

Design and Access Statement

- Demolition of the existing conservatory and the erection of a first-floor rear extension, a loft conversion with a rear dormer, along with internal alterations and upgrades.
- Change of use from Class C3 (Residential) to Class C2 (Residential Institution) for an adult care home.

at :

25 Gledwood Crescent, Hayes, UB4 0AX



Date: 03/2025

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1.0 Introduction and Applicant Information

This statement has been prepared as supporting documentation for the planning application for the demolition of the conservatory, the erection of a rear first-floor extension, a loft conversion, and interior alterations followed by the change of use from a C3 residential house to a C2 care home specifically for Elderly Mentally Infirm (EMI) residents aged 40 and above requiring personal care support, alongside the proposed demolition, extensions, and internal alterations.

It demonstrates how the existing site context has been assessed, describes the key issues, constraints, and opportunities, and outlines the evaluation process that has informed the proposed development. Additionally, it defines the key development principles and framework that have shaped the scheme's design. The statement also provides relevant details regarding the development's layout, scale, density, landscaping, appearance, and access, demonstrating that the proposed scheme is well-balanced, high-quality, and sustainable.

The ethos of the design is to:

- Create a sustainable development that supports the existing community and respects the positive features of the site and surrounding area.
- Establish a legible and attractive place with a sense of identity appropriate to the area.
- Deliver a high-quality environment.
- Provide a well-planned layout and create pleasant, well-designed streets and spaces.

The planning policy context relevant to the proposed development is outlined herein, with comments provided on the proposal's accordance with policy. This statement should be read in conjunction with the submitted drawings and application forms.

1.1 Applicant Introduction



Oakwood Care Centre Ltd is a family-owned care home with more than **20 years** of experience and a team of over **26 staff members**. As a dedicated provider of high-quality residential care services, it is committed to delivering compassionate and professional support for individuals in need. With extensive experience in the care sector, Oakwood Care Centre Ltd has a strong track record of operating care facilities that prioritize the well-being, dignity, and independence of residents.

The company is founded on the principles of excellence in care, ensuring that every resident receives personalized support tailored to their unique needs. Oakwood Care Centre Ltd specializes in managing small to medium-sized care homes, focusing on creating a safe, comfortable, and homely environment. The organization works closely with local authorities, healthcare professionals, and families to provide high standards of care in line with national and local regulations. They have a proven track record of operating care facilities that comply with Care Quality Commission (CQC) standards, Building Regulations, and Fire Safety Regulations.

By proposing this new care home, Oakwood Care Centre Ltd aims to address the growing demand for specialist residential care within the local community, contributing to broader efforts to provide high-quality, sustainable, and accessible care services.

1.2 Care Home Sector Overview



Image Source: <https://www.wbs.ac.uk/news/uk-care-home-sector-in-trouble/>

The demand for adult social care in the United Kingdom has reached critical levels, particularly in urban areas such as the London Borough of Hillingdon. The aging population, increased life expectancy, and rise in complex health conditions have significantly strained existing care home facilities.

Adult social care in the UK is facing immense pressure due to an aging population and underfunding in the sector. The NHS reports that delayed hospital discharges caused by the lack of suitable care home placements have resulted in an estimated cost of over £71 million in 2024 alone (The Guardian, 2025). This delay contributes to hospital overcrowding and reduced patient flow, ultimately impacting healthcare efficiency.

According to NHS England, approximately 13,000 hospital beds are occupied by patients who no longer require medical treatment but cannot be discharged due to the lack of care home facilities (BBC News, 2024). This backlog emphasizes the urgent need for additional care home accommodations, particularly in boroughs like Hillingdon, where demand continues to outstrip supply.

A notable case covered by The Sun (2025) highlighted a 35-year-old woman who was forced to remain hospitalized for 18 months due to the lack of suitable care home placements. The NHS eventually took legal action to remove her from the hospital, illustrating the dire consequences of insufficient care infrastructure (The Sun, 2025).

Similarly, the BBC reported in 2024 that care home closures across the UK have left thousands of elderly and disabled individuals without essential services. Many care providers cite rising operational costs and a shortage of skilled workers as primary reasons for their closure, exacerbating the availability crisis (BBC News, 2024).

The UK government has prioritized social care improvements in the Care Act 2014, which mandates local authorities to facilitate a diverse and high-quality care sector that meets community needs. The government's 10-year Health and Social Care Plan also emphasizes investment in integrated care systems, promoting collaboration between NHS services and social care providers to reduce hospital admissions and improve long-term outcomes.



