

Heaton House

20/22 Reigate Road, Worthing, West Sussex BN11 5NF

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Registered Managers: Sue Lamb RN • Sally Neil-Smith RN

A Quality Home specialising in Dementia and Alzheimers Care



RESIDENTS' HANDBOOK

Email- care@heaton-house.net

THE REGISTERED PROVIDERS

Mr. Clive Neil-Smith RMA
Mrs. Sally Neil-Smith, RN, RMA
c/o Heaton House
20/22, Reigate Road
Worthing
West Sussex BN11 5NF
e-mail: Care@heaton-house.net
web: www.heaton-house.net

QUALIFICATIONS

Mr. Clive Neil-Smith	C&G 3253 Advanced Care Management NVQ Level 4 Management in Care Registered Managers Award
Mrs. Sally Neil-Smith	Registered Nurse NVQ Level 4 Management in Care Registered Managers Award
Mrs. Sue Lamb	Registered Nurse Registered Managers Award

THE REGISTERED MANAGER

Mrs. Sally Neil-smith, RN.RMA
Mrs. Sue Lamb, RN.RMA

CARE MANAGER

Heaton House
Miss Vanessa Simpson QCF 5

STATEMENT OF PURPOSE

Philosophy of Care

Heaton House aims to provide Residents with a secure, relaxed and homely environment in which their individual care, wellbeing, dignity, comfort & safety are respected and are of prime importance, for older people 65 and over.

The Home will also provide care services and facilities for older people with a diagnosis of Alzheimer's disease and other types of dementia who display non aggressive characteristics and moderate to high confusion. Medical conditions will be secondary to the primary diagnosis of dementia. The care provided has a person centered focus highlighting individual needs and well being. We will also admit those with other mental disorders which are pre-existing, but only where the individual assessment indicates the placement would be appropriate to meet the individual's needs.

A person-centered therapeutic approach, using evidence-based best practice of Care, gives the Residents the opportunity to enhance their physical, social, occupational, cognitive and emotional well-being.

Our Principles include, and our aims are:

To create a warm and supportive atmosphere through personal relationships.

To recognize and respond to resident's needs on an individual basis.

To recognize independence and respond to resident's abilities and to promote assisted independence and development.

To encourage social and leisure activities to create a sense of community

To encourage relatives to play an active part in caring for the residents

To encourage good community relationships.

This will be achieved through (activities) a plan of care designed to encourage mental alertness, self-esteem and social interaction, recognizing the core values of care which are fundamental to the philosophy of our home.



Over 40 years of Quality Care in Worthing

Registered nurse, Sally, and her husband Clive established their first Care Home in 1974. Now, over 40 years later, they are still providing the highest possible standards in the homely surroundings of their two homes, Heaton House and Highgrove House. Residents enjoy all the comforts of home, enabling them to maintain the best possible quality of life, with respect, dignity and enjoyment built in to every single day.

Highest standards

Over the years, both Highgrove House and Heaton House have consistently met and surpassed the requirements set by the Care Quality Commission. The highly experienced staff are always happy to help and answer questions. They have expert knowledge about care provisions locally and can recommend excellent providers and additional help for those day visitors who may not need to be in full time care just yet.

They also have a real understanding of the hardships endured by families looking after a loved one and also the loneliness that can be experienced by someone whose highlight of the day is a 15 minute visit by an agency carer. The type of care received by a person in need should be either their choice or what they would choose themselves. We never forget that families have chosen us to look after their loved ones and we respect that right to choose at all times.

Part of the Community

We believe that as care providers, we are a vital part of the local community and the local economy. We currently employ over 40 staff and have to maintain standards of staffing and staff training for everyone. We work hard to ensure our staff have current qualifications and that they also meet our own high standards. Our investment in them is passed on through better care for our residents.

Further information

The following link may provide additional information on caring for the elderly and what to look for when researching care needs for a loved one: [Care Quality Commission](#)



WELCOME TO Heaton House

The Management and Staff at Heaton House are committed to providing the very best quality Care for our Residents. We never forget that you are an individual, and this is uppermost in our minds when planning your Care needs with you.

Throughout your stay with us, we will endeavor to ascertain your preferences and choices in all aspects of your Care.

Our wish is to enable you to attain, and remain as independent as possible.

This is not an institution
it is Your Home.

On the following pages you will find a guide to the services we offer. There are brief notes relating to the most frequently asked questions that our clients ask us. We hope you will find the information useful and informative.

