

# Global Healthcare Property Report

UK EDITION - JANUARY 2020



REPUTATION, DISCRETION, KNOWLEDGE

# UK Healthcare Market Welcome to 2020



by PAUL J MILLER  
Chief Executive Officer

Welcome to 2020, the start of a new decade and a new era for the UK healthcare market. 2020 promises to be a year of deal making for the healthcare property sector driven by the certainty and confidence gained from the recent election result.

## A NEW GOVERNMENT

The December 2019 election delivered a conservative government with a significant majority and a mandate to “get Brexit done”. However, it is frustrating that within the conservative manifesto there was a distinct lack of any clear policy on social care. We feel that this was a missed opportunity and would hope that the government move swiftly to address the social care issues and move to finalise and publish the social care green paper. The promise of £1bn for the social care system is welcome but is still a long way from the estimated requirement of £4.1bn of extra funding which will be required by 2023/24 to address the costs of rising demand and increased costs of delivery, primarily from rising wages. In Boris Johnson’s first speech as prime minister he announced that he would “fix the crisis in social

care once and for all”. We sincerely look forward to this promise turning into reality.

## A YEAR IN REVIEW

2019 was a strong year for Healthcare transactions building on the growth witnessed in 2018 and 2017. Many in the industry have been surprised by the confidence demonstrated during a period of historic uncertainty and a gridlocked government who for the majority of the year were incapable of passing legislation and making any progressive policy decisions. A carry over effect from 2019 is the pent-up investment which built up, primarily from international investors who spent the latter half of the year waiting to see what the outcome of the Brexit discussions and the Election result would be. Now that the political landscape offers more clarity, we expect significant international investment to take place during 2020 resulting in a greater level of transactions than witnessed in 2019.

Redwoods Dowling Kerr enjoyed a strong start to 2019 with three healthcare transactions announced in January with the highlight being



2019 was a fantastic year for healthcare business sales, a year when deals occurred at lightning pace and in all regions for all sizes of operations.

# £27m

In 2019 Redwoods Dowling Kerr brokered in excess of £27m worth of transaction volumes and we are very excited about 2020 as we carry forward significant deal pipelines which we expect to complete in quarter 1, 2020.



the completion of Courtyard Care which provides a network of centres catering for mental health in children and adolescent adults. As the year progressed the deals continued to transact and in May 2019, we were delighted to announce the sale of Rainbow Services (UK) Limited which was acquired in a multi-million pound transaction by Grosvenor Health & Social Care.

During the mid-part of 2019 the momentum was in full force and we witnessed a significant spike in the volume of healthcare deals being agreed in addition to our summer completions which included the sale of Bryn Y Mor Care home off an asking price of £1.2m and the sale of Alexandra House which was sold to China Healthcare UK Limited.

In Autumn we witnessed the culmination of the year with a spectacular 12 completions during October and November. It was interesting to note that during 2019 the deals which completed were across the whole of the UK and not specific to one geographic area.

#### VIEW OF 2020

In summary 2019 was a spectacular year for healthcare transactions given the backdrop of significant political uncertainty. As we look forward to 2020 it is clear that the growth in acquisitions will continue with new entrants expected to join the competition for opportunities. We expect new entrants from the Middle-East and China to dominate the international buyer landscape in addition to the established investment REIT's who have been prevalent during 2019.

With no clear public sector policy from the Government and an ageing population we anticipate that increased supply will continue to be delivered by the private sector with a trend towards larger elderly care facilities and smaller specialist healthcare units. Demand is expected to grow for good quality elderly care homes and will significantly grow for profitable specialist facilities especially where the demographics support expansion. Prices and EBITDA multiples will grow where these conditions exist. We also expect consolidation within the Domiciliary Care market to continue as operators seek to add scale to their offerings to cater for the long term demand

within this market. Domiciliary Care businesses which offer scale and new market opportunities will continue to command a premium price as acquirers seek to gain market share.

