

HEATHLANDS

(Residential Care Home)



Heathlands

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WELCOME TO HEATHLANDS

Heathlands was first established as a care home in 1985, the present owner having purchased it that year. It combines excellent standards of care with comfortable accommodation.

The care home provides accommodation for residents with dementia and other frailties and is registered for over 16 residents. Couples as well as individuals are catered for.

Heathlands has 13 bedrooms, of which 10 are single rooms.

Our commitment is to the provision of respectful professional care. We personalise our service to focus on the physical and mental well-being of our residents, ensuring that our residents' independence, identity and rights as individuals are maintained.

We provide a caring comfortable environment that inspires confidence and trust.

The aim of our well trained dedicated management and staff is to offer exceptional support and care. We have an excellent reputation locally built up over several years. Professional carers and administrators work as a team to provide a service that is second to none.

Our residents come from all areas of the UK.

We hope you enjoy reading about what Heathlands has to offer. If you are looking for a friendly supportive residential care home in Surrey for your family member or friend we hope you will contact us and arrange a visit.

Registered Manager

THE PROPERTY

Heathlands is a substantial detached property, which has been sympathetically modernised to retain its own particular character, charm and homely feeling.

There is a forecourt area providing ample car parking for residents and visitors.

LOCATION

Heathlands is located in the attractive market town of Dorking, which is situated in the heart of the Mole Valley at the junction of the A24 (London to Worthing Road) and the A25 (Maidstone to Guildford) Road. Dorking can be easily reached from the M25 at junctions 9 at Leatherhead and 8 at Reigate (approx. 15 minutes from Dorking). It is also easily accessible public transport (see below).

Dorking is renowned for a core of antique shops situated in the historic and picturesque West Street. The town is found nestled between Box Hill, Leith Hill and Ranmore Common, and is surrounded by beautiful countryside with attractive villages such as Abinger, Brockham and Coldharbour. It is a popular area for commuters to Central London.

TRANSPORT

Heathlands is conveniently located at the northern end of Deepdene Avenue, which forms part of the A24 Dorking by-pass, and lies virtually adjacent to the roundabout junction with the A25 Reigate Road.

The town is served by 3 train stations, the main station being 'Dorking North'. Dorking Deepdene and Dorking West are on the east-west line from Tonbridge to Reading which links with the southwest of England and Wales.

The home is about two hundred yards from Dorking town centre, and within walking distance of Dorking North and Dorking Deepdene mainline railway stations. A bus stop is two minutes walk from the home.

MANAGEMENT AND STAFF

The proprietor has four residential care homes, the first established in 1982. He has a background in general and psychiatric nursing, and as a qualified Care trainer and

assessor he places a great deal of emphasis on staff training.

The care homes General Manager has over 20 years experience in residential care, and has been involved in Heathlands since 1989. Heathlands has its own Registered Manager who is very experienced and highly qualified.

The residential care home is staffed 24 hours a day by caring and competent, well trained staff. Staff from a range of cultural backgrounds have nationally recognised qualifications and undergo an ongoing staff development programme in line with the National Care Standards and requirements of Investors in People (IIP).

Copies of the Service Users Guide, which includes the latest Commission of Social Care Inspectorate (CSCI) Report, are available on request.

INDIVIDUAL CARE

We cater for the emotional, physical, spiritual, cultural and recreational needs of each individual. Initially residents' needs are assessed and an individual care plan agreed. This is regularly reviewed to ensure that care provided is adapted to accommodate changing needs.

Residents have their own key worker, who will help them settle in and be responsible for making sure that their personal needs are provided for and independence and privacy maintained.

Heathlands provides an exceptional level of personal care due to the limited number of residents it caters for.

ACCOMMODATION

All the accommodation is beautifully decorated and well maintained.

BEDROOMS

We provide modern, beautifully furnished single and double bedrooms.

Each bedroom has central heating with thermostatic control, fitted carpets and hand basins

Telephones

Clients have their own dedicated telephone line and pay for external outgoing phone calls.

Residents may choose to have their own direct telephone service at additional cost.

Television

All rooms have television points that can receive over 30 channels. Residents may bring their own television, or the home can provide equipment, including televisions, video recorders and CD/DVD players, at a cost.

Call Alarm

This system is similar to that used in hospitals requiring staff to attend in order for the call alarm to be reset.

Personal Items

Residents are welcome to bring personal items and small furniture to help personalise their bedrooms, or alternatively provide their own furnishing.

