

# Heaton House

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

Registered Managers: Sue Lamb

**A Quality Home  
specialising in  
Dementia and Alzheimer's Care**



**RESIDENTS' HANDBOOK**

Telephone: 01903 700251 -- Email: [care@heaton-house.net](mailto:care@heaton-house.net)

## **THE REGISTERED PROVIDERS**

**Mrs Fiby George & Mr Ashish Painal**  
**c/o Heaton House 20/22, Reigate Road**  
**Worthing**  
**West Sussex**  
**BN11 5NF**

**Tel: 01903 700251**

**e-mail: care@heaton-house.net**

**web: www.heaton-house.net**

### **QUALIFICATIONS**

**Mrs Fiby George**  
**Registered Provider**

**Registered Nurse with the Nursing & Midwifery Council since 2018**  
**Over 6 years' experience as Registered Manager in other care settings.**

**Mr Ashish Painal**  
**Registered Provider**

**Qualified in Business Management,**  
**Experienced in HR Compliance & Auditing**  
**Currently undertaking Level 5 Diploma in Leadership & Management for Adult Health & Social Care.**

**Mrs. Sue Lamb RMA**  
**Registered Manager**

**Registered Managers Award with over 35 years Experience as Registered Matron / Manager**  
**Retired RN 1**

# **STATEMENT OF PURPOSE**

## **Philosophy of Care**

Heaton House aims to provide its Residents with a secure, relaxed and homely environment in which individual care, well-being, dignity, comfort and safety are respected and are of prime importance for people aged 65 years and over.

Heaton House provides care services and facilities for 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-centred focus highlighting individual needs and well-being. We will also welcome 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-centred therapeutic approach, using evidence-based best practice of care, gives Residents the opportunity to enhance their physical, social, occupational, cognitive and emotional well-being.

We offer people a permanent home from home, respite visits or day care for people living at home who need a stimulating place to come to during the day, when carers are at work or need a much-needed break from their care duties.

Our principles and aims are:

- To create a warm and supportive atmosphere through personal relationships;
- To recognise and respond to each Resident's needs on an individual basis;
- To recognise independence and respond to each Resident's abilities;
- 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 their relative during visits; and
- To encourage good community relationships.

Our principles will be achieved through our plan of care which is designed to encourage and progress our Resident's mental alertness, self-esteem, and

social interaction. We recognise the core values of care which are fundamental to the philosophy of our home.



Outstanding, Quality, Person Centred, Dementia Care

Registered nurse Fiby and her husband, Ashish, are committed to providing the highest possible standards of care in the homely surroundings of Heaton House. Residents enjoy all the comforts of “home”, enabling them to maintain the best possible quality of life, with respect, dignity and enjoyment built into every single day.

### **Highest standards**

Over the years, Heaton House has 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 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 always choose.

### **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 20 members of staff and maintain standards of staffing and provide 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 – [www.cqc.org.uk](http://www.cqc.org.uk)

# **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 endeavour 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.

## **HEATON HOUSE is your home**

Overleaf you will find a guide to the services we offer. There are answers to the most frequently asked questions that our Residents ask us, to assist with any queries you may have. We hope you will find the information useful and informative.

If you require any further information, please do not hesitate to approach us at Heaton House. We will be happy to provide you with 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**

The Care Staff at Heaton House are appropriately trained to deliver the highest standards of care through staff training to ensure these high standards are maintained.

## **RIGHTS**

The rights of our Residents are one of the main priorities in our philosophy of care. We promote those rights through the care and services we provide and encourage and support our Residents to exercise their rights to the full.

## **PRIVACY AND DIGNITY**

We recognise the changes Residents face when moving into a care home. To minimise the impact of those changes, we promote the philosophy of a “family circle”. We endeavour to retain as much privacy and dignity as possible by:

- Assisting Residents to personalise and equip their rooms as they wish.
- Providing a secure place for our Resident’s valuables.
- Providing our Residents’ the opportunity to have privacy when receiving visitors and making telephone calls.
- Treating each service user as an individual and a respected member of the family circle.

Assisting Residents in maintaining their dignity through their personal appearance and behaviour.

- Promoting activities that encourage Residents to express themselves as individuals.
- Helping Residents to overcome any shortcomings they may experience through age or disability (for example, by opening post and reading to Residents).
- Securing each Resident’s records and information as per the Privacy Policy.

## **INDEPENDENCE**

We recognise the importance for all Residents to retain their independence and understand the potential issues that group-living can involve. We encourage Residents to act and think as individuals by:

- Maximising the opportunities for the Residents' self-care.
- Encouraging Residents to retain financial independence.
- Assisting Residents to take reasonable and fully assessed risks.
- Ensuring Residents maintain relationships with contacts outside Heaton House; and
- Giving all Residents the opportunity to contribute to the records of their own care and to express their views on that care.