If you require any further information, please do not hesitate to approach any member of Staff, who will be happy to give you more detailed information, your comfort, Care and Well Being is always very important to us.

We are here to help you maintain an independent, quality lifestyle.

NOTHING IS TOO MUCH TROUBLE.

CORE VALUES OF CARE

**PRIVACY DIGNITY RIGHTS
INDEPENDANCE CHOICE FULFILLMENT
RESPECT SECURITY EQUALITY**

Care Staff within the home will be appropriately trained to deliver the highest standards of care through staff training to ensure these high standards are maintained.

RIGHTS

The rights of all our service users are the main priority in our philosophy of care. We will promote those rights through the care and services we provide, encourage and support all service users to exercise their rights to the full.

PRIVACY AND DIGNITY

We recognize the changes service users face when moving into a home, to minimize the impact of those changes we will promote the philosophy of a “family circle”. We will endeavor to retain as much privacy and dignity as possible by:-

- Helping service users to personalize and equip their rooms as they wish.
- By providing a secure place for their valuables.
- Giving service users the opportunity to have privacy when receiving visitors, making telephone calls. Service users’ records and information and respecting the confidentiality of those records.
- Treating each service user as an individual and a respected member of the family circle.
- Assisting service users to maintain their dignity through their personal appearance and behavior.

- Promoting activities that encourage service users to express themselves as individuals.
- Helping service users to overcome any short comings they may experience through age or disability, egg. opening mail and reading to them.
- Securing all service users' records and information and respecting the confidentiality of those records.

INDEPENDENCE

We recognize the importance for all service users to retain their independence and the problems group living can give. We will encourage service users to act and think as an individual:-

- Maximizing the opportunities for service users self care.
- Encourage Residents to retain financial independence.
- Helping Residents to take reasonable and fully assessed risks.
- Ensuring Residents maintain links with contacts outside the home.
- Giving all Residents the opportunity to contribute to the records of their own care and to express their views on the care.

FREEDOM OF CHOICE

We recognize that every Resident should have the opportunity to choose a home which will meet their needs and can offer the care they require. They should be given the opportunity to exercise their right of choice in all respects of daily living. To facilitate that choice:-

- Provide comprehensive information on the home, the services and care available.
- Provide each service user with a statement of terms of conditions and residency.
- Carry out a needs assessment on each Resident prior to admission, when possible.
- Offer the opportunity for prospective Resident to assess the home byway of a trial visit and/or stay.
- Provide a range of meals or special diets the Resident can choose from.
Avoid strict routines and maintain flexibility in the daily life in the home.

A few notes about our aims and objectives from the Proprietors.

We do really want to roll out the red carpet for you and make you feel welcome.

On behalf of the Proprietors, Management and Staff may we extend a warm welcome to you. We hope you will find the information contained in this booklet informative and useful. It contains brief answers to many questions often asked by our new Residents. Of course, we, and all the Staff will be happy to give you a more detailed explanation of anything that you may like more information on.

Our Residents have many different requirements. Some come for only a week of Respite Care, to give their regular Carers a break, some for convalescence, after a period in hospital to regain their full health before returning home. A large proportion choose Heaton House as their permanent home, when their health and mobility may require it, or, on the advice of their Doctors, or, they feel it would be sensible to be in a safe environment where quality care is always at hand.

Regardless of your length of stay, we would want you to consider from the moment you arrive that Heaton House is YOUR HOME. You have the freedom to spend your time however you wish to. You could visit the local shops; spend time in our safe secluded garden, or a walk along the prom by the sea.

You may also visit your quests for lunch. You could participate in some or all of the activities organized for your interest. Rest assured – if you prefer to just relax and rest we understand. The choice is always yours.

We have been involved in the provision of Care in Nursing and Residential Home in Worthing for over thirty seven years. We also have Highgrove House Residential Home within the group, which specializes in Elderly confusion and mild dementia. We bring our experience and knowledge, a combined total of over seventy years! As a measure to test our quality of the service we provide we continually ask the question – “is it good enough for my Mother, Father, Grandfather or Grandmother?” if not – then it’s not good enough for our Clients. We always ensure that we take a personal interest in everything that is done at Heaton House. If you are at any time unhappy with

anything, no matter how trivial you may think it is, please let us know. Sometimes there are sound reasons why we have to do certain things in a particular way, usually due to Health and Safety Regulations, and complying with the requirements of The

Health and Social Care Act 2015 and all accompanying Regulations. We will always explain these to you in detail if needed. Our Inspection Reports are always available for your information and for you to read, they are also available on the Care Quality Commission (CQC) web site for you to access.