Image Source: <https://www.wbs.ac.uk/news/uk-care-home-sector-bailed-out-but-burned-out-after-covid-19-pandemic/>

The Current Shortage of Care Homes in Hillingdon

Hillingdon Council's own reports indicate that the borough has a higher-than-average percentage of self-funded care home residents compared to other London boroughs. As of September 30, 2016, there were 49 care homes in Hillingdon, offering a total of 1,482 beds. Of these, 1,353 beds were allocated for older persons, while only 129 beds served younger adults with complex needs (Hillingdon Council, 2016).

A review of adult social care spending in 2024-2025 revealed that 83% of Hillingdon's Adult Social Care budget was allocated to care homes, supported accommodation, and homecare services. This statistic underscores the borough's financial reliance on external providers and highlights the necessity of increasing local care home provision (Adult Social Care Market Position Statement - Hillingdon, 2024).

Hillingdon's Joint Health and Wellbeing Strategy 2022-2025 further advocates for expanding adult social care facilities to improve health outcomes and reduce inequalities across different communities. Additionally, the borough's Fair Cost of Care Exercise has assessed local care costs to prepare for upcoming adult social care funding reforms, ensuring financial sustainability for care home operators (Social Care and Wellbeing Strategy, Hillingdon Council, 2022).

The evidence overwhelmingly supports the urgent need for additional adult care home facilities in Hillingdon. The borough's increasing reliance on self-funded placements, coupled with its substantial social care expenditures, underscores the necessity of expanding local care provision.

Developing a new adult care home in Hillingdon will:

- Alleviate hospital overcrowding by providing suitable discharge placements for medically fit patients.
- Support local economic growth by creating jobs in the healthcare sector.
- Enhance the quality of life for elderly and EMI (Elderly Mentally Infirm) residents aged 40+ through accessible, high-quality care.
- Align with national and local policies promoting integrated health and social care.

Given these critical factors, the proposed adult care home development is not only justified but essential for addressing Hillingdon's current and future care needs.

2.0 Site and Context

2.1 Site Location and Context

The site comprises a two-story semi-detached dwelling located on the north side of Gledwood Crescent, facing east. The property is currently in use as a single C3 residential dwelling but is well-suited for conversion into a care home due to its size and location. The frontage features a hardstanding area that provides parking for 2–3 cars, accessed directly from the street. To the rear, there is a private garden with a conservatory.

The site is not located within a conservation area, does not contain a listed building, and is not within flood zones 2 or 3.



2.2 Surrounding Area and Local Character

The surrounding area is predominantly residential, characterized by similar semi-detached and terraced properties. The site benefits from good access to local amenities, including shops, healthcare facilities, and recreational spaces. Public transport links, including bus routes and nearby train stations, provide convenient connectivity to surrounding areas.



3.0 Design Proposal

The application proposes the demolition of the existing conservatory, the erection of a rear first-floor extension, a loft conversion, and various internal alterations and upgrades, followed by a change of use from a C3 residential house to a C2 care home specifically for Elderly Mentally Infirm (EMI) residents aged 40 and above requiring personal care support. The development is designed to maximize space, improve accessibility, and enhance the overall functionality of the property while remaining sensitive to the surrounding area.

Key Elements of the Proposal

3.1.1 Demolition of Conservatory:

- The existing conservatory is no longer fit for purpose due to its inefficient thermal performance and limited usability. Its removal allows for a more functional outdoor amenity space that better serves the needs of residents.

3.1.2 First-Floor Rear Extension:

- The extension has been carefully designed to complement the existing structure and surrounding buildings while providing additional internal space. The design ensures minimal impact on neighbouring properties while enhancing the accommodation.

3.1.3 Loft Conversion:

- The proposed loft conversion creates additional living space through roof alterations, including dormers, where necessary to improve headroom and usability. This conversion enhances the property's capacity without significantly altering its external appearance.

3.1.4 Internal Layout Enhancements:

- The internal reconfiguration optimizes circulation, improves accessibility, and aligns with care home regulations to ensure a comfortable and functional environment for both residents and staff.

3.1.5 Change of Use (C3 to C2):

- The conversion of the property into a care home is justified by the increasing demand for specialist residential care in the area. The proposal aligns with local and national policies supporting the provision of high-quality, sustainable, and accessible care facilities.

3.2 Proposed Materials

The proposed development at 25 Gledwood Crescent will use high-quality materials that complement the existing building and surrounding area, ensuring a cohesive and visually appealing design. It will be constructed using materials that match the existing property, including brickwork to match the current façade and double-glazed windows to maximize natural light. The roof will be finished with clay tiles to match the existing roof.

