

There are regular resident meetings in which residents can discuss their views and ideas for the home. We are always open to suggestions and as a result of feedback from our residents we now have an allotment, greenhouse, small animals yard, a pigpen and chicken house, which residents can get involved in if they wish.

Residents are encouraged to take their meals together in the dining areas to foster a good social spirit, providing excellent opportunities for general interaction or simply catching up with friends.

Outside, the garden and patio area grants residents a place to sit and relax or socialise in a safe environment.

LIFESTYLE

Mealtimes and eating are a vital part of dementia care. To support this, the home has two dining areas, as well as a servery area in the residential wing. The residents, and their visitors, can make themselves drinks and obtain snacks at any time of the day or night in the servery area, with support if required. The home is passionate about providing nutritious home-cooked food. Our fully qualified chef ensures that menus are appealing, visually tempting and appropriate.

We have a visiting hairdresser, chiropody and other practitioners attending the home regularly, which residents can book.

RELIGION

The spiritual aspect of life is an important element of care. Residents from all religious faiths are welcome. We acknowledge every individual's personal and cultural beliefs and values, and endeavour to uphold them to the full. Weekly services are available if desired.

REGULATION AND INSPECTION

Heffle Court is registered and inspected by the Commission for Social Care Inspection (CSCI), and operates under the guidelines of the National Minimum Care Standards. Inspection reports are available to residents and their families. In addition, there are annual visits by the Environmental Health Officer, Fire Officer, and other associated regulators.

VISITORS

We always encourage visits from family members and friends to ensure that they are completely happy with the surroundings and care we give to all of our residents. Visitors are welcome at any time during the day or evening, subject to the care and rest needs of individual residents.

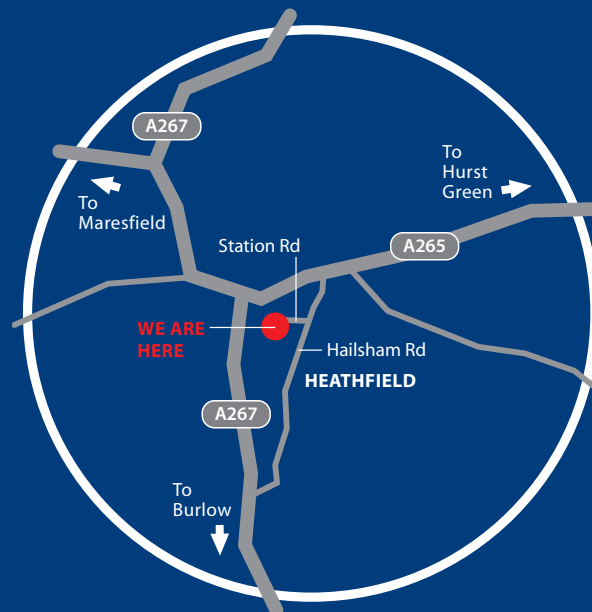
SHORT STAYS

Subject to availability, we also welcome short-stay residents who simply wish to enjoy a break with us, require a period of convalescence, or wish to sample the lifestyle at Heffle Court with a view to becoming a permanent resident in the future.

NEXT STEP

We are very happy to arrange visits from prospective residents and their families. To visit the home or to make an appointment for an assessment of a prospective resident's care needs, please contact our manager on Freephone 0808 1371465.

HOW TO FIND US



Tel: 0808 137 1465

Heffle Court, Station Rd, Heathfield,
East Sussex TN21 8DR

www.caringhomes.org email: marketing@caringhomes.org



Heffle Court

CARE HOME SPECIALISING IN DEMENTIA

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Heffle Court is a purpose-built dementia care home with a designated nursing wing, situated in Heathfield, in an area of outstanding natural beauty,

Heathfield is a vibrant market town surrounded by beautiful East Sussex countryside. The home's close proximity to the town puts a wide selection of shops and other amenities within easy reach, enabling residents to maintain close links with the local community and surrounding area.

By road Tunbridge Wells is 20-minutes away and the main railway station at Stonegate provides excellent links to London and the South Coast.

In this popular location residential and nursing care is provided for up to 32 residents suffering from Alzheimer's disease and other progressive dementias. It is our aim to provide a comfortable and enjoyable home with a friendly and companionable atmosphere, where residents can enjoy the highest standard of care from highly trained and qualified staff.

PROFESSIONAL NURSING & HEALTHCARE

Our Home Manager and team of friendly and dedicated staff aim to ensure consistently exceptional standards of care. We want everyone to achieve the best possible standard and quality of life, and for Heffle Court to be viewed as a positive step forward.

The home strives to provide a unique environment based on the philosophy surrounding the acronym CARE.

- C** communicate with me by touch, tone & body language, as well as words.
- A** accept me with my limitations, my likes, my dislikes and my needs.
- R** reassure me that I am understood, valued and secure.
- E** enter into my world, as I cannot fully enter into yours.

A full needs assessment is completed prior to admission to ensure that an individual's needs can be met. From the moment you decide that the specialist service we provide at Heffle Court is the right service for you, we then prepare a tailored care and support programme in order to support each person according to their precise needs. The plans are regularly reviewed so they can be adjusted as an individual's needs change, ensuring appropriate care delivery at all times.

Part of our holistic care planning process involves building a life story with each individual. This is supported by their family and friends and, through use of a "life diary", we are able to see the person as they were, before they were debilitated by a form of dementia.

We organise a regular relatives support group, to advise families and friends of current practices. Our residents also benefit from the close links the home has built with numerous organisations including the Alzheimer's Society and the National Association for Providers of Activities for Older People.

HEFFLE COURT

Heffle Court offers an attractive and homely feel throughout. Within the home there are a number of well appointed communal areas, including a large bright and airy lounge with patio doors, leading to safe and secluded courtyards.

There are also numerous features which compensate for people who suffer from impaired memory and ability to learn and remember, thereby reducing stress caused as a result of dementia. These include an abundance of light, clear signage throughout the home and picture menus. So that residents are able to find their bedroom, a memory box has been placed next to each bedroom door. This is a clear box in which a resident can place a couple of personal items, such as wedding photographs, as a reminder for them.

PRIVATE ROOMS

Heffle Court offers care to 32 residents in well-appointed singles rooms, one of which offers companion accommodation if so wished. The majority of the bedrooms have en-suite facilities. All rooms are fully furnished and fitted with TV points. In our dedicated nursing wing, rooms will have additional equipment appropriate to the residents needs. Residents are encouraged to bring some of their own treasured belongings with them, to help them feel they are part of familiar surroundings. There is also an emergency nurse-call system installed next to each bed for residents to alert staff if required at any time of the day or night.

SOCIAL ENVIRONMENT

At Heffle Court we have a dedicated activities coordinator who plans a variety of activity sessions and outings, to help maintain a person's purpose and self worth, which upholds their dignity and fosters a respectful environment. Residents are supported to continue to take part in life activities that are of meaning; this may be to continue with a beloved hobby or a personal routine along with the opportunity to try new activities.