A large proportion of the Policies relating to the Day to Day routines at Highgrove House have evolved from the suggestion of our clients, and this is an on-going practice. Heaton House is run for the benefit of its Clients, and not for the convenience of the Staff or ourselves. All that we do, and the way we do it, should therefore be what YOU would like us to do.

We welcome your suggestions and ideas at all times.

Together we will endeavor to ensure that
Heaton House meets all your needs.

ACCOMMODATION

Heaton House provides care and support to enable individuals to maintain their independence with respect and dignity for up to 14 individuals.

The home has 13 bedrooms, all of which have en-suite facilities, some have wheelchair access showers.

There is one assisted Bath on the ground floor, and a shower for wheelchair users. A separate toilet on the ground floor is close to the lounge and dining room area.

There are two lounges, and a dining room

One lounge has a television and a video, the second lounge has a music centre and piano, this lounge looks over the gardens.

All bedrooms have a television for personal viewing and a telephone point for your personal telephone if you wish.

In house entertainment and activities are organized for the residents three or four times a week.

Outings and visits will be organized as requested and required by individuals.

There are south facing gardens with flower borders, mature hedges and trees. Weather permitting garden chairs, tables and sun umbrellas are available for use by the residents and with their relatives and friends.

AIMS AND OBJECTIVES

It is the objective of Heaton House to provide care to all Residents to a high standard that embraces fundamental principals of good care practice. This may be witnessed and evaluated through the practice, conduct and control of quality care in the home.

To meet the individual needs of Residents, the care within the home is designed to achieve the following objectives:-

- To deliver a service of the highest quality.
- To ensure that care is delivered flexibly.
- To ensure that each individual's needs and values are respected.
- To ensure that services are delivered in accordance with the individuals and the agreed care plan.
- By continually focusing on improvement and development.
- The quality of individual care and choice offered.
- The quality of the staff team, their skills, knowledge, experience, regular training and personal development.
- The quality of the environment.
- By working with other Agencies to deliver appropriate individual care.

CRITERIA FOR ADMISSION

Any prospective resident, on assessment of the individual's needs, must be able to convey or demonstrate, with some assistance if necessary, the ability to understand our aims and objectives, and the philosophy of the home. To be able to, with care and support, enjoy their maximum independence with dignity, and all aspects of the social activities of daily living. An assessment of needs will then lead to a decision if the home is able to meet their current needs.

In the event of an emergency admission, the assessment of needs will be carried out within twenty-four hours of admission. The Resident and appointed Power of Attorney, relative or carer will be advised of the outcome of the assessment of needs and the Home's ability to provide for those needs.

- To provide care and support for individual needs, to maintain independence in all activities of daily living.
- Age range from sixty years of age . But if a resident is under the age of sixty and the assessment shows their needs can be met at Heaton House we may admit.
- To provide care and support for persons with dementia or reduced capacity.
- Behavior must not have an adverse impact on the other residents in the home.
- The residents must be physically non-aggressive and not excessively challenging in their behavior.
- Both male and female residents are accepted.
- Heaton House is not Registered to provide Trained Nurse Care.

RESIDENTS CHARTER OF RIGHTS

1. THE RIGHT to have your personal dignity respected irrespective of physical or mental disability.
2. THE RIGHT to be treated as an individual in your own right whatever you're physical or mental disability.
3. THE RIGHT to personal independence, personal choice, and personal responsibility for actions with due consideration for others.
4. THE RIGHT to undertake for yourself the daily tasks which you are able to do.
5. THE RIGHT to personal privacy for yourself, your belongings and your affairs.
6. THE RIGHT to have your cultural, sexual and emotional needs accepted and respected.
7. THE RIGHT to the same access to facilities and services in the community as any other citizen.
8. THE RIGHT to have and develop social contacts and interests which do not bring Heaton House into disrepute.
9. THE RIGHT to manage your own financial and private affairs.
10. THE RIGHT to discuss your medical treatment and medication in conjunction with your own Doctor.
11. THE RIGHT to receive care appropriate to your needs from suitably trained and experienced Care Staff.
12. THE RIGHT to participate as fully as possible in the making of your own individual care plans.
13. THE RIGHT to participate in regular reviews of your individual circumstances.
14. THE RIGHT to be fully informed about services provided by Heaton House and to be advised of any decisions made by the staff which may affect your well-being and living arrangements.
15. THE RIGHT to access to your personal files in consultation with the Manager.
16. THE RIGHT to access to a formal complaints procedure and to be represented by a friend, relative or advisor if you so wish.