## **FREEDOM OF CHOICE**

We recognise that every Resident should have the opportunity to choose a home which will meet their needs and can offer the care they require. Residents are given the opportunity to exercise their right of choice in all aspects of this. To facilitate that choice, Heaton House ensures that it:

- Provides comprehensive information on the home, the services and care available to the Resident.
- Provides each Resident with the Conditions of Admissions of the residency.
- Undertakes an assessment on each Resident prior to admission in relation to the Resident's needs.
- Offers the opportunity for prospective Residents to assess the home by way of a trial visit and/or stay, as per the Conditions of Admission.
- Provides a range of meals and where appropriate, catering to any special dietary requirements the Resident may have; and
- Avoids strict routines and maintains flexibility for the daily life of a Resident 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 about.

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. You could visit the local shops; spend time in our safe secluded garden or 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 organised 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 Homes in Worthing for over forty years. 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 is not good enough for our Residents. 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 must 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) website for you to access.

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

At all times we welcome your suggestions and ideas.

Together we will endeavour  
**Heaton House**  
meets all your needs.

## **ACCOMMODATION**

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

The home has 13 bedrooms, all of which have en-suite facilities, and 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 DVD player; the second lounge has an entertainment centre; this lounge looks over the gardens.

All bedrooms have a television for personal viewing.

In-house entertainment and activities are organised for the Residents three or four times a week.

Outings and visits will be organised as requested and required by Residents.

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 their relatives and friends.

## **ADVOCACY**

We can offer advice and information on Advocacy Services and CARE WISE, the West Sussex Care Funding Advice Service, if required.

## **AIMS AND OBJECTIVES**

It is the objective of Heaton House to provide care to all Residents to a high standard that embraces fundamental Principles of good care practice. This may be witnessed and evaluated through the practise, 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 Resident's needs and values are respected;
- To ensure that services are delivered in accordance with each Resident's agreed care plan.
- By continually focusing on improvement and development;
- The quality of individual care and choice offered;
- The quality of the staff, their skills, knowledge, experience, regular training and personal development;
- The quality of the environment; and.
- By working with other Agencies to deliver appropriate individual care where necessary.

## **CRITERIA FOR ADMISSION**

Any prospective Resident, on assessment of their 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 and be able with care and support, to enjoy their maximum independence with dignity, with all aspects of the social activities of daily living. An assessment of needs will then lead to a decision by the home to determine whether the home is able to meet their current needs.

The assessment of needs:

- To provide care and support for individual needs and to maintain independence in all activities of daily living.
- Age ranges from sixty-five years of age. But if a Resident is under the age of sixty-five and the assessment shows their needs can be met at Heaton House, we may admit.
- To provide care and support for those with dementia or reduced capacity.
- Behaviour 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 behaviour.
- Both male and female Residents are accepted.
- Heaton House is not Registered to provide Trained Nurse Care.

In the event of an emergency admission, the assessment of needs will be carried out within 24 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.

## **RESIDENT'S 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 your 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 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

### 2025

Following surveys carried out during 2025, we are pleased the results have shown that all the Residents and Relatives and Professional people that visit our home (e.g. Doctors and District Nurses) were pleased, happy and most satisfied with all the services and care we provide.

Residents and their relatives have been most complimentary about the attention given to the Residents' needs which include:

- Requirements and welfare.
- The choice and quality of the food.
- The attention given to the quality of the cleanliness of the environment in which Residents live; and
- The way all the staff welcome relatives and friends.

The results of these surveys reflect the dedication of all the Staff, who always strive to maintain quality standards to enable our Residents to enjoy a quality of life of their choice.

#### Summary of comments received from surveys 2025

- **“Thank you all for all the wonderful work you do and love and care. It’s lovely to see all the residents so well cared for and happy. So important and means so much. THANK YOU !!!”**
- **“Just wanted to thank each and every one of you for taking such good care of my mum”.**
- **“Many thank for the lovely pictures of mum with all her birthday cakes and flowers. Thank you everyone for all you do for mum in looking after her and making her feel ‘safe’ it’s very much appreciated”.**
- **“Thank you for all you do to give “mum” the best possible care and a loving home. We couldn’t manage without you.**
- **“What an amazing session the children have just had” - referring to the first Drum Down Dementia session had with the “Nannies”.**

Please do convey your comments at the following website:

[www.carehome.co.uk](http://www.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, their visitors or the staff. We do arrange coffee mornings, and facilities are available for card games etc. We recognise your independence, so the type of activity and the frequency are organised to best suit individual needs see Page 43.

**AIRCON UNITS** are in the 2 lounges and dining room areas for the comfort of our residents and visitors.

**ALCOHOL** We have no objection to our Residents enjoying a glass of their favourite beers, wines, or spirits. Our only reservation is where it might conflict with their GP'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 various 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 for us to carry out this assessment fully. Visitors also need to inform us if they have any food allergies so that when they eat with us, we can inform them about the ingredients used in our foods. When relatives and friends bring in home-made foods, please inform us about the 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 and 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 a shower wet room. Some rooms have their own baths and shower facilities.

**BREAKFAST** is usually served in your bedroom, or in the Dining room if you prefer; the choice is yours.

**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 it suits your personal requirements. Our care records are updated daily, so will reflect your changing requirements and priorities.