**In summary, Redwoods Dowling Kerr expect 2020 to deliver a strong year of sales with prices paid in excess of those paid in 2019. EBITDA multiples will strengthen where facilities are located in key strategic areas and offer high quality care provision. We are very excited for the year ahead and we look forward to working with our clients to exceed their expectations.**

**SOLD**

The Gables - Northumberland



- Charming detached care home for residents with mental health requirements
- Registered for 10 residents
- Convenient and accessible location
- Excellent reputation

RATED AS EXCELLENT



#### The Vendor commented;

"I would like to thank Redwoods Dowling Kerr and Asif Musa for the sale of our care home. Asif was extremely helpful in finding us a suitable buyer and in keeping the deal on track from start to finish. We know healthcare transactions are never easy, but it is good to deal with professionals who understand the business and who go the extra mile to get the deal done. I would certainly recommend Redwood Dowling Kerr to any home owner who is planning to sell."

# UK Healthcare

## How do you get the optimal deal when selling your Care Business?



by ANDREW K STEEN  
Sales and Marketing Director

### HOW MUCH IS MY BUSINESS WORTH?

The question which all healthcare business owners often ask, but is the answer simple to provide?

During the tenure of owning a healthcare business it is likely that the owner will regularly be required to provide their bank with a panel valuation which will support the owners borrowing requirements and ensure that bank support continues to be provided. Primarily this valuation is conducted on behalf of the lending bank and will provide three types of valuation figures. Each of these figures represents a different type of scenario with only one representing an open market sale. None of these valuations provide the owner with a figure which they could aspire to achieve if they chose to sell their business in a competitive bidding process. Where a valuation has been instructed on behalf of a lender or the criteria for the valuation has been guided by a lender then in most cases the valuer will be required to provide a variation of values. One of these valuations will be based on a set of extreme circumstances. An example being a scenario whereby a profitable trading care home is valued as a closed care home with assets stripped out with

a sale to conclude within a three-month period. This is quite a radical scenario, even a house sale would struggle to conclude within a three-month window.

In truth your business is worth what an acquirer is prepared to pay however, it is worth more when the sale is professionally brokered and a negotiator is on hand to represent the seller's interest, driving up the price and also enhancing the deal structure.

When a healthcare business operates in a local market where strong, sustainable demand exists then often the opportunity to acquire this business will result in a competitive position amongst the interested buyers. This is the scenario which a professional business broker will seek to achieve and also a scenario which will deliver the best value.

### HOW DO YOU EXTRACT MAXIMUM VALUE FROM A SALE?

The answer to this question is to evaluate the old and the new. Using traditional valuation methods will provide you with a benchmark or floor by which you then build on. The next stage is to

£412m

total offers received during 2019

67%

of Care Homes SOLD are FREEHOLD

19%

increase in Healthcare businesses brought to market





then to factor in all of the unique selling points which your business has. Do you have a number of care facilities in a small geographic area? Are all of your facilities full? Is there potential to expand your services? Do you offer types of healthcare not available from any other local providers?

Once you have evaluated all of your USP's the next stage is to sit down with a broker and talk about the sale process. The sale process is the method by which the broker will sell your business. It is the process which will drive the added value and achieve the best multiples possible and deal structure possible.

#### A QUESTION OF PRICE?

Often people will mistake "value" as the price which is achieved upon the point of exit. Whilst this is the most significant aspect of "value", other factors have to be taken into consideration when determining the overall value.

A significant benefit of selling in today's strong market is the emergence of shorter, leaner deal completion times. This is a surprising new trend given the increased levels of transactional due diligence which take place ahead of completion.

This is just one of the non-cash benefits to transacting in a market place where buyer demand is strong.

