

Welcome to  
*Heanton Nursing Home's*  
Edition 5 2026 Newsletter



EXCELLENCE \* PEOPLE-DRIVEN \* INTEGRITY \* COMPASSION

*newsletter*  
EDITION 5 2026

EDITION 5

# Welcome!

Here we are well into 2026, so far this year there has been a heavy focus on refurbishment of Heanton, inside and out. Reinforcements from our head office have joined our core maintenance team to push forward with some of the most urgent tasks, including full refurbishments of bedrooms and bathrooms throughout the home.

As we offer specialist levels of dementia care here at Heanton, vacant rooms can be very limited, in order to refurbish these our Estates team along with myself have to coordinate a swift turn around to refurbish a bedroom. Sometimes, as we remove older flooring or fit new wardrobes, we may come across a few unforeseen challenges, but in true Heanton fashion we persevere!

The hard work and dedication from our maintenance team has really shone brightly these past few months and the results speak for themselves. I do hope if you are a regular visitor to our home that you have enjoyed seeing these improvements to the building and our home.

As the weather begins to warm up we have begun looking to our outdoor events for 2026. We will see the return of the Classic Car Show to our grounds and our popular afternoon tea parties.

These community events give us the chance to connect with our wider family and often result in benefiting our family members ongoing. Rev Glynn of Heanton Church has been a firm supporter of Heanton and it's family, often allowing us use of the church car park and we now have a regular schedule of visits for those unable to attend Sunday services. Faith is something held very dear to many people and this familiar feeling or words to Hymns gives comfort and meaning on their dementia journey. We are truly blessed to have such strong support from our community.

Thank you for reading and we hope you enjoy!



Registered Manager



# THIS QUARTERS FEATURES



A Meaningful Life



A Gifted Location



Meet Our Entertainers



Pancake Day



Feeling the Love



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Refurbishment



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# A Meaningfull Life

Come on a journey with me...make a cup of tea and take a moment to reflect on who you are as a person. What makes you "you"?

Many of us will easily jump to the big things in life, your carer, your family and friends, children or grandchildren, but what about the smaller parts of your identity?

Are you the person who always takes the bin bags out for bin day? Does your routine involve washing dishes before bed or after each meal? Maybe you are the type of person that waits until you have run out of plates! These are every day and often forgotten about parts of who we are. Yet they are ingrained into our being and often done without much thought or attention.

At Heanton many of our family members occupy their day wishing to do these familiar tasks, not only does it give them meaningful activity, but it shows us that they feel at home living at Heanton. After all not many of us spend time doing house work when we are simply visiting!

We give so much focus on our planned occupation and vast collection of crafting and music, we often forget that these daily tasks are just as important to our identity.



# A Gifted Location

North Devon really does spoil us with it's rolling hills and sandy beaches. Our wheelchair accessible car is not only used for attending appointments, but also community engagement trips for our family members.

Recently (and actually quite regularly) we visit Saunton Sands. With easy access, beach wheelchairs and a welcoming little café this offers us the perfect location to enjoy all weathers. Barbara recently took a trip to brave the early spring chill and of course, have an ice-cream! Barbara is never put off by the weather, a true outdoor lady she dons her boots and jacket, to take brisk walks around the area, and always seems to find a dog to pet.

# Meet our Entertainers!

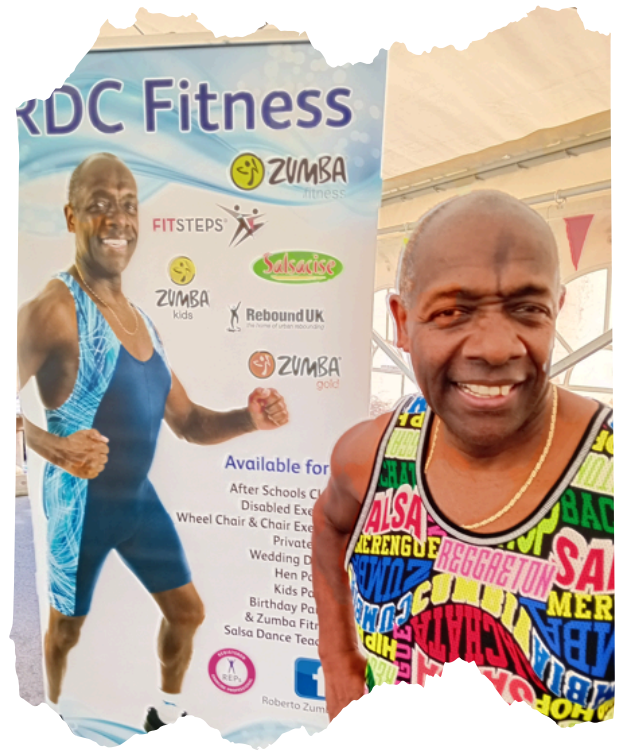
Our regular schedule of entertainment at can be found displayed in reception or received by email. Some of these professionals have been visiting us for many years but you might not have had the pleasure of meeting them. So for the next few issues of our Newsletter I'd like to introduce a few of our regulars.