**CHIROPODY** A Chiropodist visits every 6-8 weeks, although 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- \*currently suspended\*** Heaton House offers day care to your Relative or friend to enable them as a carer, to have regular short respite breaks on a weekly basis – full or half days and are welcome to 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.

**DOCTORS – G. P's Nurse Practitioners from WMC**

At Heaton House we have a weekly consultation with our dedicated Clinical Nurse Practitioner from Worthing Medical Centre: will either be at Heaton House 'face to face' with Lead Carer and any resident that needs to be assessed, or a resident requests to see the Clinical Nurse. If not in-house a telephone consultation to discuss any minor issues before they become larger issues. The continuity of seeing the same nurse practitioner enables any health changes to be monitored and any health problems to be responded to in a timely manner. If a doctor's visit is advised the Clinical Nurse will arrange this. The next-of-kin will be advised of any health issues and advise.

**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 drink, 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 hand wash basins. Some have 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 following assessment of our Resident we feel we can meet that person's 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 Resident's 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 must 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 1<sup>ST</sup> DECEMBER EACH YEAR.

**FIRE** All staff are trained in fire management, and 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 always have safety uppermost in our minds. We do like you to personalise your room and would be pleased to hang your favourite pictures for you.

**GENERAL DATA PROTECTION REGULATIONS (GDPR)** We have a legal right to hold information about our Residents and their next of kin. Residents have access to all their information we hold, as do their Power of Attorney. All other access to Residents personal records can only be given with the Resident's consent. (Please see our GDPR Privacy Statement for further information).

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

**HAIRDRESSER** You have a choice. If you have your own hairdresser who will visit you at Heaton House, you may make your own arrangements. Alternatively, we could arrange for our 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 travelled 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 Heaton 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** Our existing Insurance Policies cover personal effects up to a maximum of £300.00 per Resident – the excess for our Insurance Policy is £25.00 and you will be asked to meet the cost of this in the event of a claim. If you are to bring valuables into the home that exceed £300.00 the Manager must be made aware of such items and we cannot be held responsible or liable for any loss or damage under any circumstances. You must seek cover via your own insurance policy for any personal items that exceed this value.

**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 labelled 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 or TV room if you so wish.

**Lunch** – is the main meal of the day and is served in the Dining Room at 12:00pm. 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 5.15pm, 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, although we must be advised of any changes you may require enabling us to ensure your needs are being always met. You always have a choice of meals, all you have to do is ask and we will endeavour to provide you with your requests, within the confines of the establishment. For each mealtime 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** The Worthing Herald is delivered weekly for everyone to read. If you would like your own daily and /or Sunday newspaper, a magazine or a periodical, we will order these from our local Newsagent for you.

### **NURSERY**

We are actively involved with our local children's nursery 'Little Elm' and we all enjoy visits and activities with the children. A range of children's games and equipment is available for visiting grandchildren.

**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 goldfish. Every request will be considered carefully, and consideration of our other Residents and their views will also be considered.

**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 several 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 Father John from St. John The Divine. 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 plan, 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 cater for special dietary requirements for most medical conditions. Our menu is varied, and we are always open to your suggestions and ideas. If necessary, we will discuss with you and your dietitian any 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. We also operate a NO SMOKING Policy in the Garden Summer House and Gardens.

**STAFF** All our staff at Heaton House, are committed to ensuring that your individual needs are always met, 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 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 Temporary 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 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 Trained Nurse, NVQ / QCF Level 2 & 3 qualification.

**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 PERSONAL 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. We consider YOU as the expert on the subject, hence we will listen with interest to all your comments and suggestions.

**SUMMER HOUSE,** we have a lovely all-weather Summer House in the garden, which residents, families and friends can access at any time.

**TELEPHONE** You may arrange to have a private line installed, but all Residents may receive or make telephone calls from the Home's telephone.

**TELEVISION** All rooms are provided with an aerial point and Freeview flat screen TVs. 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 licence and will apply for a TV licence for the over 75-year-olds on your behalf.

**VISITORS.** You may always receive your guests; there are no set times for visiting. Had your visitor come to your 'home' you would feel free to offer them some refreshment, lunch or dinner. 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.

**WIFI** Heaton House has WIFI available throughout the home, please ask for the access code.

## DISPOSITION OF ROOMS SCHEDULE – HEATON HOUSE

Room No	Description / Use	Size SQ FT	Size SQ M
<b>GROUND FLOOR</b>			
	Entrance Hall		
5	Double with en suite -..... Shower – (step-in) 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 cont.

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

**FIRST FLOOR**

Room No.	Description / Use	Size SQ FT	Size SQ M
6	Single with en suite.....100.00 wc/hand basin  FIRE EXIT to outside fire escape	9.26	
7	Single with en suite.....115.71 wc/hand basin Shower with wheelchair access	10.74	
8	Single with en suite.....150.16 wc/hand basin Shower with wheelchair access	13.94	
9	Single with en suite.....161.02 wc/hand basin Shower with wheelchair access	14.95	

DISPOSITION OF SCHEDULE OF ROOMS cont.