#### Other factors which can be achieved are;

- Post completion consultancy agreements
- Earn outs
- Purchase of cash currently in the business (tax efficient)
- Buyer's taking "a view" on detrimental business factors
- Reduction in vendor warranties

Achieving the above is conditional on the right deal environment being created by your broker during the sale process. Those who sell direct and do not create a competitive bidding environment do not often benefit from the maximum "value" which can be created by running a professional deal process.

#### DEAL FOCUSED PROFESSIONAL ADVISORS

In preparation for transacting the sale of your care business it is very important that you instruct a team of qualified industry professionals who will support you during the transaction. The saying "Time Kills Deals" is relevant and you need to surround yourself with advisors who have a track record of completing deals and working at pace. Selling your care business is much less stressful when you have the right broker, proactive lawyers, accountants and taxation specialists working on your behalf to maximise your deal and minimise the time taken to complete your sale.

**SOLD**

#### Horncliffe House - Greater Manchester



- Group of 2 well-established care homes for the elderly
- Registered for 43 residents
- Convenient and accessible location
- Well presented throughout



#### The Vendor commented;

"I would like to thank Redwoods Dowling Kerr and Asif who has been very professional and helpful with a great attitude. Asif has been in close contact with myself and my solicitors throughout the sale and has kept us well informed. When the deal for my care home fell through with the first buyers, Asif promptly managed to find another buyer which was a great relief for me. I would definitely use RDK in selling my second care home. Keep up the good work Asif."

# Case Study

## Normanhurst; a Vendor's story

- Sold off asking price of £2.95m
- Freehold Care Home
- Registered for 23 residents
- Sold to a local operator



**Selling a business is a significant chapter for a Vendor. As a brokerage firm, being aware of their position, perspective, and their feelings is crucial. Redwoods Dowling Kerr did not just offer their client a service, they fully supported him throughout the sale of his family business.**

### THE VENDOR'S PERSPECTIVE

Everyone experiences doubt, perhaps whether they have made the right decision. When it came time to sell his business, James was no different. This doubt was definitively silenced by Redwoods Dowling Kerr. Lead Broker Nicholas Shepherd recognised the uncertainty in his client. He constantly reassured him, reminding him that the market was strong.

Subsequently, James' beloved family business sold, and at an optimal price. James was elated, his many years of dedication and hard work within a competitive sector had definitely paid off.

Providing an overview of the sale, James notes; 'The team at Redwoods Dowling Kerr were very patient, but they also knew when to assert my requirements to the potential buyer. This highly experienced and tactical approach gradually increased the sale

price. It kept moving it closer to our target. At the end of the process, we got a great return on our investment'.

Understandably, the decision to sell his family business was a difficult one to make. James had built it from nothing. He helped to develop it into the best care facility in the area. The venture lasted over 2 decades and letting it go was a major turning point in his life, not just in his career.

Upon the conclusion of the sale, James explains; 'When I received news that the deal had completed, I felt both relief and excitement. Deciding to sell my first care setting was not easy, however I felt that we had essentially achieved everything that we set out to. It was just the right time to let it go.'

### BUILDING THE BUSINESS

The first step in creating his business was James' decision to make a dramatic change, bringing his highly successful career in retail to an end. 'It was a rewarding career, but it was within an unstable sector. The economic fluctuation affected my job; I always wanted to find something that was more secure.'

Considering his next move, James evaluated new sectors to explore; 'I wanted to make a long-term investment in a steady, stable industry. This, paired

with my caring and sympathetic nature, was what initially attracted me to the care industry.'

James decided to make the leap; he decided to pioneer a new venture in the care sector. Offering an insight into the launch of his new business, James explains; 'Before my career in retail, I was a research scientist. This taught me a lot about documentation. With this knowledge, I began to form a care setting. I was not fazed by the legal administration.' Early on in his new career, James hit a roadblock; 'The industry was still new to me, I definitely needed help. I couldn't do it alone'.

Fortunately, James' wife was an experienced nurse. Her insights into caring practice were vital to the formation of the business. Without this, the business would not be where it is today. Together, they created Normanhurst; a residential care home for the elderly.