- **Roof Tiles:** The roof tiles will match the existing property to maintain consistency with the current roof design.
- **Brickwork:** Brown bricks with pebbledash will be used to harmonize with the existing façade.
- **Windows:** Double-glazed windows will be installed to complement the existing building and surrounding area, enhancing the residential character of the neighbourhood.
- **For EMI residents,** materials will prioritize sensory comfort and safety, including Non-reflective, matte-finish flooring to reduce glare and confusion, contrasting colours for doorways and handrails to aid navigation and Acoustic insulation to mitigate noise sensitivity.

3.3 The proposed development has been designed to reflect the character of the immediate context, with careful consideration given to the amount, layout, scale, appearance, and landscaping.

- **Amount:** The proposal makes effective use of the site by converting the existing residential dwelling into a care home, aligning with the NPPF and London Plan.
- **Layout:** The design ensures generous spacing between buildings and boundaries, retaining existing planting where possible to maintain privacy and wildlife habitat.
- **Scale:** The proposed building has been carefully designed to harmonize with neighbouring properties, with reduced dormers and balconies to minimize visual impact.
- **Appearance:** The new development will feature traditional design elements, including brickwork, stone detailing, and sash windows, to complement the existing vernacular of the area.
- **Landscaping:** The outdoor space will incorporate hard and soft landscaping, including permeable block paving, grass areas, and planting, to create a safe and pleasant environment for residents.

4.0 Relevant Planning Policies

The proposed development has been assessed in accordance with the London Borough of Hillingdon's Development Plan, which includes:

- The Local Plan: Part 1 - Strategic Policies (2012)
- The Local Plan: Part 2 - Development Management Policies (2020)
- The Local Plan: Part 2 - Site Allocations and Designations (2020)
- The London Plan (2021)
- The National Planning Policy Framework (NPPF) (2021), which is also a material consideration in planning decisions.

The proposed development seeks to enhance and optimize the use of the existing property through a series of alterations and extensions, ensuring high-quality, sustainable, and functional residential accommodation. The scheme respects the character of the area while improving accessibility, internal space utilization, and overall functionality.

The use of previously developed land is supported by the Local Plan, London Plan, and NPPF. London Plan Policy H12 states:

“The delivery, retention and refurbishment of supported and specialised housing which meets an identified need should be supported. The form this takes will vary, and it should be designed to satisfy the requirements of the specific use or group it is intended for, whilst providing options within the accommodation offer for the diversity of London’s population, including disabled Londoners (see Policy D7 Accessible housing) within a wider inclusive community setting.”

The proposal aligns with this policy by providing specialist residential accommodation that meets an identified local need while ensuring integration within the wider community.

- I. First-Floor Rear Extension: This has been carefully designed to enhance internal living space while maintaining the character of the existing building. Minimize impact on neighbouring properties by ensuring the design is proportionate and in line with the surrounding built environment. Respect privacy and daylight standards by complying with local design guidance and planning policies.

The extension is consistent with Policy DMHB 11 (Design of New Development) and Policy DMHD 1 (Alterations and Extensions to Residential Dwellings) of the Hillingdon Local Plan Part 2 (2020), ensuring a well-integrated and visually appropriate addition to the property.

- II. Loft Conversion: This will create additional habitable space through roof alterations, including dormers, where necessary to provide sufficient headroom and usability. Ensures that the new roof form remains in keeping with the existing property and surrounding area. Enhances the property's accommodation capacity without significantly altering its external appearance.

Complies with Policy DMHB 11 and the London Plan's housing standards, ensuring the provision of high-quality internal living space.

- III. The proposed change of use is from a C3 residential dwelling to a C2 care home to accommodate individuals in need of care. The existing dwelling is a four-bedroom house, capable of accommodating 6-7 residents, with a kitchen, bathrooms, a living room, an outbuilding (home office/storage), and a conservatory.

Policy DMH 1 of the Hillingdon Local Plan Part 2 - Development Management Policies (2020) states:

"The net loss of existing self-contained housing, including affordable housing, will be resisted unless the housing is replaced with at least equivalent residential floorspace."

This proposal ensures that the total residential floor space is not reduced, as the development optimizes the existing property to provide much-needed residential care accommodation while maintaining the original footprint.

Under section B, Policy DMH 1 states that the Council will grant planning permission for the subdivision of dwellings only if:

- **Car parking standards** can be met within the curtilage of the site without being detrimental to the street scene.
- **All units are self-contained**, with exclusive use of sanitary facilities, and provided with individual entrances and internal staircases to serve units above ground floor level.
- **Adequate amenity space** is provided for residents.
- **Adequate living space standards** are met.

The proposed care home use does not constitute a subdivision but meets similar requirements by ensuring sufficient living space, accessibility, and essential amenities for future residents.