Room No.	Description / Use	Size SQ FT	Size SQ M
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
	Sluice room.....		1.80
12	Single with en suite..... wc/hand basin Shower with wheelchair access	150.10	13.94
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.

## **COMPLAINTS PROCEDURE**

### **HEATON HOUSE CARE HOME**

Contact :- 01903-700251

Email:- [care@heaton-house.net](mailto:care@heaton-house.net)

At Heaton House we always try to provide top quality care 24 hours a day, but sometimes things do go wrong, or misunderstandings may occur.

If, therefore, you feel that you have any reason to complain, then please speak in the first place to Mrs Sue Lamb, Registered Manager. If she is not on the premises, the person-in-charge of the shift will be pleased to discuss the matter with you and will report to the Registered Manager who will contact you within 48 hours.

Should you still feel that your concern is not being properly addressed do not hesitate to ask for Fiby George or Ashish Painal, the Registered Providers, to contact you to see how the matter can be resolved.

If you are still not happy with how your issue is dealt with, or you prefer to not talk to us directly we recommend you contact the following organisation:

# Contracts Team for Adults and Older People's Care Services –  
WSCC Bridge House, Barrington Road Worthing BN12 4SE

Telephone: 01242 642121

# Care Quality Commission – CQC – the independent regulator of  
Health and Social Care in England - 0300 061 616

Care Quality Commission, Citygate, Gallowgate, Newcastle Upon  
Tyne NE1 4PA

Tel: 0300 061 61 61

# West Sussex Adults' Services Care Point – 01243-642121

# Healthwatch West Sussex, a confidential consumer champion for  
Health and Social Care - 0300 012 0122

# Local Government & Social Care Ombudsman – 0300-0610614

# **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

Registered Providers: Mrs Fiby George and Mr Ashish Painal  
Registered Manager: Mrs. Sue Lamb

20/22 Reigate Road,  
Worthing,  
West Sussex,  
BN11 5NF  
Tel: 01903 700251  
e-mail: [care@heaton-house.net](mailto:care@heaton-house.net)  
web: [www.heaton-house.net](http://www.heaton-house.net)

Resident's Name: \_\_\_\_\_

Date of Admission: \_\_\_\_\_

Room Number: \_\_\_\_\_

The acceptance of a person to stay, short term or long term, involves a special relationship of intimate care. You are assured that we do our utmost to care for our Residents in all circumstances, to the best of our ability at all times. The Home aims to provide a comfortable and relaxed homely environment with a high standard of care provided.

## **Conditions of Admission and Terms of Business**

### **1. Prior to Admission**

An assessment is required to ensure that the placement is suitable and correct for you.

We may require a letter from a General Practitioner or Hospital Consultant to accompany the Resident on admission.

### **2. Trial Period**

2.1. The decision to become a Resident at the Home is an important one and for this reason the initial 8 weeks of your stay are considered as a trial period. During the final few weeks of the trial period the Registered Provider/Manager will meet with you or your representative to agree whether your stay is permanent. If you, your representative or the Home do not wish to continue with the residence, then your residence will terminate at the end of the trial period.

2.2. Either party may terminate the placement during the trial period by giving the party one week's notice in writing.

### **3. Medication**

All drugs, medications and treatments (whether possessed by prescription or otherwise) must be declared to the Management of the home on admission and at any given time during your period of residence at the home.

Relatives and visitors are requested not to bring in any medications, foods or drinks for the Resident without first consulting Management.

#### **4. Visitors**

Visitors are encouraged to visit the Resident. All visitors must sign in at the home when visiting for health and safety purposes. The Management retains absolute discretion on whether or not to admit a visitor to the Home on any occasion.

#### **5. Fees**

5.1. Our Fees on admission are calculated at £250.00 per day - £1750.00 per week

5.2. Our Fees includes the following services:

- full board accommodation.
- laundering of personal items.
- care and staff assistance.
- high quality food.
- drinks (non-alcoholic);
- provision for any special dietary requirements.
- various in-house activities and entertainment.
- call system.
- full use of facilities.

5.3. Our Fees are payable monthly in advance on the 1<sup>st</sup> of every month ('the Due Date'). If payment is not made on the Due Date, we reserve the right to charge interest on the outstanding amount at the rate of 4% above the Bank of England's base rate from the Due Date until the outstanding amount has been paid in full.

#### **6. Fee reviews**

6.1. Our Fees are calculated by considering several factors. To comply with regulations, we must ensure that we are financially viable. There are a significant number of external factors that influence our costs and consequently the Fees that we charge. We use our reasonable endeavours to ensure the basis for any increase in our Fees is reasonable and transparent.

6.2. We will carry out a review of our Fees annually, or more frequently if one of the events set out in clause 5.7 below should arise.

6.3. Our annual fee review takes place on 1 December.

6.4. Our fees increase will be based upon four elements:

6.4.1. The (CPHI) / RPI of inflation.

We will consider CPHI/ RPI rate of inflation for the 12 months concluding in the [October] preceding the fee increase.

6.4.2. Staff Costs

We will consider sector costs including increases in recruitment costs, wages, agency costs and other staff costs associated with legislative requirements (i.e. changes to minimum wage, living wage, or pension contributions).