Reminiscing on these early days, James recalls; 'From day one, it was always very important for us to listen to our clients. We were constantly evolving, always eager to learn how to provide the best possible care.'

Over its lifespan, Normanhurst perfected its practice, keeping those sentiments at its core; 'We built a business on our desire to make our clients feel



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happy and special. We treat everyone with respect and dignity. With these values, we worked hard to establish ourselves as an industry leader’.

Knowing how close to James’ heart this business is, it was understandable that he wanted to be extensively involved with the sale process. Not all brokerages accommodate for such requirements. Redwoods Dowling Kerr deliver an adaptable service. They ensured to keep him up to date with all aspects of the selling process. James made it clear that he wished to source a buyer who shared similar values as himself. ‘I needed someone with a caring attitude; who would run the home as a family business, just like we did.’

Due to the development of the care industry, James explained his desire for the future of Normanhurst; ‘I reached the conclusion that the business would greatly benefit from a young and innovative manager. It needs someone who can navigate the advancements of the modern care industry. It’s time for me to step down and give a younger operator a chance.’

#### **SALEABLE POSITION**

Redwoods Dowling Kerr’s Nicholas Shepherd understood James’ perspective, and he was aware of his needs. James appreciated this; ‘Nick was thorough and courteous. He gave us plenty of space and was also very patient when making the deal, particularly during the negotiations.’

James contemplated the prospect of selling his beloved business for a while. Having discovered Redwoods Dowling Kerr by chance, he made the decision to get in touch after researching the market; comparing the packages of competing brokerages.

Upon meeting an Associate Director, James noted; ‘The representative was very respectful. He explained exactly what his brokerage specialised in, and what a sales process would potentially look like’. ‘Redwoods Dowling Kerr offered a very reasonable package, compared to the competing brokerages that I looked into.’

James was particularly impressed with the professionalism and the manner in which Redwoods Dowling Kerr operated. Throughout the process;

‘the team at Redwoods Dowling Kerr showed respect to everyone involved.’ he explains. ‘They were not pushy or overly insistent’. This was very important to James.

#### **CARE BROKER PERSPECTIVE**

The Brokers at Redwoods Dowling Kerr get to know their client personally, learning valuable insights into their needs and their goals. Nicholas Shepherd had the privilege of negotiating the sale of Normanhurst. ‘I am delighted to have assisted Mr and Mrs Law in securing a strong purchaser. I understood that one of James’ fundamental concerns was to find a buyer that shared his caring nature and his passion for the sector.’

Providing his thoughts on the deal, Nicholas explains ‘As a result of Mr and Mrs Law’s hard work and dedication in creating and expanding this business, we received a considerable number of competitive offers. These were from a diverse array of buyers. We were receiving offers throughout the time that it was on the market.’

Nicholas and James reached a perfect working arrangement during the process. They got to know each other very well. When the deal completed, the sense of achievement was mutual. ‘James was fantastic from the start to the finish of the sale process. He was swift at sending information to solicitors and giving his all to get the deal moving. I wish him the greatest of success in the future.’

#### **FINAL THOUGHT**

Although he is not quite ready to retire yet, James is eager to enjoy some well-deserved rest. Excited for the future, James explains; ‘I have been in this industry for a long time. After running a business for over 2 decades, I would love to just take some personal time away from work. I can now make the most of this opportunity and explore my interests and my hobbies. I want to live my life and seek new experiences that I have not yet had the chance to. I am very thankful to the team at Redwoods Dowling Kerr for making this possible.’

## Case Study Trinity House

- Sold off asking price of £710k
- Sold to local operator
- 12 viewings resulting in 7 offers
- Sold December 2019

Mr & Mrs Robinson were looking to sell Trinity House so that they could focus on another care home which they own in the local area. Upon launch of the sale, Redwoods Dowling Kerr introduced 12 interested parties who were interested in making an offer for the business. This interest resulted in a total of 7 offers which were presented to Mr & Mrs Robinson.

