

## SERVICE USER GUIDE



Welcome to Seaford Head Retirement Home.

Our aim is to provide a warm, safe and supportive environment where residents feel at home, valued and respected. We understand that moving into a care home is a big step, and we are committed to making the transition as smooth and reassuring as possible for both residents and their families.

### ABOUT US

Seaford Head Retirement Home provides residential care for up to 16 residents, specialising in supporting people living with dementia.

We offer personalised care tailored to each person's needs, wishes and preferences, helping residents maintain as much independence as possible while receiving the support they need.

### WHAT MAKES US DIFFERENT

We are a small, close-knit home where every resident is truly known as an individual. With a limited number of residents, we are able to provide a more personal, attentive level of care, ensuring that no one feels overlooked or rushed.

We take pride in creating a calm, homely environment where residents feel safe, comfortable and part of a family.

### OUR HOME & FACILITIES

Our home is in a pleasant residential area in Seaford, with views across Seaford Head Golf Course.

The home includes:

- Comfortable bedrooms (single and shared options)
- A bright communal lounge
- Secure garden space
- Adapted bathrooms and accessibility features
- 24-hour call bell system

We aim to provide a safe, comfortable and homely environment for all residents.

## OUR APPROACH TO CARE

We are committed to delivering care that promotes:

- Dignity and respect
- Independence
- Choice and control
- Privacy
- Safety and wellbeing

Every resident is treated as an individual, and care is delivered in line with their personal needs and preferences.

## LIFE AT SEAFORD HEAD

We aim to create a relaxed and enjoyable daily life for residents.

This includes:

- Home-cooked meals and refreshments
- Opportunities for social interaction and activities
- Flexible visiting arrangements for family and friends

We encourage residents to continue enjoying the things that matter to them.

## YOUR CARE

Before moving in, we carry out an assessment to ensure we can meet your needs.

Each resident has a personalised care plan, which is regularly reviewed and updated. Families are encouraged to be involved in this process.

Our team works closely with healthcare professionals to ensure residents receive the right support at all times.

## KEEPING YOU SAFE

The safety and wellbeing of our residents is our top priority.

We have systems in place for:

- Safeguarding residents
- Managing medication safely
- Risk assessments
- Infection control

Our staff are trained to deliver care safely and professionally.

## WHAT'S INCLUDED IN YOUR FEES

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### BEDROOM & LIVING ENVIRONMENT

- Furnished single or shared room with wash basin
- Access to en-suite or shared bathroom facilities
- Fresh bed linen and towels provided and changed regularly
- Daily cleaning and housekeeping
- Ability to personalise rooms with personal items
- Safety features including call bells and alert systems

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## CARE & SUPPORT

- 24-hour support from trained care staff
- Personalised care plans and risk assessments
- Safe medication management
- Support with hobbies and routines
- Use of specialist equipment (hoists, wheelchairs, etc.)

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## FOOD & DRINK

- Three home-cooked meals daily plus snacks
- Drinks available at any time
- Communal dining with support where needed
- Nutritional monitoring and adapted menus

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## LEISURE & ACTIVITIES

- Daily activities programme
- Access to communal lounges
- External activity providers
- Outdoor garden and summer house
- WiFi access

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## PROPERTY & SAFETY

- Full laundry service
- All household bills included
- CCTV and secure environment

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## SERVICES NOT INCLUDED

- Personal TV, radio, devices
- Newspapers and magazines
- Hairdressing
- Toiletries and personal items
- Clothing
- Chiropody and non-NHS services
- Specialist dietary items
- Personal outings
- Appointment accompaniment
- Non-funded continence products

Additional services can be arranged and invoiced separately.

## COMPLAINTS & FEEDBACK

We welcome feedback and take all concerns seriously. If you have a concern, please speak to a member of staff or the Home Manager. We aim to resolve issues quickly and fairly.

You also have the right to raise concerns directly with the Care Quality Commission (CQC).

## MANAGEMENT & CONTACT

The home is managed by a Registered Manager who is responsible for the day-to-day running of the service and ensuring high standards of care.

Registered Manager: Dawn Hesling

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