Policy DMH 8 of the Hillingdon Local Plan Part 2 - Development Management Policies (2020) states that the development of residential care homes and other types of supported housing will be permitted provided that:

- **It does not lead to an over-concentration** of similar uses that could be detrimental to **residential** character or amenity.
- **It caters to an identified need** within the Council's Housing Market Assessment or another recognized public body's assessment.
- **The accommodation is fully integrated into the residential surroundings.**
- **In the case of sheltered housing**, it is located near shops and community facilities and accessible by public transport.

This proposal aligns with Policy DMH 8 as it:

- **Addresses an identified need** for care home accommodation.
- **Is well-integrated within a residential area**, maintaining the character of the neighbourhoods.
- **Is accessible to local amenities and services**, ensuring convenience for residents and staff.

The proposed development has been designed in accordance with national, regional, and local planning policies, ensuring that it:

- **Optimizes previously developed land** while maintaining the character of the area.
- **Enhances accessibility and internal functionality.**
- **Delivers a high-quality, sustainable, and inclusive care facility.**

The scheme aligns with the Hillingdon Local Plan, London Plan, and NPPF objectives, ensuring a well-integrated and policy-compliant development that meets local housing and care needs.

5.0 Design Development and Impact on Character of the Area

Local Plan Policy BE1 states:

"The Council will require all new development to improve and maintain the quality of the built environment in order to create successful and sustainable neighbourhoods, where people enjoy living and working and that serve the long-term needs of all residents. All new developments should achieve a high quality of design in all new buildings, alterations, extensions, and the public realm which enhances the local distinctiveness of the area, contributes to community cohesion, and a sense of place."

Furthermore, Policy DMHB 11 states:

"All development, including extensions, alterations, and new buildings, will be required to be designed to the highest standards and incorporate principles of good design, including:
(i) Harmonising with the local context by considering the surrounding scale of development, height, mass, and bulk of adjacent structures; building plot sizes and widths, plot coverage, and established street patterns; building lines and setbacks, rooflines, and streetscape rhythm, for example, gaps between structures and other streetscape elements; architectural composition and quality of detailing; local topography, views both from and to the site; and impact on neighbouring open spaces and their environment."

The proposed development at 25 Gledwood Crescent, consists of a first-floor rear extension, a loft conversion, and a change of use from C3 (residential dwelling) to C2 (care home). The design has been carefully considered to ensure that it complements the character of the area while addressing the functional requirements of a care home.

The first-floor rear extension is modest in scale and has been designed to align with similar approved developments in the vicinity. The extension will ensure additional internal space without negatively impacting the external character of the property. Similarly, the loft conversion will maximize the use of the upper floor while maintaining the existing roofline, ensuring that it does not appear out of proportion with the existing dwelling or the surrounding properties.

The change of use to a residential care home aligns with national and local policies supporting the development of specialist accommodation for vulnerable residents. Policy DMH 8 of the Hillingdon Local Plan Part 2 states that the development of residential care homes and other types of supported housing will be permitted provided that:

- The development is in a **sustainable location with good access to local services and transport**.
- The proposal **does not lead to an over-concentration of similar uses** in the area.
- The site is **capable of meeting the needs of future residents** without significant alterations that would be out of character with the surrounding area.

In this case, the property is located in a well-established residential area, close to local amenities and public transport links. The internal layout has been reconfigured to provide three private bedrooms with en-suite facilities, a communal living/dining space, a kitchen, and an office for staff use. The conversion ensures that the property remains in keeping with the local character while adapting to meet the operational needs of a care home.

To ensure accessibility, the main entrance provides step-free access, and the internal layout is designed to facilitate easy movement for residents with mobility impairments. The proposed care home will be registered with the relevant regulatory bodies (i.e., the Care Quality Commission (CQC) and other applicable regulatory bodies as required by law) and to ensure compliance with building regulations, fire safety, and accessibility standards.

5.1 Residential Amenity Impact

Local Plan Policy DMHB 11 sets out clear guidance to ensure that new developments do not adversely impact neighbouring properties. The proposed development has been designed to comply with these requirements.

The first-floor rear extension has been designed to prevent any overbearing impact on adjacent properties, with the scale and massing carefully controlled. Given that the building is an existing structure, the proposal does not introduce any significant changes that would cause additional loss of outlook, daylight, or sunlight for surrounding properties.

Regarding privacy, the window placements remain unchanged, with the front elevation windows facing the street and the rear elevation windows overlooking the rear garden. The proposal does not introduce any additional overlooking concerns.

