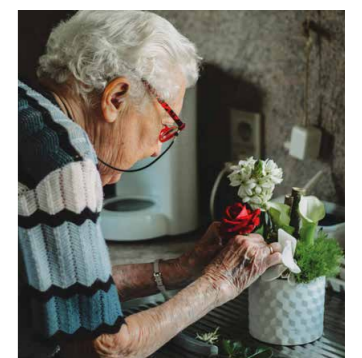
Stronger staff engagement and shared commitment to quality, culture and mission.



Long-term continuity of care because decisions are driven by people directly involved in care, rather than distant investors.



The employee-ownership structure can make a real difference if what matters to you is an organisation where staff are valued, have a voice, and share in success.





The AFC is a pledge of respect and compassion, and puts people at the heart of our organisation.

Marching on

Armed Forces Covenant

Proudly supporting those who serve.

HomeTrust Care is proud to be a signatory of the Armed Forces Covenant, a national commitment to supporting members of the Armed Forces community, including veterans, reservists and their families.

This pledge reflects our values-led approach to care and employment. It recognises the unique skills and qualities that service personnel bring - including leadership, resilience, teamwork and adaptability - and the positive impact these have within our care homes.

By supporting the Armed Forces, we strengthen our workforce and reinforce our commitment to fairness, inclusion and respect.

The Covenant aligns closely with our employee-owned ethos, placing people, wellbeing and shared purpose at the heart of our organisation.

Together, the EOT and AFC form a clear statement of who we are: a care provider who values people, service and responsibility.



Our ethos defines everything we do at HomeTrust Care. It is the foundation of our culture, our service delivery, and our identity as a values-led organisation.

It aligns with the values of our Employee Ownership Trust (EOT), ensuring inclusion, empowerment and shared purpose are at the heart of everything we do.



“Our commitment to the Armed Forces Covenant reinforces our position as a progressive, inclusive employer.”

Making a difference

Working with us

Personal fulfilment, meaningful relationships, and a real sense of achievement.

A career in care is about more than a job – it's about making a meaningful difference every day. At HomeTrust Care, our teams support older people to live with dignity, comfort and reassurance, building relationships that truly matter.

Working in care can be challenging, but it is also deeply rewarding. Small acts of kindness – listening, reassuring, helping someone feel safe – often have a powerful impact. Many of our team members say it is one of the few careers where the value of their work is felt immediately.

We welcome people from a wide range of backgrounds. Empathy, patience and reliability matter as much as experience, and full training and development are provided. Opportunities exist to

progress into senior, specialist or leadership roles, with ongoing professional development supported.

As an employee-owned organisation, our people have a genuine voice and a shared stake in our success.

Combined with the lifestyle benefits of living and working in Cumbria, HomeTrust Care offers a career with purpose, security and heart.



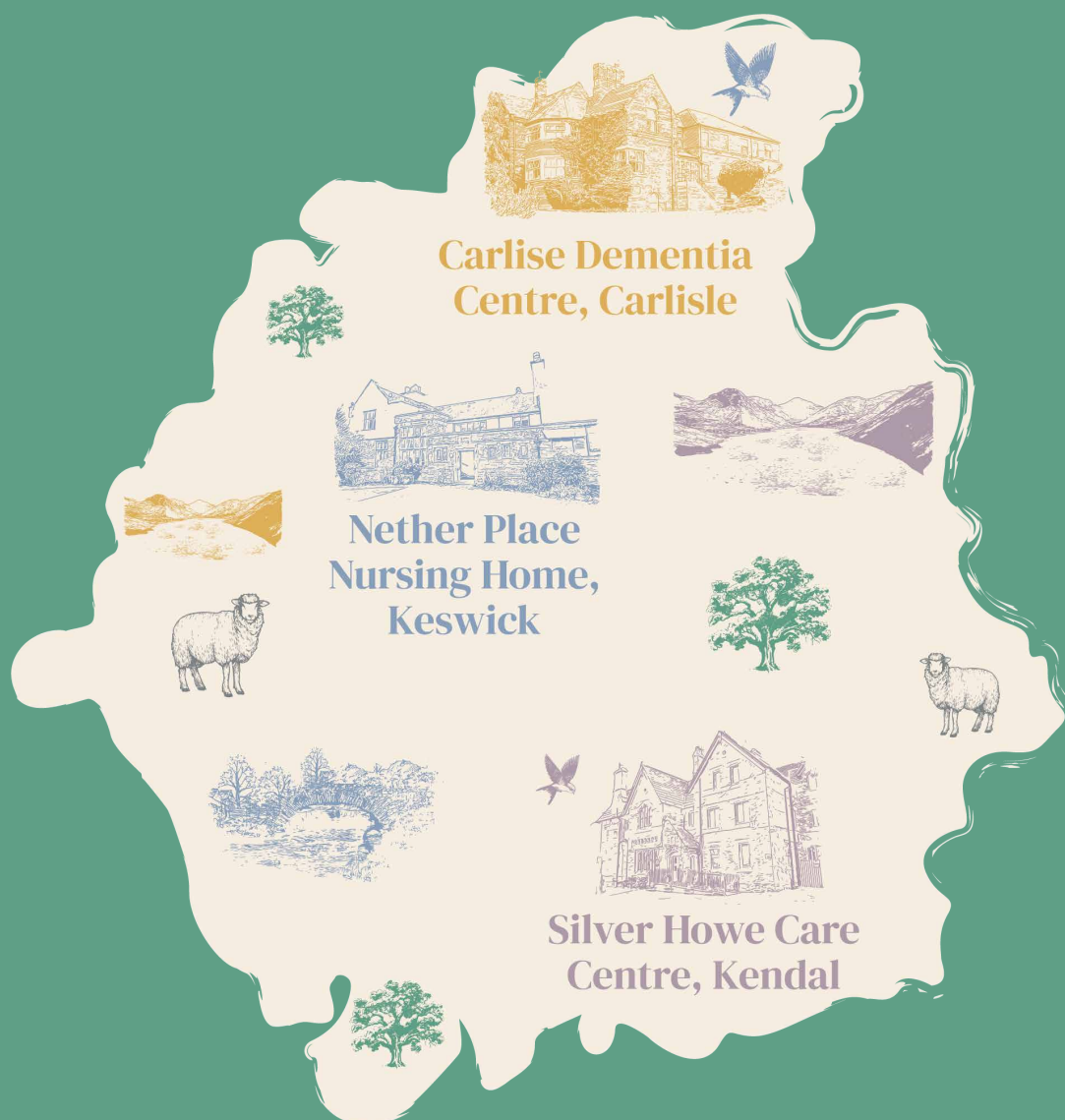
Cumbria and the Lake District combine stunning natural landscapes with a relaxed pace of life, offering lifestyle advantages many city-dwellers crave. All of which contributes to a happier, healthier and more balanced lifestyle.

“The UK’s ageing population means there is a constant demand for care workers.

The sector is recession-resistant – people always need care.”



Our locations



**Carlise Dementia
Centre, Carlisle**

**Nether Place
Nursing Home,
Keswick**

**Silver Howe Care
Centre, Kendal**

Telephone 01738 840 705

www.hometrustedcare.co.uk



**HomeTrust
Care**