6.4.3. Sector specific costs

We will consider costs that are applied to the care sector including, increases to registration fees, additional costs of compliance with regulatory and legislative requirements.

6.4.4. Local Fee Rates

We will consider our revenue received from residents who are in receipt of state funded care.

**6.5.** In addition to the annual fee review we will carry out a review of our Fees if one of the following situations arise:

**6.5.1.** There is a change in the Resident's care needs.

**6.5.2.** There is a change in any legal requirements to which we are subject and which will lead to an immediate increase in our costs.

**6.6.** Save for where there is an urgent need to provide higher levels of care and support, we will notify the Resident or their representative at least 30 days in advance of any increase in our Fees (insofar as this is practicable) or as soon as is reasonably practicable.

**6.7.** In circumstances where there is an urgent need to provide higher levels of care and support to avoid harm, we will provide you with immediate notice of any fee increase required to cover the higher care and support costs. If you do not agree with our decision, you can terminate this agreement without penalty.

## **7. Additional items that will be charged to you**

### **7.1. Additional Services**

The Additional Services listed below are examples of services that can be provided at extra charge that are **not** included within our Fees. Details of the extra charges will be provided upon request and before the additional services are provided. Additional services are charged at cost as "extras" and added to on monthly account. The additional services available include;

- Professional hairdressing – by arrangement with the contracted hairdresser
- Dry Cleaning
- Alcoholic Beverages, Confectionery, Stationery, Personal Interest Magazines/Personal copies of newspapers
- Basic Soaps and Toiletries (soaps, hair shampoo, bath foam, talcum powder and toothpaste/strident tablets) are provided in the inclusive charge.
- Clothing, Shoes and Slippers
- Telephone – incoming calls are inclusive on the Home telephone. Outgoing calls on the Home's telephone line will attract charges as applicable from the provider
- Chiropody – by arrangement with the contracted chiropodist
- Physiotherapy – by arrangement by the GP or privately
- Off Site Activities/Events – at cost (including transport costs)
- Incontinence Pads – the NHS provide a maximum of four incontinence pads per 24-hour period. Any additional pads are charged
- Staff Escorts – in the event that Clients require an escort for appointments or outings then The Home may, subject to availability, provide a member of staff at a charge of £10.00 per hour for the time spent away from the Home. Please note that we cannot guarantee a staff escort will be available.
- Taxi services

### **7.2. Specialist Equipment**

If specialist equipment is required to enable care to be safely delivered, the NHS community equipment loans team (CELT) will undertake an assessment and should make the necessary equipment available. If the CELT fail to provide the necessary equipment and we determine that the equipment is necessary in order for us to ensure your safety, you will be required to meet the cost of purchasing/loaning the equipment.

### **Additional Care and Support**

7.3. If there is a change in your condition requiring additional levels of care and support (for example 1:1 care) we will undertake an assessment which may lead us to increase our fees in accordance with clause 6.

### **7.4. Damage to Property**

We reserve the right to charge you for the replacement cost of any furniture, furnishings, or equipment that has been damaged by your fault/negligence, or wilful act. This shall not apply to fair wear and tear.

## **8. Termination**

### **Termination by the Home**

8.1. We may terminate this Agreement in any of the following situations:

8.1.1. the Resident/representative fails to pay the fees due and payable under this Agreement;

8.1.2. the Home can no longer provide care which is appropriate for the Resident's needs within the Home;

8.1.3. there is an irreconcilable breakdown in the relationship between the Resident and/or the Resident's relatives or representatives which interrupts the service or safe delivery of care to the Resident or other service users;

8.1.4. the Home closes and/or the Home's registration in respect of the Home is cancelled;

8.1.5. where in the opinion of the Home the Resident is disruptive and/or presents a risk to the welfare of the other service users in the Home, or its staff (in which case the Home's right to cancel will be exercised reasonably taking account of the type of care that we have agreed to provide to the Resident and after all reasonable efforts have been made by the Home to manage the risk);

8.2. In such cases the Home will endeavour to work with the Resident, professionals and the Resident's family to determine appropriate alternative accommodation.

8.3. The Home will give no less than 30 days written notice save for clauses 8.1.2, 8.1.3, 8.1.4 above where the notice period will be a minimum of 7 days' notice of termination.

8.4. Notice will be given in writing and served on the Resident.

### **Termination by the Resident**

8.5. The Resident may terminate this Agreement upon giving the Home not less than 30-days written notice of termination.

8.6. Should the Resident vacate the Home before the expiry of the 30-day notice period, the full fees due for the Notice period will remain payable.

8.7. If the Resident vacates the room during the notice period and the room is used to accommodate another resident, the fees due for the remainder of the notice period will be reduced to take into account any sums received during that period.

8.8. Our fees will remain payable until the expiry of the Notice period or until the Resident's possessions are removed from the Home, whichever is the later.