**“The Decision has to be right from the first stage”** comments the outgoing owner of Trinity House who completed on the sale of their business in December 2019. “Initially we were reluctant to sell as prior to instructing Redwoods Dowling Kerr we had used the services of a different commercial agent that could not cut the mustard unless selling at an unfair and unrealistically low sale price. We decided to switch to Redwoods Dowling Kerr, we took the plunge and we did not regret it.

Mr James and Mrs Donella Robinson, owners of Trinity House met with Matthew Preston, Associate Director of Redwoods Dowling Kerr to discuss the issues which they were facing with their current commercial agent. Mr Preston took time to talk James and Donella through the Redwoods Dowling Kerr corporate sale process and explain how we work differently to other agents, how we focus on the requirements of our clients and how we work to deliver the best deal possible



### MR ROBINSON COMMENTED;

"Would indeed recommend RDK as strong negotiator for strongest sale"

“Redwoods Dowling Kerr were very professional throughout”



'Mr Preston took time to talk James and Donella through the Redwoods Dowling Kerr corporate sale process and explain how we work differently to other agents, how we focus on the requirements of our clients and how we work to deliver the best deal possible.'

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The successful offer came from Mr Salim Lalani who owns a care home nearby and was delighted to acquire Trinity House. Mr Lalani is planning to invest in the facility and plans an upgrade program which will modernise the home and build on

the excellent foundations created by Mr & Mrs Robinson. Mr Lalani believes that the healthcare sector offers excellent growth opportunities and is seeking to work with Redwoods Dowling Kerr in the future to acquire additional healthcare businesses.

When asked what challenges the healthcare sector faces in the next 12 months, Mr Robinson comments "Maintaining compliance" is the biggest challenge and that to deliver on high levels of compliance, "quality staffing is key".



## A Selection of Sold Corporate Sales in 2019



### SWANTON CARE ACQUIRES COURTYARD CARE VIA RDK

Senior healthcare broker Sam Fazackerley said;

“Since coming to the market, Courtyard Care received a lot of interest from existing operators, not only on a regional scale but nationally, giving the vendor a choice of experienced interested parties to move forward with.

“I wish both the vendors Courtyard Care and Swanton Care & Community all the best for the future and hope to work alongside both parties again.”



### CANTERBURY CARE HOME SOLD TO EXPERIENCED OPERATOR THROUGH RDK

Vendor Mr Arjuna commented;

“Sam has consistently been professional, positive and supportive, to ensure the sale went as smoothly as possible. He has been on hand for valued advice and comprehensive update whenever I have needed.

“I would happily recommend Redwoods Dowling Kerr’s services to any other operator in the industry who are thinking about coming onto the market.”



### CHILDCARE OPERATOR EXPANDS INTO HEALTHCARE VIA RDK

Vendor, Mr Rickie Boyson, commented;

“Asif negotiated well with the purchaser and enabled us to get the best price for our care home. Asif kept me up to date and helped and advised me throughout the negotiation process, which led to a successful completion.

“I would certainly recommend RDK and would use again in the future if needed. Thanks for everything you have done, Asif.”



### THORNDENE RESIDENTIAL HOME SOLD BY RDK

Vendor Kathleen Pickup commented;

“I sincerely would like to express my thanks to Asif Musa at Redwoods Dowling Kerr, for all his help and efforts in pushing the sale all the way to completion.

“Asif kept us informed throughout the sale process and has really gone the extra mile in selling our care home. I have no hesitation in recommending Redwoods Dowling Kerr’s services to anyone who is considering in selling their care home.”