Heaton House

Residents, Relatives and Professionals Survey -

2015

Following surveys carried out during the past year, we are pleased the results have shown that all the Residents and Relatives and Professional people that visit our home eg. Doctors, District Nurses were pleased, happy and most satisfied with all the services and care we provide.

The Residents and Relatives have been most complimentary about the attention given to the individual's needs, requirements and welfare. The choice and quality of the food, and the attention given to the quality of the cleanliness of the environment in which they live and the way all the staff welcome relatives and friends.

These comments reflect the dedication of all the Staff, who strive at all times to maintain quality standards to enable our Residents to maintain and enjoy a quality of life of their choice.

Summary of comments received from surveys 2015

. "staff always look after the clients in a very caring way"

. "I've always experienced the residents receiving fantastic care and attention"

. "If and when it comes my way I hope to find residence like this"

. "I would not hesitate to recommend this home to anyone"

Please do convey your comments at the following website.
Carehome.co.uk

AN 'A'-'Z' OF YOUR HOME

ACTIVITIES Most of our Residents prefer a quiet life, and spend much of their time reading, watching television, or chatting with other guests and their visitors or the staff. We do arrange coffee mornings, and facilities are available for card games etc. We recognize your independence, the type of activity and the frequency are organized to best suit individual needs.

ALCOHOL We have no objection to our Residents enjoying a glass of their favorite beers, wines, or spirits. Our only reservation is where it might conflict with the doctor's advice or any medication that you might be taking. Please discuss your wishes with the Manager.

ADMINISTRATION Our Homes Manager will enable you to find your way through the myriad forms with which you may require assistance.

ALLERGIES We carry out a full assessment of our Residents Food and Medicine Allergies on admission – please provide us with any information you may feel is relevant in order for us to carry out this assessment fully. Visitors also need to inform us if they have any Food allergies so that when eat with us we can inform them what ingredients are used in our foods. When relatives and friend bring in home-made foods please inform us what ingredients you have used – so that we can assess if they are suitable for our Residents.

BIRTHDAYS We will know your date of birth from your records; we will always remember your special day. The cook will bake a cake, but don't worry we will not give your age away!

BATHS Staff are always available to assist with your bathing needs, and we do have one assisted Hydrotherapy bath and a shower wet room. Some rooms have their own baths and shower facilities.

BREAKFAST Breakfast is usually served in your bedroom- though if you prefer, in the Dining room, the choice is yours.

BEACH HUT We have a beach hut, which is available for visitors and relatives to use when you are taken for an outing, it is next to the Sea Lane Café on Goring Green, an ideal place to walk along the sea front.

CARE We are committed to providing the very best quality of Care for our Residents. We never forget that you are an individual, and this is uppermost in our minds when planning your care, ensuring they suit your personal requirements. Our care records are updated on a daily basis, which reflects your changing requirements and priorities.

CHIROPODY A chiropodist visits every 6-8 weeks, though most Residents have their own Chiropodist who comes to them by appointment. Personal arrangements will be made if you need to have treatment at the surgery or the hospital.

DAY GUESTS / CARE Highgrove House offers day care to your Relative or friend to enable you, the carer, to have regular short respite breaks on a weekly basis – full or half days – join in our activities programme.

DENTIST Usually each Resident has arrangements with their own Dentist, though we could arrange for a Dentist to visit if you require one. We will help you make arrangements if you need to have treatment at the surgery or the hospital.

EARLY MORNING TEA We are a HOME and not an Institution. We do not make it a practice of waking you up at dawn with a cup of tea! It is for you to advise us of your wishes. If you do not like an early morning drinks, all you do is let us know. Refreshments are available at our HOME, 24 hours a day.

EN SUITE ROOMS All our rooms have en suite toilets and a hand wash basins. Some have baths or shower facilities.

ESCORTS If a relative or friend is unable to escort the Resident to any external appointments, we are able to provide escorts for hospital / doctors appointments, dentists and opticians – this will incur additional costs to cover staff and travel costs to and from the appointment.

