

Dear Sir/Madam,

Planning Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 17/06/2026 4:58 PM from Mrs Helen Lee.

Application Summary

Address:	Linfield Care Home 18 - 22 Wykeham Road Worthing West Sussex BN11 4JD
Proposal:	Three storey side/rear extension to the south-east elevation; installation of new windows and rooflight; and rooftop photovoltaic panels
Case Officer:	Rebekah Hincke

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Customer Details

Name:	Mrs Helen Lee
Email:	
Address:	88 Reigate Road Worthing West Sussex

Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Planning Application
Reasons for comment:	- Loss of General Amenity - Other - Overdevelopment - Privacy Light and Noise
Comments:	Objection Re AWDM/0664/26 I am writing to strongly object to the revised plans put forward by Guildcare (GC) to build a 3-storey extension at Linfield House to create the addition of three bedrooms. GC pride themselves on providing a service lovingly delivered, in a safe and secure way, ensuring their residents love every day. GC believe these plans to be of a minor nature. Such building work is far from minor for their vulnerable residents, especially those with dementia, who will be directly affected by any building work, noise, dust and disruption. I do not feel that due diligence has been applied or safeguarding concerns addressed. A taste of disruption was experienced very recently when the lounge of the Richmond unit was redecorated. Work took 3 weeks during which the residents were camped out in the small tea/meeting room, (the room proposed to be converted to a bedroom). The room size could not cater for or accommodate all

the residents, for example those requiring the use of the hoist to get into a chair, remained in their beds. Patients become disoriented, restless, confused and anxiety levels were heightened, with some exhibiting behavioural changes. Staff were also put under additional pressures, managing not only the difficult working environment but the distressed residents.

My own mother became very tearful and agitated, asking repeatedly to be taken home; her way of saying she was unhappy and to stop the noise and disruption.

During this work it was sometimes impossible to get a parking space, as the already limited spaces were used by contractors. On one visit I even witnessed an ambulance struggling to park. This raises concerns with the logistics of supplies etc being delivered for this proposal, and the potential chaos on one of the main roads and bus routes into Worthing town centre.

Then only today the handrails within the Richmond unit were being replaced - we arrived to noise, dust, and unfamiliar faces everywhere. The staff including the maintenance team were trying their best to manage the situation, but the caring staff said the residents were again struggling.

These are just two examples of what is classed as simple maintenance work, and the effects on the residents- very different to a 3-storey extension being built, adjoining the lounge used by those with dementia.

It has been previously suggested residents could be moved to other units or bedrooms within the home during any proposed work - again showing little regard for the effects this can have on a vulnerable individual with dementia.

It is well documented that routine and familiarity are key to providing comfort, and enhanced well-being to dementia patients, and that unfamiliar surroundings can increase disorientation, confusion and fear, as well as increasing the risk of falls.

I notice there is now a Daylight and Sunlight Assessment, by T16 Design which has been submitted. It is a shame GC choose a specific brief to only assess the effects on the bedrooms to be affected, which is obvious, a brick building will block light. It does not address our previous raised concerns of the reduction of natural energising warm light from the east, on the Richmond lounge, very different to the proposed additional cold north light. Studies show that poor natural light disrupt the internal body clock of dementia sufferers, which can lead to cognitive decline and a range of challenging behaviours including 'sundowning'.

Equally the proposed reduction of the dedicated Richmond outside garden space, which is a safe therapeutic area of calm and openness, would have negative consequences on the residents. For some this is the only outside space they can experience as some residents, including my mum, find leaving the suite too distressing.

Engaging with greenspaces positively influences their eating and sleeping patterns, fitness and mobility, contributing to their wellbeing and self-esteem. The openness, bright lounge, and dedicated garden space were amongst other reasons why I choose Linfield for my mum.

Confusingly in point 2.08 GC claim the extension would create additional front line

care jobs and housekeeper positions, but then in 8.06 say due to the minor nature of the proposal there will be no additional staffing requirements foreseen. The ratio of staff to patients on Richmond is often already stretched, particularly when residents are unsettled. These plans would add an additional 2 rooms, i.e. 2 additional patients. Existing levels of staffing would, I feel, raise safeguarding concerns.

Disappointingly GC have again failed in being transparent; an important principle of decision making I believe. Residents and relatives have not been informed of this submission. It was promised by GC at an open forum meeting that details of any revised plans would be displayed in the home's foyer for all to see; to date none have appeared. Instead, we learn of the submission on 15.06.26, by chance, leaving us little time to respond or object. The plans were validated on 02.06.26

Mum like the other patients on the only two dedicated units for dementia at Linfield, (Richmond and Selden) are vulnerable individuals who are sensitive to any changes in their routine or their environment. Both units would be affected by these proposed plans. Such changes, even subtle things can lead to heightened anxiety, agitation, confusion and disorientation with some responding with challenging verbal or physical behaviour. Such situations can so easily become safeguarding concerns and add further pressures on the staff who are the one's looking after our loved ones on a day-to-day basis. These behaviours are very distressing not only for the individual, but also for their family and friends to witness. It is a time when you feel totally helpless.

Guild Care pride themselves on being dementia specialists, so should fully understand the ramifications and implications on the residents if such building work should progress.

The additional of 3 bedrooms is hardly significant when you look at the statistical figures for dementia numbers in Worthing. The proposed plans involve extensive disruption for already vulnerable individuals, and work for very little gain, apart from monetary perhaps.

Under the Care Act 2014 GC have a Duty of Care to protect, prevent harm, safeguard and to promote both the physical and mental well-being of our loved ones. These plans do not fulfil these requirements.