**SOLD**

## PROJECT SHINE

### **RDK SELL LEADING DOMICILIARY CARE PROVIDER IN SCOTLAND**

Vendors Mrs Alice Abbott & Miss Sara Abbott;

"I would like to thank Redwoods Dowling Kerr and Sam Fazackerley for his hard work and persistence throughout the whole process. Sam helped and brokered the sale from start to finish in a professional and sensitive manner.

"I was delighted with Sam's conduct during the sale, he is a credit to the company and I would not hesitate to recommend RDK in the future"

**SOLD**



### **LONG-ESTABLISHED, SPECIALIST CARE HOME SOLD BY RDK**

Vendor Mr Mohidin said;

"Asif excelled at finding me a credible buyer that couldn't have been more appropriate for my business. The transaction was made very simple, with any obstacles being overcome quickly, the whole process and handover being very smooth and seamless.

"I would certainly not hesitate in recommending them to anyone who is thinking of selling their business."

**SOLD**



### **ACROSS THE BAY CARE HOME SOLD BY RDK**

The Buyer Commented;

"I would like to thank Redwoods Dowling Kerr and especially Nicholas Shepherd for helping me acquire my second home. He was extremely helpful throughout the whole sale and I could not have asked him to chase or push this sale any more than he did, in such a professional manner. His experience and ability to negotiate on certain aspects of the deal ensured that we completed when we did, without any serious problems along the sale process.

Thank you."

**SOLD**



### **RENOWNED BRYN Y MOR CARE HOME SOLD BY RDK**

Thankful for the support throughout the selling process the vendor stated;

"After reducing the price I was impressed that we managed to get enough enquiries, from which Asif Musa, the Senior Sales Negotiator secured us a very creditable buyer who was equally passionate about our business and who can take it to the next stage of development.

"We cannot praise Redwoods Dowling & Kerr and Asif too highly and we would not hesitate to recommend them to any possible seller."

## A Selection of Sold Corporate Sales in 2019

**SOLD**



### **LONGVIEW CARE HOME ACQUIRED BY EXPANDING CORPORATE PURCHASER**

The vendor commented;

“Their support and co-ordination were integral to complete the sale of our Care Home and we thank Asif Musa for finding us a reputable buyer and directing the sale, resulting in a successful completion.

“Would have no hesitation in recommending RDK to any other prospective client who is considering selling their care home.”

**SOLD**



### **BRIERCLIFFE LODGE IS NOW UNDER NEW OWNERSHIP THANKS TO RDK**

The Buyer commented;

“Sam was my contact and he was excellent all the way through. He was clearly experienced and knowledgeable, very professional and always accessible for queries along the way.

“I also think his polite but firm hand in dealing with all the stakeholders really did help expedite the exchange date significantly.

“I would be happy to recommend RDK to others and happy to use RDK again”

**SOLD**



### **SOUTHERN DOMICILIARY CARE AGENCY SOLD THROUGH RDK**

Vendor explains;

“After speaking at length with Sam regarding the details of the business, he was able to provide a comprehensive sales strategy and identify specific parties for whom the opportunity would be of interest.

“I would certainly recommend the services of Sam and Redwoods Dowling Kerr to anyone looking to maximise the results of selling their business.”

**SOLD**



### **HOLLIN BANK HOUSE SOLD BY RDK**

Vendor Mr K Khan said;

“Asif Musa did a fantastic job in finding us a reputable buyer and pushing the sale to a successful completion. Asif continued to liaise throughout the completion process with all parties to the sale ensuring a successful outcome.

“Your representation of our interests as the brokers of the business proved invaluable to us and we would have no hesitation in recommending RDK to any other prospective client.”

# A Selection of Our current opportunities for sale

FOR SALE

PROJECT AUBURN

**PROJECT AUBURN**  
East Sussex, England

**Offers Invited**  
**Freehold**  
**Ref: 47026**

Combined income of £3.7m with an adjusted EBITDA of £566k for the year ending March 2019.

Group of 3 Care Homes offering specialist care, combined registration of 130 residents.