This issue let me introduce the jazzy legging wearing wonder that is "Roberto" Campbell.

Robert has been leading Chair Zumba sessions for over 20 years. He started out teaching disabled groups and church groups, realising the benefits of movement, while keeping it fun at the same time. Chair Zumba isn't just about keeping fit, its about the power of music and movement in overall wellbeing of a person. Robert went on to branch out into Nursing and Care Homes seeing the seeing the benefits first hand of his sessions.

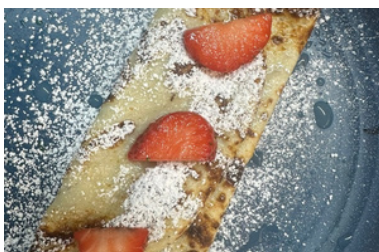
Benefits include: muscle and bone strength, keeping joints, tendons and ligaments flexible, improved coordination and heart and lung strength. Of course, improved over all wellbeing, which we know is vitally important to our family members.

His rapport with the family members is outstanding and his arrival at Heanton always brings huge smiles and a side to many of our family members we didn't know existed...such as twisting lower than our youngest team members could dream of! It really has shown who had the dance floor on fire back in their younger years.



# Pancake Day!

Pancake Day to some of us, Shrove Tuesday to others, this day certainly brings out the sweet tooth and creativity of our team and family members. As our kitchen flip the pancakes, we provided toppings of healthy fresh fruits (but a few indulgent treats as well...) for our family members to decorate to their taste buds.



# Feeling the Love

February 14<sup>th</sup> is always a day Heanton feels extra love, whether that is a visit from husbands and wives or extra cuddles from the team. We simply love seeing the love, care and compassion across our extended family. We marked the day with make overs, crafts and special themed biscuits at snack time, because you can never have too much love.



## Cards For Amelia

You may have seen a story run by the BBC for young Amelia, wishing to make a world record attempt for the most birthday cards received from her hospital bed. Our team member Noufal was straight onto the task helping her make this happen by requesting Heanton got involved. Picking one of every birthday card from the shelf our family and team members spent the day writing birthday cards to help her reach the target. This familiar task brought so much affection and joy to everyone who got involved. To read the full story please visit our website [Amelia Story](#).



# Refurbishment News

As mentioned Heanton is having a push on refurbishment of the bedrooms, bathrooms and our outer building. If you haven't been able to visit recently I'd love to share with you some of the work being done.



What does a refurbishment include?

- New flooring.
- Colour themed walls and matching furniture.
- Themed curtain and lighting.
- New bedding sets.
- New vanity units and sink.
- Any repairs that are needed to the walls and structure of the room.

*A few of our  
refurbished bedrooms*



## Something Worth Sharing!

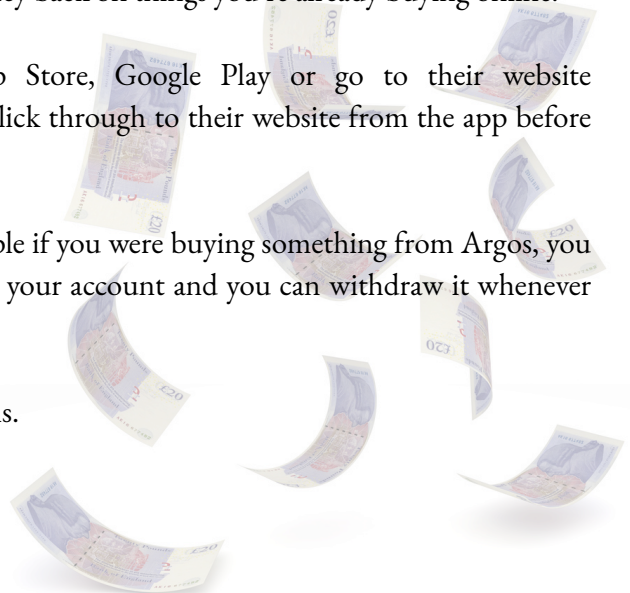
TopCashback is one of those things you come across and think “why didn't I know about this sooner?” – some of us that are using it have earned over £100 last year, it's such a simple way to get money back on things you're already buying online.

