

Care Horizons — Capability Statement

Specialist home support for adults with complex needs · Bristol & South Gloucestershire

Established 2004 · independently led by Vierka Hiscock, Director & Registered Manager, since 2017

0117 405 4320 · hello@carehorizons.co.uk

Who we support

Adults aged 18 and over, living in their own homes or in supported living, whose needs have outgrown ordinary home care — including autism, mental health conditions, learning disabilities, and behavioural distress. We work at every level of intensity, from two hours a day to twenty-four. We are a specialist provider, not a general agency: we take on fewer people and stay with them for the long term.

What makes a good referral

We're the right service when:

- the person's needs are complex, enduring or hard to hold with standard home care;
- continuity matters — the same small, matched team rather than a rota of strangers;
- there's time for a proper assessment and a considered start;
- the proposed support hours are realistic for the person's needs.

We're usually **not** the right service for nursing-led care, one-off or same-day emergency cover, or needs whose primary focus sits outside our specialism — and we'll say so early, and point you elsewhere where we can.

What we provide

One-to-one specialist support built around the individual: personal care and daily living, community access and meaningful activity, emotional and behavioural support using positive, person-centred approaches, medication support, independent-living mentoring, and hospital-discharge and recovery support. Every package is delivered by the same vetted, DBS-checked people — no agency churn — with named managers accountable for each placement.

Response times

We acknowledge referrals quickly. We respond to capacity questions within **2 working hours**, and give an honest **yes/no on fit within one working day**. There is no call centre — you reach senior people who know the work: Service Manager Joe Sparrow and Deputy Manager Jessica White, with Director and Registered Manager Vierka Hiscock overseeing every case.

Trust & assurance

- CQC Rated Good
- ISO 9001:2015 (quality) and ISO 45001:2018 (health & safety) certified
- 9.6/10 from 9 verified reviews on [homecare.co.uk](https://www.homecare.co.uk)
- The same vetted, DBS-checked people — no agency workers
- Insured through Marsh Commercial

How to refer

Call **0117 405 4320** or email hello@carehorizons.co.uk with a brief outline of the person and the situation. We'll arrange a conversation with Joe or Jessica, usually within one working day, carry out an assessment, and confirm honestly whether we can meet the need and when we could start. Secure documents can be sent by email — just ask and we'll confirm the right address.