Robust organisational structure in place with a team of experienced, qualified carers.

**Rated 'Good by CQC'.**

FOR SALE

PROJECT BARON

**PROJECT BARON**  
South West, England

**Offers Invited**  
**Leasehold**  
**Ref: 47024**

Fee income of £4m with an adjusted EBITDA of £341k for the year ending August 2018.

Long established Domiciliary Care business, with a renowned reputation.

Currently caring for over 50 patients across 3 settings.

**Rated 'Good by CQC'.**

FOR SALE

PROJECT  
LEO

**PROJECT LEO**  
South West, England

**Offers Invited**  
**Freehold**  
**Ref: 46799**

Combined income of £2.9m with an adjusted EBITDA of £946k for the year ending October 2018.

Twelve lodges, with a capacity for 7-9 residents per lodge.

Robust organisational structure in place with a team manager at each lodge.

Opportunity to grow the business.

**Rated 'Good by CQC'.**

FOR SALE

PROJECT MASON

**PROJECT MASON**  
South Yorkshire, England

**Offers Invited**  
**Freehold**  
**Ref: 46076**

Fee income of £2.1m with an adjusted EBITDA of £536k for the year ending March 2019.

Residential care home catering for young adults with learning disabilities.

Accommodating for up to 20 residents.

Excellent reputation with staff, therapists, residents and local community.

**Rated 'Good by CQC'.**

# A Selection of Trustpilot reviews



**Salim Lalani**  
1 review



2 days ago

## Dealing with Redwoods Dowling Kerr

We are delighted to have worked closely with Redwoods Dowling Kerr on the purchase of a vacant property in Northamptonshire, Asif kept us informed each step of the way to completion and have been very supportive. He was proactive and kept us well informed thorough out the sale, and also recommended me one of their panel of Solicitors Thursfields who acted for us in a quick and professional manner. We would certainly use Redwoods Dowling Kerr for subsequent future purchases.

**James Robinson**  
1 review



16 Dec 2019

## Excellent Service

We wish to thank RDK for an excellent and professional service. Initially we were reluctant as prior to this we had had the services of another commercial agent that could not cut the mustard unless selling at an unfair and unrealistic figure whilst drawing out the sales process. We took the plunge and did not regret it. Solid enquiries were coming forward through their very professional representative who in this case was Asif Musa. We would have no hesitation in recommending RDK as from start to finish a proactive communication existed with a solid remit of sale for a fair price that was achieved in a realistic time.

**Mr John Haslam**  
2 reviews



12 Nov 2019

## First class service from RDK

First class service from RDK, worked tirelessly to push through a sale in quick time to the satisfaction of both sides. Thank you Nick for always being available to help advise and support.

**Mabs Rahman**  
1 review



4 Jan 2020

## Excellent Service!!!!

This was my first experience with RDK and although the purchase process for a care home was extremely lengthy, I always felt I was in good hands.

Sam was my contact and he was excellent all the way through. He was clearly experienced and knowledgeable, very professional and always accessible for queries along the way.

He was very resourceful from the outset in recommending solicitors and CQC advisors which helped me enormously in taking a lot of the administrative burden off me.

I also think his polite but firm hand in dealing with all the stakeholders really did help expedite the exchange date significantly.

I would be happy to recommend RDK to others and happy to use RDK again.

**Gail Butcher**  
1 review



9 Dec 2019

## Quality service very efficient staff

We have just completed the sale of our residential Home. We are very happy with the service of Redwoods Dowling Kerr for promoting and handling of the sale. Our sale manager Nick Shepherd was very patient with us and never hard sale of any potential offer which was coming to our way. We were given ample of time to make our decision. After all we would like thank Nick and his team and the team of solicitors for their professional services and would highly recommend them'.