END OF LIFE CARE We do offer End of Life Care at Heaton House as this is our Residents home and we would not want to move anyone at this time in their life and following assessment of our Resident we feel we can meet that persons needs with the assistance of Doctors and District Nurses. We are unable to offer trained nurse cover 24 hours a day, this would mean if a Resident required a trained nurse to administer trained nurse care that the District Nurses cannot provide, then this may mean admission to hospital or a nursing home. Depending on the residents needs there may be a need to increase Residents Fees to assist in the employment of more staff. This will be discussed with Relatives at the time.

FEES There is a great deal of job satisfaction in caring for Elderly and infirm people and we wish we didn't have to bring up the subject of money. Regrettably, like all things, Care has to be funded. We do understand the concerns of our Residents. We never make cuts in our Standards of CARE and FACILITIES, and are always aware that we must provide the very best value. Our fees are the lowest possible, compatible with maintaining first class Care, and we welcome comparison with other establishments. Your fee does not buy you champagne and caviar, but it does secure you the very best of Care, provided by our caring and experienced staff.

FEES ARE REVIEWED, AND INCREASES WILL BE EFFECTIVE ON THE 1st DECEMBER EACH YEAR.

FIRE All staff are trained in fire management, we request you follow their instructions in the event of fire alarms sounding.

FURNITURE "Can I bring my own furniture?" Yes, we would want you to be as comfortable as you would be in your own home, we will be happy to discuss with you the feasibility of bringing your own special items, armchairs, bureau etc., into the room you have chosen. We always try to please, but must at all times have safety uppermost in our minds. We do like you to personalize your room, and would be pleased to hang your favorite pictures for you.

GIFTS It is our policy at Heaton House and Highgrove that staff will not accept gifts, gratuities or bequests from residents their family, relatives or friends.

G.P.'s Your own General Practitioner will be informed of your choice to come to Highgrove House. If you come to us from outside your G.P.'s area we will advise you of the choice you will have of a G.P. from a local practice.

HAIRDRESSER You have a choice. If you have your own hairdresser who will visit you at Highgrove House, you may make your own arrangements, alternatively we could arrange for our Homes hairdresser to look after you, she visits the home once a week. The saying – 'LOOK GOOD – FEEL BETTER' is certainly true particularly for our Ladies, a wash and set, or a perm works wonders in helping to make you feel better!

HEARING We will assist you and ensure you receive advice on problems relating to hearing difficulties, either privately or through the NHS.

HOBBIES We do always want to encourage you to continue with your existing hobbies, or explore new ones. Tell us about your interests, we really want to know. Over the years we have had pleasure in learning about and helping wherever possible to attain individual pursuits. Maybe we can suggest something that would interest and stimulate you. The choice is virtually unlimited, and whatever your disability, if you

have one, there are still many interesting and relaxing ways to spend your leisure time. We do provide regular activities in a group or individual basis.

HOSPITALITY Whenever you have visitors, please extend our hospitality to them. We would be delighted to serve you and your guests' tea or coffee, either in your room, in the lounge or dining room. If you have a visitor who has traveled a long distance, and you would like them to join you for lunch or high tea, we would be pleased to arrange this. Please give us advance notice so that we can instruct the Catering staff to be prepared for your visitors. A nominal charge for lunch is made for guests' meals.

INDEPENDENCE Our philosophy at Highgrove House is to preserve your independence in every way possible. For example, for those residents who need assistance with washing, and/or dressing – the staff will encourage you to do as much as you can for yourself, and then they will give you as much help and assistance as you need. Quite simply, it would be far quicker and easier for us to do the whole thing from start to finish, but we believe that we should assist you to preserve as much of your independence and dignity as possible.

INSURANCE The 'Master' Insurance Policy at Heaton House includes cover for our Residents personal effects. Every Resident has £300.00 of cover. We urge you not to bring in your, Emeralds and Old Master paintings, but if you do so, it would be advisable to take out additional insurance cover for your special items. We accept no responsibility for items of personal value, the Resident, Relatives and Carers must ensure we are specifically advised of any jewellery, any valuables or items of sentimental value brought into the Home, at any time.

LAUNDRY We will wash and iron all your clothes in our own laundry. We do request that ALL your clothing is clearly marked with named labels. You will appreciate that we do a considerable amount of washing and cannot take responsibility for items that are not clearly labeled and may therefore go astray. All clothes must provide the relevant manufacturers washing instructions. Any clothes that require dry cleaning will be sent to our local dry cleaners and the cost will be charged to your monthly account.