#### **Termination on Death**

8.9. This Agreement will terminate immediately on the Resident's death.

8.10. The room must be cleared within 48 hours after the date of death unless agreed with the Manager.

8.11. Fees will be charged for a period of 2 days after the day on which the resident died, unless the representative has agreed a longer period of time to make arrangements to clear the room. Any such agreement will provide for the full fees being paid until the Resident's personal effects are cleared from the room.

8.12. Any fees paid in advance to us will be reimbursed on a pro rate basis save for any deductions made pursuant to this Contract.

8.13. On the Resident's death, the Representative agrees to inform us of the details of the executors/administrators appointed by the Resident's estate.

8.14. The Representative agrees to inform the appointed executors/administrators of the Resident's estate of any fees that remain outstanding within 7 days of the date of the Resident's death.

#### **9. Personal Possessions**

9.1. We do not accept any responsibility for personal possessions or cash that is not locked away in the Managers' Office safe. Please ensure all items of personal clothing, shoes etc. are clearly named. Heaton House may hold certain items in the Heaton House Managers' Office safe but for only a limited period of time.

9.2. Our existing Insurance Policy cover personal effects up to a maximum of £300.00 per Resident. The excess for our Insurance Policy is £25.00 and you will be asked to meet the cost of this in the event of a claim.

9.3. Our policy does not cover high risk items; for example, jewellery, hearing aids, dentures, cash. Residents should ensure that have their own insurance cover for such items.

9.4. If you bring valuables into the Home the value of which exceeds £300.00, the Manager must be made aware of such items and we cannot be held responsible or liable for any loss or damage under any circumstances. You must seek cover via your own insurance policy for any personal items that exceed this value.

9.5. We ask that Residents do not keep sums of cash or valuables in their rooms or on their person.

9.6. You are welcome to bring your own furniture, provided that the furniture fits safely into your room and does not pose a health and safety risk. This is down to our discretion.

9.7. You are permitted to bring electrical items into the Home. All such items must be PAT tested. You will be required to meet these charges of PAT testing or arrange for this to be undertaken

## **10. Care Staff**

The Home employs trained care assistants under the control of a Registered Provider/Manager. All our staff are trained to care for you, committed to ensuring that your individual needs are met and that you are able to enjoy your residence with us.

## **11. Policies**

Our policies relating to emergencies, fire, smoking, alcohol and gifts to staff are available on request and can be located at all times in our Resident's Handbook. You will also receive a copy of our privacy policy with this document.

## **12. Not a tenancy**

Your residence in the Home does not give you a tenancy or an assured tenancy, neither does it create or imply any right to security of tenure. You will occupy your room as a licensee only.

## **13. Complaints**

We trust that you should not have any cause to complain but should you do so all queries and complaints should be made in writing and addressed in the first instance to the Registered Manager, or the Registered Providers in the second. Our full complaints procedure can be found within our Resident's Handbook.

## **14. Variation**

14.1. We reserve the right to vary the Terms and Conditions of this Agreement from time to time to ensure we are able to deliver effective and efficient care services in line with assessed needs. When making any variation we will always act reasonably and for valid reasons, for example changes that are necessary to give effect to new health and safety laws or sector regulations, or to improve the service that we provide to you, or fee increases made in accordance with this Agreement.

14.2. Save in cases where there is a change in needs requiring more immediate response, variations will be notified in writing 30 days in advance and will take effect from the date stated in the notice. Where a change in needs requires earlier intervention in order to meet a change in needs, then notification will be provided at the earliest opportunity, usually within seven days.

14.3. No variation of our Terms and Conditions shall be valid unless it is in writing.

14.4. If you object to any changes to the terms of our Agreement you have the right to terminate this Agreement without penalty.

## **15. Privacy Notice**

15.1. As part of the services we offer, we are required to process personal data about our Residents and, in some instances, the friends or relatives of our Residents. "Processing" can mean collecting, recording, organising, storing, sharing or destroying data.

15.2. We are committed to providing transparent information on why we need your personal data and what we do with it.

15.3. Information about how we collect, process, retain and share your data together with details of your rights to access, rectify and delete data that we hold about you is set out in the Privacy Notice (Appendix 4).

## **16. The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013**

The Consumer Contract Regulations 2013 apply to you as a “consumer”. If this Agreement is signed away from The Home’s place of business (the Home) then you have the right to cancel this Agreement within 14 days without giving any reason. The cancellation period will expire after 14 days from the day the Agreement is agreed. To exercise the right to cancel, you must inform us of your decision to cancel this Agreement by a clear statement (e.g. a letter sent by post, fax or e-mail). If you cancel this Agreement, we will reimburse to you all payments received from you. We will make the reimbursement without undue delay. If you request us to commence the performance of services during the cancellation period, you shall pay to us an amount which is in proportion to what has been performed until you have communicated to us your cancellation of this Agreement. If the service you have instructed us to provide is completed during the cancellation period you will have no right to cancel the Agreement.

**Signed By Resident**

**I, \_\_\_\_\_, confirm that I have read the above Terms and Conditions and accept them in full**

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_

**Signed By Power of Attorney (Property and Finance)**

If this Agreement is signed by a representative who holds a Power of Attorney (Property and Finance) and is acting on your behalf. A valid registered copy of such Power of Attorney must be supplied to the Management prior to commencement of admission.