A Mini Fridge Freezer can be provided at a cost.

LOUNGES

There are two spacious, tastefully decorated lounges in Heathlands, is a designated smoking lounge.

The lounges are situated on the ground floor, providing elegant comfortable communal areas. There are lift services to all floors.

We do not have any institutional rules but for health and safety reasons smoking is not allowed in bedrooms. It is only allowed in the smoking lounge, which is accessible 24 hours a day. Our visitors are asked to respect this rule.

DINING ROOMS

The dining room is light, airy and very spacious and offers pleasant surroundings to eat and socialise.

Meals and Snacks

Clients can enjoy wholesome home prepared cuisine, based on a balanced and varied nutritious diet. There are choices of menu, and special diets and personal preferences are catered for.

We provide early morning tea, breakfast, morning coffee, lunch, afternoon tea, evening meal and night drinks. Drinks and snacks are available 24 hours a day.

Residents may have tea/coffee facilities in their rooms (subject to assessment of risk).

BATHROOMS

Our communal toilet and bathroom facilities are designed to cater for the residents who may have some degree of disability.

A bath hoist and a bath mobility aid are available allowing bathing in greater comfort and to maximise independence.

KITCHEN

Heathlands has a well equipped kitchen from which daily meals are prepared by specialist catering staff. Residents may use the kitchen (subject to assessment of risk).

GARDEN AND PATIO AREA

The garden and patio area occupies approximately ½ an acre. The enclosed garden with its pond is beautifully landscaped, and offers a serene, safe and secure retreat and comfortable outdoor furnishings.

Meadowbank Park is within easy walking distance.

LAUNDRY

Heathlands has fully equipped laundry facilities. Dry cleaning can be arranged by staff at the resident's expense. Residents are advised to unobtrusively mark their clothing.

VISITORS ROOM

There is a comfortable visitors room which overlooks the garden.

Visiting Hours

We offer open visiting hours from 9 a.m. to 9 p.m. For the privacy and security of our residents we ask that at other times visits be arranged in advance.

OTHER FACILITIES/SERVICES

Community Health Services

If residents are not able to access local health and community services domiciliary visits are arranged from General Practitioners, chiropodist, dentist, physiotherapist, optician, district nurses, community psychiatric nurses, psychiatrists and occupational therapist.

Beauty Services

Visiting beauty services are available including aromatherapy, massage, facials and beauty treatments, nail technician and hairdressing. These services are not included in the fees.

Mini bus

Heathlands has its own 17-seater mini-bus with a tail lift for wheelchair use.

ACTIVITIES AND RECREATION

We offer a full programme of social events, creative activities, and demonstrations. Regular outings are arranged and a wide variety of people come into the home to meet and socialise with our residents.

Indoor

Our wide range of activities includes card and board games, knitting, bingo, reading, letter writing and music. Daily newspapers are delivered. Additionally, there are both group and individual therapies for residents hosted by staff and external visiting therapists and entertainers.

Outdoor

Outings and activities are arranged periodically in discussion with individuals or groups of residents, which can be escorted by staff or volunteers. These include visits to theatres, heritage sites, museums, pubs, parties and shopping centres.

The large patio is the setting for our summer barbecues, which are held regularly at weekends – weather permitting. Our residents' and guests are most welcome.

Holidays

Holidays are arranged both within and outside the United Kingdom for individuals or small groups.

Religion & Culture

The individual religious and cultural needs of residents are accommodated. Clergy from different religious denominations visit Heathlands and offer religious services. Residents can attend a local place of worship and if they wish be escorted by volunteers.

RESIDENTIAL PROVISIONS

SECURITY AND SAFETY

Heathlands satisfies all the requirements of Health and Safety Executive, Fire Regulations, Environmental Health and the National Care Standards and is regularly inspected to ensure compliance with current standards.

There is a strong emphasis on personal safety and the home is fully alarmed.

Residents are offered a key to their bedroom to ensure individual privacy.

SHORT AND LONG STAY CONTRACTS

Heathlands provides both long and short-term contracts.

Prior to residents committing to a longer term contract residents initially have a four to six week trial period. This enables a transition to Heathlands and addresses any areas of uncertainty.

Short-term stays are available which may assist in providing a well deserved period of respite for carers or a brief holiday for residents.

FEES

We accommodate clients either on a private basis or those entitled to their local authority funding. Details of current fees are available from the Registered Manager.

CONTACT

For further information service users guide or any other query please contact the Registered Manager:

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