LIBRARY There are a range of large print books and a selection of audio books are available in our library area situated in the dining room.

MEALS

Breakfast – is served in your bedroom from 8.00am each morning, if you require this to be served earlier (or later!) please request this. Breakfast may also be served in the Dining Room if you so wish.

Lunch – is the main meal of the day, and is served in the Dining Room at 12.00md We will serve this meal in your room only if you are unwell. A hot drink will be served after your meal either at the table or in one of the lounges.

Supper – is served in the Dining Room at 6.00pm, or in your bedroom if you are unwell. A hot drink will be served after your meal either at the table or in one of the lounges.

Night – drinks are served by the Night Staff who come on duty at 8.00pm. You may request drinks at any time, these will be served by the staff on night duty.

MEALS We do try to cater for all tastes and SPECIAL DIETS, though we must be advised of any changes you may require to enable us to ensure your needs are being met at all times. You always have a choice of meals, all you have to do is ask and we will endeavor to provide you with your requests, within the confines of the establishment. For each meal time you will have the choice of a starter, main course and a dessert. Coffee and tea is served after your meal, if requested, either at your table or in one of the lounges.

NEWSPAPERS If you would like a daily and /or Sunday newspaper, a magazine or a periodical, we will order these from our local Newsagent for you.

NVQ/QCF NVQ/QCF's are NATIONAL VOCATIONAL QUALIFICATIONS. All Care staff are encouraged to complete their training to at least LEVEL 2 in CARE.

OPTICIAN We will assist you and ensure you receive advice on any sight problems by either your own optician, or another of your choice. If you need a home visit for any optical needs we will contact one or two of the local opticians and ask for their advice for you.

PETS The question of pets has been raised on many an occasion, and we will always consider any reasonable requests. Some of our Former Residents have had budgies, tropical fish and gold fish. Every request will be considered carefully, and consideration of our other Residents and their views will also be taken into account.

POST Mail is delivered to you as it arrives. If you require your letters to be posted, we will be pleased to be of assistance. If required the Staff will read your mail to you, and if you wish, will assist in writing your letters.

PHYSIOTHERAPY & OCCUPATIONAL THERAPY If you would like the facility of one of these services please discuss your requirements with us, these services may be beneficial to you, and may assist us in devising your Care Plan. You may be entitled to these services under the NHS, depending on your status. There are a number of good private practitioners in the area for you to select from and we will assist you to make private arrangements if you wish.

RELIGION We welcome all Denominations. Arrangements can be made for a Minister TO VISIT YOU, OR PROVIDE YOU WITH LOCAL PLACES TO WORSHIP. There is a Communion Service held in the Home once a month by a visiting Minister or representative from The Holy Trinity Church all denominations are welcome to attend.

SECURITY We recommend that you keep only small amounts of cash on hand, and if you have other cash and valuables please lock these safely in the secure drawer in your bedroom. We will if requested deposit these in our safe until you can make arrangements for them to be collected. Any items of monetary or sentimental value must be produced to enable us to list and record such items

SPECIAL DIETS We can provide special diets to cater for most medical conditions. The menu is varied; we would welcome your suggestions and ideas. We are very concerned that you should enjoy all your meals, and eat a healthy and varied diet. We will discuss with you and your Dietitian your specific requirements.

SMOKING We do not encourage smoking but if you are a smoker we will understand. Please discuss this with the Manager. You will understand that it is important that we are compliant with all current Health and Safety Regulations. Under NO circumstances is smoking permitted in your bedroom without specific agreement, or any enclosed communal areas.

STAFF All our staff at Heaton House, are committed to ensuring that your individual needs are met at all times, and that you are able to enjoy your residence with us. Although, at times, they are called upon to perform routine duties that could hardly be considered glamorous, a considerable amount of job satisfaction is gained if the end result is happy contented Residents. If you do feel that a particular member of Staff has done anything, in your opinion over and above their normal duties to please you, then do tell us as we all do appreciate knowing your views. We hope you never have cause to complain, but we do need to know if you are unhappy with the service you receive. We constantly seek to improve the skills of our staff, and need your opinions and comments on the services that are provided to enable us to identify future training priorities. WE HOLD YOUR VIEWS WITH HIGH REGARD AND PRIME IMPORTANCE.

It is important that we **DO NOT** employ any Agency Care Staff.