**I, \_\_\_\_\_, confirm that I have read the above Terms and Conditions and accept them in full**

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_

**Address** \_\_\_\_\_

**Email** \_\_\_\_\_

**Signed by Family Member/Representative**

By signing this Agreement and in consideration for the services under this Agreement being provided by us to the Resident, you agree to pay all fees due under this Agreement and to terminate this Agreement in accordance with the Termination provisions set out in the Terms and Conditions. You will be personally bound by these Terms and Conditions.

**I, \_\_\_\_\_, confirm that I have read the above Terms and Conditions and accept them in full**

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_

**Address** \_\_\_\_\_

**Email** \_\_\_\_\_

# Heaton House Care Home

Registered Providers: Mrs Fiby George and Mr Ashish Painal  
Registered Manager: Mrs Sue Lamb RMA

20 / 22 Reigate Road,  
Worthing  
West Sussex  
BN11 5NF  
Tel: 01903 700251  
[care@heaton-house.net](mailto:care@heaton-house.net)

## IMPORTANT INFORMATION

Please read and keep for future reference

### THE GENERAL DATA PROTECTION REGULATIONS (GDPR)

#### RESIDENT PRIVACY POLICY

Welcome to Heaton House's privacy policy.

Heaton House respects your privacy and is committed to protecting your personal data. This privacy policy will inform you as to how we look after your personal data; inform you of your privacy rights and how the law protects you.

#### Our Data Protection Statement

Your personal data is data which by itself or with other data available to us can be used to identify you. We are Heaton House, the data controller. We have appointed a data privacy manager who is responsible for overseeing questions in relation to this privacy policy. If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact the data privacy manager using the details set out below.

#### Contact Details

Mrs Sue Lamb

Email address: [care@heaton-house.net](mailto:care@heaton-house.net)

Postal Address: 20/22 Reigate Road, Worthing BN11 5NF

Telephone Number: 01903 700251

#### The data we collect about you

In order to comply with our legal obligations with regards to the Health & Social Care Act 2012 , the Care Quality Commission ("CQC") requirements, National Minimum Data Set (NMDS), Payroll, Workplace Pensions and HMRC, we collect data. Personal data, or personal information, means any information about an individual from which

that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes first name, maiden name, last name, username or similar identifier, marital status, date of birth, passport, national insurance number, driving licence, photographic identification, next of kin details, any documents relating to a Power of Attorney and gender.
- **Contact Data** includes address, email address and telephone numbers.
- **Financial Data** includes bank account details, payment card details.
- **Health Data** includes medical history, medical records and disability history.

#### **If you fail to provide personal data**

Where we need to collect personal data by law and you fail to provide that data when requested, we may not be able to continue until we have all the data requested.

#### **Sharing your personal data for legal purposes**

We will only use your personal data when the law allows us to. Heaton House will only share your personal details with persons who also have a legal duty to hold your information for legitimate purposes and have supplied us with their own GDPR procedures to ensure that your personal details are secure.

Persons we share your information with:

1. Health Care Professionals
2. CQC
3. West Sussex County Council
4. Courts to comply with legal requirements and for the administration of justice.
5. To protect the security and integrity of our business operations.
6. When we restructure or sell our business or its assets or have a merger with another organisation.
7. Your legal Power of Attorney, for whom you have given written consent.
8. Anyone else where we have your consent or where it is required by law.

#### **Changes to the privacy policy and your duty to inform us of changes**

We keep our privacy policy under regular review. This version was last updated on 1 December 2018. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your time with us.

### **Retention of Personal Data**

We retain your personal data for seven years from the date your employment ends at Heaton House.

### **Your legal rights**

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These are as follows:

- . The right to be informed about our processing of your data.
- . The right to have your personal data corrected if it is inaccurate and to have personal data completed.
- . The right to request access to your personal data and information and how we process it.
- . The right to move, copy or transfer your personal data.

You have the right to complain to the Information Commissioners Office (ISO). It has enforcement powers and can investigate compliance with data protection law – [www.ico.org.uk/](http://www.ico.org.uk/)

**RESIDENT'S NAME (IN CAPITAL LETTERS)**

**Signature:**

**Date:**

**RESIDENT'S NAME (IN CAPITAL LETTERS)**

**POWER OF ATTORNEY NAME:**

**Signature:**

**Date:**

## **HEATON HOUSE PLEXUS PRIVACY NOTICE**

### **ACCESS TO PATIENT RECORDS**

**Our Care Connected Plexus viewer provides Health & Care Professionals with a secure ‘electronic summary view’ of the information that organisations want to share about you. This provides the people looking after you with important information from other services that you use, so that they can quickly assess you and make the best decision about your care.**

