

Dear Sir/Madam,

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

Comments were submitted at 17/06/2026 8:39 PM from Natasha Whitehead.

### 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

|          |                                          |
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| Name:    | Natasha Whitehead                        |
| Email:   |                                          |
| Address: | 21 Raleigh Crescent Worthing West Sussex |

### Comments Details

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| Commenter Type:      | Member of the Public                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Stance:              | Customer objects to the Planning Application                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Reasons for comment: | <ul style="list-style-type: none"><li>- Design</li><li>- Highway Access and Parking</li><li>- Loss of General Amenity</li><li>- Other</li><li>- Overdevelopment</li><li>- Privacy Light and Noise</li><li>- Trees and Landscaping</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Comments:            | <p>I am the granddaughter of a self-funding resident on the Dementia, Richmond Suite. As with previous submissions, no communication had been received regarding this new proposal.</p> <p>These proposed works will cause loud building site noises, dust and disruption for long periods of time. Works like this can be disturbing, upsetting and stressful for anyone but would be substantially worse for someone with Dementia. Changes to my Nannies, and any other dementia patient's daily routine and environment has a significant impact, often triggering increased stress, anxiety, confusion and can cause behavioural changes, sometimes becoming aggressive. I know that my Nannie will not do well under these circumstances.</p> <p>How can her routine be undisturbed with these works? How will she be 'unduly affected' The thought of the stress, upset, confusion, anxiety, and the negative</p> |

changes to my Nannies behaviour which would be caused by these works is extremely upsetting to myself and her family.

The extension to the southeast corner of the site will mean the loss of 2 windows in Richmond's main lounge; windows in which residents, including my Nannie, use to look out at the garden. It will make the room where the residents spend the majority of their time when outside of their bedrooms and for meals, a much darker enclosed room; the new planned window will be north-east facing instead of south-east, with large overlooking trees and bushes in the garden blocking the sunlight. Changes in light can trigger sundowning in dementia patients. This extension also removes a good chunk of the garden accessible to Richmond residents. For some of the residents, the garden is the only outdoor space they have access to as they cannot leave Linfield, so it is an important area for them especially in the warmer months.

Then there are the building and construction works that will need to take place. Where will residents be able to go to relax, and to eat their meals. Dementia residents need routine, they need to be able to recognise the areas they live in to remain happy and calm, and they don't do well with disruptions or lots of different faces which will inevitably come with building works and builders etc.

This has been seen recently when decoration work was carried out on the communal lounge in Richmond. Residents become distressed, agitated and experienced heightened anxiety levels. Nannie got quite tearful saying she wanted to go home. She was trying to tell us she didn't like the changes.

Residents had to relocate to the tea-room, where further work to convert into a bedroom is proposed. It was very cramped, and it was obvious staff struggled as well as the residents.

The tea-room is currently a peaceful room where residents can have some quiet time to themselves or to spend time more privately with their families and loved ones. My family and I have used this room on numerous occasions. We have spent precious time together and celebrated important occasions with my Nannie in this room. It provides that 1 to 1 area away from the main resident's lounge to build memories in together as a family. Without this area, where are families able to spend this important time with their loved ones.

Furthermore, all these plans won't just have an effect on the residents and their loved ones, it will also have an effect on the staff. We are very lucky to have good staff on Richmond who know my Nannie and the other residents well and put a lot of effort into making sure the residents are happy, calm and well looked after. The residents will need a lot more support compared to normal and this will mean the staff are under a lot more pressure and will be stretched between all the residents negatively impacted.

Finally, when completing the hard job of visiting care homes to find the best fit for my Nannie, we chose Linfield because it had nice big, bright rooms, which felt welcoming. It had several areas to relax in, and it had a lovely garden. All of which were very important for my Nannie. These proposals will be taking away all those reasons.

As mentioned, it will cause my Nannie stress, anxiety and confusion; all of which will cause her Dementia to deteriorate at a much faster pace than what it currently is. Watching a loved one deteriorate due to Dementia is heartbreaking so for the place that we as a family thought she would be safe and looked after to be considering these plans with such little consideration for the residents and their families, when it will have such adverse effects on these residents, makes me

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incredible worried and angry, and is a huge let down on Guildcare's part. In a newspaper article written by Kevin Burke published on 23rd December 2025, he says 'we are always updating our homes to ensure calm, cosy and inviting spaces where our residents and their visitors can relax' - these updates will be doing the complete opposite. All these reasons are why I am strongly objecting to these plans.

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