STAFF TRAINING To provide high quality care we believe the key is a well trained dedicated staff team. All Staff are required to attend our continuous training programme to enable them to comply with our aims and objectives and also to maintain their own CPD plan (Continuing Personal Development). We encourage all our Care Staff to achieve at least a Level 2 NVQ or QCF in Care. We ensure staff are trained in Dementia Care and the majority of Care staff have trained to NVQ / QCF Level 3.

SUGGESTIONS Your suggestions and ideas are most welcome, this is YOUR HOME during your stay with us and we do listen very carefully to all your comments. We do not run Heaton House for the convenience of the Staff or the Management. Everything we do is with one aim – to provide the best possible CARE for each of our Residents in a clean, happy, friendly, caring and homely atmosphere. There are a few things that we cannot change as we are governed by Registration requirements, and other various regulations. If you require any information or clarification we would be pleased to explain. As the recipient of the Care and support we provide we consider YOU as the expert on the subject, hence we will listen with interest to all your comments and suggestions.

TELEPHONE You may arrange to have a private line installed, but all Residents may receive or make telephone calls from the Homes' Phone. Telephone points are available in all rooms.

TELEVISION All rooms are provided with an aerial point and free view flat screen TV's. There is a television in the lounge, with a video/DVD player for the use of all our Residents. If you bring your own television into the home you will be required to have it electrically certified, the Home holds a concessionary license and will apply for a TV license for the over 75's on your behalf.

VISITORS. You may receive your guests at all times, there are no set times for visiting. Had your visitor come to your 'home' you would feel free to offer them some refreshment – THIS IS YOUR HOME – FEEL FREE - ASK ! A word to Visitors, Friends, and Relatives, we do enjoy parties so if you are planning a special treat or special anniversary please do let us in on it as we would be pleased to co-operate and assist in any way we can. We would like all our Residents Relatives and Friends to be as active as possible in their daily lives as Heaton House is large enough for an 'EXTENDED FAMILY', Our Care for our Residents must always be reflected in our Care of You.

DISPOSITION OF ROOMS SCHEDULE – HEATON HOUSE 2015

Room No	Description / Use	Size SQ FT	Size SQ M
GROUND FLOOR			
	Entrance Hall		
5	Double with en suite -..... wc/hand basin	184.99	17.18
	Lift motor room Lift		
4	Single with en suite -..... wc and hand basin	133.21	12.37
3	Single with en suite -..... wc and hand basin	100.00	9.29
	Lounge / Dining room.....	469.36	43.60
	Assisted Bathroom – -Shower with wheelchair access -Bath with hoist -wc and hand basin		
	Office Cupboard Television lounge.....	70.00	6.5
	Kitchen Staff Office/Sitting area Laundry Staff Changing Room with - wc and hand basin		

DISPOSITION OF SCHEDULE OF ROOMS - page 2

1	Fire exit from room 1 Single with ensuite wc/hand basin/ shower with wheelchair access	173.87	16.15
	Staff office Cupboard Stairs to First Floor		
2	Double with en suite wc/hand basin/ shower with wheelchair access	228.79	21.25
	Communal space.....	128.28	11.91

FIRST FLOOR

Room No.	Description / Use	Size SQ FT	Size SQ M
6	Single with en suite..... wc/hand basin	100.00	9.26
7	Single with en suite..... wc/hand basin Shower with wheelchair access	115.71	10.74
8	Single with en suite..... wc/hand basin Shower with wheelchair access	150.16	13.94
9	Single with en suite..... wc/hand basin Shower with wheelchair access	161.02	14.95
10	Double with en suite..... wc/hand basin	163.32	15.17
11	Single with en suite..... wc/ hand basin Shower with wheelchair access	161.00	14.95

DISPOSITION OF SCHEDULE OF ROOMS – page 3

12	Single with en suite..... wc/hand basin Shower with wheelchair access	150.10	13.94
Room No.	Description / Use	Size SQ FT	Size SQ M
14	Single with en suite..... wc/hand basin Shower with wheelchair access	147.98	13.75

SUMMARY OF ACCOMMODATION AND NOTES

Ground Floor	Single Rooms x 4 = 4 residents
	Double Rooms x 1 = 2 residents
First Floor	Single Rooms x 7 = 7 residents
	Double Rooms x 1 = 2 residents

REGISTERED FOR A MAXIMUM OF 14 (FOURTEEN) CAT 1 Old Age

Notes:

- 1 Either bedroom 5 or 10 – together with room 2 may be used as doubles providing the total number of residents accommodated at any one time does not exceed 14.
- 2 An allowance of 70 sq feet (6.5 sq m) communal space has been agreed with the Proprietors in respect of the Television Lounge.