**The information which health and care organisations can share about you might include the following information:**

- a. Details about you, such as address, contact details and next of kin.**
- b. Any contact the health or care provider has had with you, such as appointments, clinic visits, emergency appointments etc.**
- c. Notes/reports and assessments about your health or care including from some specialist services such as the Royal Marsden and Moorfield’s Eye Hospital.**
- d. Details about your planned treatment and care.**
- e. Results of investigations, such as blood tests, scans, x-rays etc**
- f. Relevant information from other health and care professionals, relatives or those who care for you (Heaton House).**
- g. Care and support you may be receiving from Social Care Services.**
- h. Urgent care and NHS 111 visits/calls and Ambulance Service calls.**

**PURPOSE OF SHARING DATA – Information will be shared in order to support your ‘direct care’.**

**‘Direct patient care’ is defined as ‘a clinical, social or public health activity concerned with the prevention, investigation and treatment of illness and the alleviation of suffering of individuals. It includes supporting individuals’ ability to function and**

**improve their participation in life and society. It includes the assurance of safe and high-quality care and treatment through local audit, the management of untoward or adverse incidents, person satisfaction including measurement of outcomes undertaken by one or more registered and regulated health or social care professionals and their team with whom the individual has a legitimate relationship for their care.**

**Lawful basis for processing:**

- **The processing (sharing) of personal data in the delivery of direct care and for each care providers' administrative purposes is supported under the following Article 6 and 9 conditions of the: Data Protection Act 2018/General Data Protection Regulation 2016:**
- **Article 6(1)(c) – necessary for the purposes of complying with the law**
- **Article 6(1)(d) –necessary for the purpose of vital interest (necessary to protect someone's life)**
- **Article 6(1)(e) necessary for the performance of a task carried out in the public interest or in the exercise of official authority**
- **Article 9(2)(h) - necessary for the purposes of preventative or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services.**
- **Health and social care services have a legal obligation to share information about you from their records if it is seen to be in your best interests for the purposes of your direct care.**



## Heaton House Staff List – JUNE 2026

NAME	POSITION HELD	QUALIFICATIONS
Fiby George Ashish Painal	Registered Provider Registered Provider	RN1
Sue Lamb	Registered Manager	RMA Retired RN1
Simi	Deputy Manager	QCF L5 (RN India)
Ceema	Senior Care days/nights	QCF L5 (RN India)
Lynda	Senior Carer days/ nights	QCF L5 (RN Philippines)
Cess	Senior Carer days/ nights	QCF L5 (RN Philippines)
Bincy	Senior Carer days/nights	QCF L5 (RN India)
Shelmy	Senior Carer days/nights	QCF L5 (RN India)
Jan	Carer days / Part-time Cook	QCF L2
Naomi	Carer days	QCF L2
Rose	Carer days/nights	Care Certificate MSCfood& Nutrition
Hayley	Carer days	Care Certificate
Alisha	Carer Days	T/A Care Certificate
Hima	Carer	QCF L5 (RN India)
Kathy	Senior Carer Nights	QCF L5
Angela	Senior Carer Nights/Days	NVQ L3
Nithya	Senior Carer Nights/Days	QCF 5 (RN India)
Tracey	Night Carer	
Sue A	F/T Housekeeper	
Omega	P/T Housekeeper	
Sindy Jan	F/T Cook P/T Cook	FH&S for cateringL2 FH&S for cateringL2

## WEEKLY ACTIVITIES LIST

### WEEK 1

<b>MONDAY</b>	<b>ST JOHNS PLAYGROUP 10.30</b>	<b>GILL POETRY 3 pm</b>
<b>TUESDAY</b>		<b>MARINA CRAFTS 3 pm</b>
<b>WEDNESDAY</b>	<b>HAIRDRESSER 9 am</b>	<b>SARAH - VIOLINIST CLOE - LOVE TO MOVE ROBBIE - THE MAGICIAN DEBRA – MUSIC FOR THE BRAIN + ADHOC ACTIVITIES</b>
<b>THURSDAY</b>	<b>RISE ARMCHAIR SPORTS 11 am</b>	
<b>FRIDAY</b>	<b>DRUMDOWN DEMENTIA &amp; ST JOHNS PLAYGROUP 10.30</b>	
<b>SATURDAY</b>	<b>MICHELLE ARMCHAIR EXERCISES 10.30am</b>	
<b>SUNDAY</b>	<b>DAY OFF</b>	

### WEEK 2

<b>MONDAY</b>		<b>GILL POETRY 3 pm</b>
<b>TUESDAY</b>		<b>MARINA CRAFTS 3 pm</b>
<b>WEDNESDAY</b>	<b>HAIRDRESSER 9 am</b>	<b>SARAH - VIOLINIST CLOE - LOVE TO MOVE ROBBIE - THE MAGICIAN DEBRA – MUSIC FOR THE BRAIN + ADHOC ACTIVITIES</b>
<b>THURSDAY</b>		<b>KEITH 3.30 pm – MUSICAL BINGO, NAME THAT TUNE &amp; SING ALONGS</b>
<b>FRIDAY</b>	<b>DRUMDOWN DEMENTIA &amp; ST JOHNS PLAYGROUP 10.30</b>	
<b>SATURDAY</b>	<b>MICHELLE ARMCHAIR EXERCISES 10.30 am</b>	
<b>SUNDAY</b>	<b>DAY OFF</b>	