



# Heritage Manor – St Barnabas site 25 February 2026

Presentation of plans

# Who are Heritage Manor?



- Small group of five nursing homes operating in Herefordshire and Worcestershire for over 30 years;
- Employ over 300 staff, and proud to say runner-up at 2025 Care Employer of the Year for Great British Care Awards;
- Owner of Newstead House in Hereford since 2016, adjacent to the proposed development;
- Newstead won Top 20 home in Midlands three times in last five years, along with Gold Standard Framework for palliative care
- Our homes have a very good reputation with Herefordshire council quality teams, and I believe CQC;
- We are looking to build and then operate ourselves the St Barnabas site for many years to come.



# MISSION STATEMENT

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To provide warm and friendly care within a homely environment, delivered by well-trained and motivated staff, to enable residents to live their best lives.

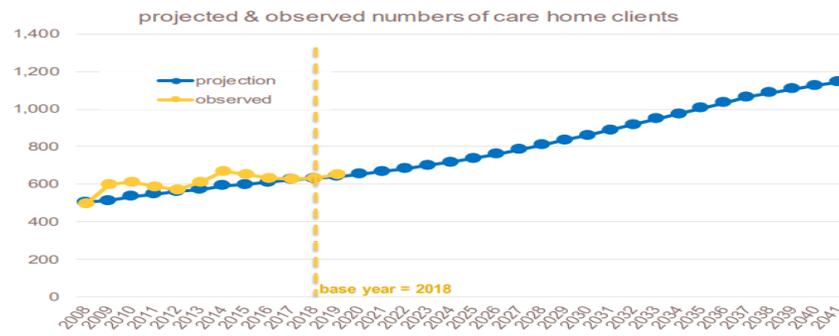


# Is Newstead House meeting that mission?



- We are fully staffed, unlike the majority of Herefordshire homes;
- Our challenge now is that not all rooms are en-suite, the home is not purpose-built and access outside can be problematic for certain residents;
- To continue to “enable residents to live their best lives”, we need larger and modern rooms, easy-to-use communal space, better access outside and living space designed for couples;
- Without the ability to adapt, older homes will have to close;
- 2025 H&W ICB figures predict a 50% increase in the over 85 demography to 2030, the key segment that we look after, and HCC figures confirm this. There is a pressing need.

Source:  
Herefordshire  
MPS Apr21



**Review:** My Father was part of the Newstead family, from June 2024, until he passed away in November 2025. We were always welcomed when we visited and, as we live in Yorkshire, we were always kept updated on Dads health. Dad, wasn't one to always join in with the activities, but was always given the option to take part if he wished to. Many of the staff and management, at Newstead, have become friends and their care and compassion for Dad throughout his time there, always made us feel he was safe and secure, when we couldn't be there at all times.

The way they cared for Dad, especially, in the last few days of his life was exceptional, as is the support that we have received, since he passed. Thank you all so much.

Overall Experience ★★★★★	Facilities ★★★★★	Care / Support ★★★★★	Cleanliness ★★★★★
Treated with Dignity ★★★★★	Food & Drink ★★★★★	Staff ★★★★★	Activities ★★★★★
Management ★★★★★	Safety / Security ★★★★★	Rooms ★★★★★	Value for Money ★★★★★

**Review:** Our Mum lived at Newstead for 4 years and over that time her health condition meant she gradually became more frail until, sadly, she passed away in September 2025. During that time Mum's changing needs were well catered for-even when her involvement in group activities lessened the Activities team would spend time with Mum on a 1:1 basis. The carers were very good and supported Mum with her daily needs and established and maintained a good rapport with Mum and the family. The care Mum received in her final days was exceptional and much appreciated by my sisters and myself. Thank you to all the staff at Newstead.

Overall Experience ★★★★★	Facilities ★★★★★	Care / Support ★★★★★	Cleanliness ★★★★★
Treated with Dignity ★★★★★	Food & Drink ★★★★★	Staff ★★★★★	Activities ★★★★★
Management ★★★★★	Safety / Security ★★★★★	Rooms ★★★★★	Value for Money ★★★★★

**Review:** Mum lived at Newstead for over three years before she passed away in July 2025. She was very well cared for throughout the whole time she was there but the care she received at the end of her life was exceptional and she was treated with great dignity and respect. Our family were always welcomed at the home and my father in particular became part of the Newstead family. He visited every day and was encouraged to join in with the activities with Mum and then as an individual when Mum was no longer able to join in (but would sit and watch). In fact he still goes to the home several times a week to join in his favourite activities and is always welcomed as an old friend. It is incredibly, incredibly rare for any bank staff to be on shift and I am sure that this contributes to staff creating a family atmosphere. All staff are friendly and kind - the manager, nursing staff, health care assistants, cleaners and kitchen staff equally and they greet you when you arrive. A really lovely home.

Overall Experience ★★★★★	Facilities ★★★★★	Care / Support ★★★★★	Cleanliness ★★★★★
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# Journey to today



- Without significant capital investment, the longer term viability of the existing home will become progressively more difficult. An approval will allow us to re-configure the existing home;
- We have spent two years working with Heather Carlisle and her team, going through three pre-apps to produce a design appropriate to the site;
  - Pulled building back from road and neighbours, along with significant reductions in height and mass;
  - Incorporated feedback historic buildings officer and council architect on design;
  - Worked with Councillor Ben Proctor and consulted with Admiral's Close neighbours;
  - Fundamental to the design is access to the outside and fresh air.
- Final design commercially not ideal at 52 beds compared to modern care home builds, but it works complementary to the existing home.
- There will not be a physical link between the two buildings, and we will be offering nursing provision;