HEATON HOUSE
20/22 Reigate Road
Worthing
West Sussex BN11 5NF

Complaints Procedure

Any request, comment or complaint relating to the home should be made to the Manager, verbally or in writing. In the event that a complaint or request cannot be satisfactorily dealt with within seven days, this should then be made in writing to the Proprietors, Mr. C. & Mrs. S. M. Neil-Smith.

In the event that this is not dealt with to your satisfaction, within 28 days, the matter may be referred to the Care Quality Commission.

SOUTH EAST REGION

Care Quality Commission

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Email: enquiries.southeast@cqc.org.uk

Web: www.cqc.org.uk

In the event that it is felt that the Care Quality Commission has unfairly dealt with a complaint and you have suffered an injustice caused by their maladministration, you may ask the local Ombudsman to investigate.

Status of the Home:

HEATON HOUSE is a Care Home and is Registered as such with the Care Quality Commission, to provide accommodation, Board & Personal Care for Residents. Heaton House is not registered as a Care Home providing NURSING. The Proprietors are unable to admit Residents who may need Nursing Care day and night.

FIRE INSTRUCTIONS

FOR

HEATON HOUSE RESIDENTIAL HOME

TO THE RESIDENTS AND VISITORS

IN THE EVENT OF A FIRE PLEASE REMAIN WHERE YOU ARE AND AWAIT INSTRUCTIONS FROM THE STAFF.

INSTRUCTIONS TO THE STAFF

1. If you discover a fire, or one is reported to you, you **MUST SOUND THE ALARM**
2. When hearing the alarm, immediately report to the Senior Staff member, at the fire panel, who will give you instructions.
3. The Senior Person, when hearing the alarm, will immediately call **THE FIRE BRIGADE**.
4. The senior person will organize and instruct the staff on duty to ensure the safety of all Residents, Visitors and Staff.
5. The front door will be opened and the Fire Brigade met on their arrival by The Senior Person who will have all the relevant information available for The Fire Officer – (a) Residents Register (b) Visitors Register (c) Staff Duty Record – these will ensure all persons on the premises are accounted for.

FIRE EXITS – all sign posted

Upstairs: Via staircase to the ground floor
Via the emergency fire escape between Rooms 6 & 7 to the back Garden.

Downstairs: Front door,
Staff changing room
Dining room/lounge exit door to garden

Please wait for staff to instruct you and assist you.

DO NOT USE THE LIFT IN THE EVENT OF A FIRE

Act quietly-ensure all instructions are followed. If evacuation to the outside assembly point is necessary use the nearest available exit and no-one must re-enter the building until told to do so by The Fire Brigade Officer

ASSEMBLY POINTS –

- Entrance Hall – exit via front door to assemble at front of building
- Lounge/dining room – exit to the back garden to assemble
- Tv lounge – exit via staff changing room assemble in garden

Heaton House Staff List – 20/01/2016

NAME	POSITION HELD	QUALIFICATIONS
Sally Neil-Smith	Registered Provider / Manager	RN1 /RMA
Sue Lamb	Registered Manager	RN1 / RMA
Vanessa Simpson	Care Manager	QCF Level 5
Tracey Warren	Deputy Manager	NVQ L3
Anne Thick	Senior Carer days Bank	RN1
Sarah Cassidy	Senior Carer	QCF L 3
Paige Hartley	Carer days / nights	QCF 2
Elaine Hall	Carer days / nights	QCF L2
Holly Thompson	Carer days / nights	QCF L 2
Leona Brookfield	Carer	QCF L2
Samantha Humphrey	Carer	BETEC 3
Laura Olteanu	Carer	
Charlotte Willard	Carer Bank	BETEC 3
Angela Hubbard	Carer nights	NVQ L3
Theresa Liddy	Carer nights	NVQ L3
Amanda Capon	Carer nights	NVQ L2
Amanda Stemp	Carer nights	
Chris Smith	Carer nights	NVQ L 2
Joan Duval	Housekeeping / Supper Assistant / Carer	NVQ L 3
Sarah Dolphin	P/T Housekeeping	
Sindy Edwards	Chef	
Emily Brand	Supper Assistant	