**Michael Griffin**  
1 review



25 Oct 2019

## Did a very good job with our purchase

Asif and the team at Redwoods have been helpful and proactive in bringing healthcare opportunities to us. We have completed a successful acquisition through Redwoods and the process has been smooth and efficient. We are looking at several further opportunities through them, I would not hesitate in recommending RDK for purchasing Healthcare Business

**Jamac Ltd.**  
1 review



5 Dec 2019

## We were looking for a Care Home to add...

We were looking for a Care Home to add to our small group and Redwoods Dowling Kerr gave us the opportunity to look at a complete range of homes covering a large area of the country i.e, the south west. There were several homes of interest and eventually we found one that completely suited our requirements. Our contact at Redwoods, Asif Musa, was very knowledgeable about the sector and very active in progressing the sale.

# 130+ reviews

# 94% are ★★★★★

# Rated excellent



Potash MA  
1 review



14 Oct 2019

### Excellent Job by Nick and RDK

I would like to thank Redwoods Dowling Kerr and especially Nicolas Shepherd for helping me acquire my second Residential Care Home. He was extremely helpful throughout the whole sale and I could not have asked him to chase or push this sale any more than he did, in such a professional manner. His experience and ability to negotiate on certain aspects of the deal ensured that the completed when it did, without any serious problems along the sale process. Thank you



D Foggo  
1 review



9 Oct 2019

### I would like to thank Redwoods Dowling...

I would like to thank Redwoods Dowling Kerr and Asif Musa for the sale of our care home. Asif was extremely helpful in finding us a suitable buyer and in keeping the deal on track from start to finish. We know healthcare transactions are never easy, but it is good to deal with professionals who understand the business and who go the extra mile to get the deal done. I would certainly recommend Redwood Dowling Kerr to any home owner who is planning to sell.



Claire Balesi  
1 review



30 Apr 2019

### Excellent service received from start...

Excellent service received from start to finish of my business sale. My company was sold within 2 weeks of being marketed by Redwoods. The communication I received from Nick Shepherd was second to none. Nick went above and beyond to ensure a smooth sale and transfer of my company. I would recommend Redwoods without any reservations



James Law  
1 review



9 Oct 2019

### We have just completed the sale of our...

We have just completed the sale of our residential Home business which we have own over 22 years. We are very happy with the service of Redwoods Dowling Kerr for promoting and handling of the sale. Our sale manager Nick Shepherd was very patient with us and never hard sale of any potential offer which was coming to our way. We were given ample of time to make our decision. The upfront fee for the preparing the sale was very reasonable and the valuation of the business by Redwoods Dowling was very close to our actual value. It was unlike other marketing companies who might overvalue our business in order to tempting us with very large initial marketing fee. After all we would like to thank Nick and his team and Vincents Solicitors for their professional services and would highly recommend them.



Ian Bevan-Jones  
6 reviews



5 Aug 2019

### Redwoods provided us with an excellent...

Redwoods provided us with an excellent service from start to finish, professional and punctual. Asif was amazing throughout and kept us informed. Asif found the perfect buyer for our business and the transaction was smooth. Thank you.



Mia Rhodes  
1 review



28 Jan 2019

### Very professional services

We have recently purchased \*\*\*\*\* and could not recommend Sam Fazackerley and Redwoods Dowling Kerr enough. This is our first acquisition through RDK and we were very happy with the level of care and the service which we received along the way. There was several complications with the sale from outside factors, but Sam was always available to help iron out any issues which we came across. I was kept up to date on a regular basis and we were given clear and concise progress reports which ensured the sale went as smoothly possible. We would have no hesitation in acquiring through Sam and RDK in the future.

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## Contact us

Contact us to find out more about our complete Healthcare business brokering service.

**TO BUY:** Call Mike Hatton, Sam Fazackerley, Asif Musa, Nicholas Shepherd & Marc Holmes or any of the healthcare team on 0844 3877 390 or email [Healthcare@redwoodsdk.com](mailto:Healthcare@redwoodsdk.com)

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