To use it, you just sign up to TopCashback either on the App Store, Google Play or go to their website [www.topcashback.co.uk](http://www.topcashback.co.uk). You simply search for the shop you want and click through to their website from the app before you buy anything.

It works by going through the app or website before you shop. For example if you were buying something from Argos, you might get around 5% back on what you spend. The money builds up in your account and you can withdraw it whenever you want.

It's not a huge amount each time, but it soon amounts up over the months.

Happy shopping!



# Enhanced Notes

Good care records tell the story of a person's day, not just what happened, but how someone was, how they felt, and what the team noticed along the way.

Enhanced Notes are detailed progress notes that give a fuller picture of how a family member has been over the course of a day or night. They sit alongside standard progress notes and are written by the team when a richer level of observation is needed.

Enhanced Notes may capture:

- How a family member presented throughout the day - their mood, emotional state, engagement and interactions with others
- Any changes in wellbeing that may signal a risk or need such as withdrawal, confusion or signs of distress
- Physical care and presentation including mobility, personal care, medication and how support was received
- How the team responded, the approaches used, the length of interactions, and the number of team members involved

The detail in Enhanced Notes matters. It helps the team build a clearer picture of a family member's wellbeing over time, spot changes early, and make sure the support being provided continues to be the right support at the right time.

If you would like any further guidance on this, please speak with your line manager.



## Care Plans

As Registered Manager, one of the things that matters most to me is making sure every person who lives with us is truly known, understood, and valued for who they are. We can only do this well when we work in genuine partnership with you, the people who know them best.

I warmly invite you to spend time with us, to read and talk through care plans, to meet with the team, and to share your loved one's life story, memories, routines, and what really matters to them. We also hold relatives and friends meetings every quarter, which we will always share with you in advance, and these can be another opportunity to come together, ask questions, or simply have a catch-up afterwards if that feels right for you.

We truly appreciate that this level of involvement isn't for everybody, and that is absolutely okay; there is no expectation and no judgement. What matters most is that you feel comfortable, supported, and confident that your loved one is cared for with dignity, compassion, and respect. Our door is always open, in whatever way works best for you, and we would love you to feel part of our home, our team, and our extended family.

If you would like to be involved in your loved ones care plans, please speak with Abi.

# What makes a home?

Heanton is regularly referred to as a home, a family. Many of our family members view Heanton as home and we are incredibly proud of that fact. But what makes us a person's home?



The team will often ask if they can create a space for a specific family member. Whether they want to go to work in their shop because it's time to open doors, or they need to iron and fold their baby's clothing that's just been washed. The team create safe and enchanting spaces for this to happen, bringing their skills to life within their work place, sharing talents and imagination.

Aside from our model of care, or the language we use, this building becomes a home with thanks to the imagination and creativity of the team within it.



Watersmeet has its very own green grocer, where the shop keeper greets you with a smile and the shoppers can pause and browse or fill their baskets.



# Upcoming Events

1<sup>st</sup> April - April Fools Day!

Bring out the trickster in you as our team try and stand up to the delightfully wicked sense of humour so many of our family members have.

2pm - Chair Zumba

9<sup>th</sup> April 2-3pm - Easter Church Service at Heanton.

For those unable to attend the Church service, Rev Glyn will be holding one in home.

5<sup>th</sup> April - Easter Sunday

All over the Easter Period we will have themed activities, bonnet making and crafting. Easter Day, will the Easter Bunny have been?

15<sup>th</sup> April 2pm - Chair Zumba

27<sup>th</sup> April - Ruth Bateman Art workshops. From 2pm starting in Williamson, followed by Watersmeet.

29<sup>th</sup> April 2pm - Chair Zumba

30<sup>th</sup> April - Hairdresser (Williamson & Exmoor)

6<sup>th</sup> May 2pm-3pm - Relatives Meeting, drop in session.

Held in Heanton Retreat

13<sup>th</sup> May 2pm - Chair Zumba

25<sup>th</sup> May - Ruth Bateman Art workshops.

From 2pm starting in Williamson, followed by Watersmeet.

27<sup>th</sup> May 2pm - Chair Zumba

8<sup>th</sup> June - Ruth Bateman Art workshops.

From 2pm starting in Williamson, followed by Watersmeet.

11<sup>th</sup> June 2-3pm - Church Service at Heanton.

For those unable to attend the Church service, Rev Glyn will be holding one in home.

Annual Classic Car Show - Provisional date 29<sup>th</sup> August 2026

Thank you for reading, we hope to see you very soon!