The conversion to a 3-bedroom care home is unlikely to result in any significant increase in occupancy levels. The number of residents will remain similar to a standard family home, with only one staff member present per shift, ensuring that the overall comings and goings are minimal. A manager will conduct site visits periodically rather than being permanently based on-site, further reducing any potential impact on the surrounding area.

Furthermore, the nature of a small-scale care home operation does not introduce any excessive noise or disturbance beyond what is typically expected in a residential setting. As a result, the proposal is considered entirely compatible with the surrounding area.

5.2 Landscaping

As part of the proposed development, the existing conservatory will be demolished, creating additional space for outdoor amenity use. This improves the quality of the private garden area, ensuring compliance with Policy DMHB 18, which states:

"Private Outdoor Amenity Space A) All new residential development and conversions will be required to provide good quality and useable private outdoor amenity space."

Outdoor amenity space should be provided in accordance with the standards set out in Table 5, which requires a minimum of 60 square meters for properties with 2 or 3 bedrooms. The proposed development exceeds this requirement, providing more than 70 square meters of outdoor amenity space, including a sitting area within an existing outbuilding.

The landscaping will consist of a combination of hard and soft landscaping, including grass, and shrubs, trees, ensuring a balanced and visually appealing environment for residents. This carefully designed landscape strategy ensures that future residents will have access to sufficient high-quality outdoor space, enhancing their well-being and overall quality of life while maintaining the residential character of the area

5.3 Access, Parking, Public Transport, and Highway Safety

The proposed care home at 25 Gledwood Crescent, has been designed to ensure safe and efficient access, with appropriate parking arrangements that accommodate both **staff and visitors** while minimizing any potential impact on local highway conditions.

The existing driveway provides space for two vehicles, which will be allocated for staff parking during working hours. Given that the care home operates with only one staff member per shift, this provision is considered sufficient for day-to-day operations. A manager will conduct periodic site visits, but these will be scheduled outside peak traffic hours to avoid unnecessary congestion.

5.3.1 Visitor Parking Arrangements :

Recognizing the importance of accommodating visitors without relying on on-street parking, the proposal includes a **designated visitor parking strategy**:

- **Staggered visiting hours:** Family members and other visitors will be encouraged to arrange their visits at staggered times, ensuring that the on-site parking spaces are used efficiently.
- **Shared use of the existing driveway:** When only one staff member is present during the shift, the second parking space will be available for visitor use.
- **Alternative transportation options:** Given the sustainable location of the site, visitors are encouraged to use public transport, which is easily accessible within a 5-minute walk. The high street, bus routes, and other transport links provide convenient alternatives to private vehicles, reducing the need for excessive parking provisions.
- **Coordination with nearby facilities:** In exceptional circumstances, visitors who require additional parking can be directed to nearby public car parks, ensuring that there is always a solution for visitor access.

These measures ensure that visitor parking is managed efficiently without creating additional pressure on local streets, aligning with Policy DMT 6 of the Local Plan.

5.3.2 Sustainable Transport and Cycle Parking

To further support sustainable transport solutions, a secure cycle storage facility will be provided at the rear of the property, accessible via a side entrance. This ensures compliance with London Plan Policy T5, which encourages active travel options for staff and visitors.

Additionally, the **site has a PTAL rating of 2**, indicating reasonable access to public transport, including bus services that connect to nearby rail and underground stations. This further reduces reliance on private car usage.

Overall, the proposed access and parking strategy ensures that the care home can function effectively without causing parking stress while also supporting sustainable transport initiatives.

6.0 Living Conditions of Future Occupiers

The proposed care home will provide three en-suite bedrooms, each exceeding the minimum floor space requirements and each room with a window providing an unobstructed view and natural light. Residents will also benefit from a shared living/dining space, a kitchen, and an outdoor amenity space, ensuring a comfortable and high-quality living environment. The internal layout has been designed to maximize natural light and ventilation, further enhancing the well-being of future residents.

Adequate amenity space would be provided for future occupants of the care home in light of paragraph 130(f) of the NPPF (2021), which aims to promote health and well-being alongside a high standard of amenities for both current and future users of development. Hillingdon Local Plan Part 2 - Development Management Policies (2020) Policy DMHB 16 emphasizes ensuring high-quality housing.

Also, as a regulated care home, the facility will be subject to stringent quality controls and inspections, ensuring that it meets the highest standards for safety, hygiene, and accessibility.

6.1 Suitability of the Proposed Care Home Use

There are different types of care facilities, ranging from residential care homes, nursing homes, extra care housing, and assisted living schemes, each of which operates under different regulatory frameworks and standards set by relevant governing bodies, such as the Care Quality Commission (CQC). This proposed care home falls under the category of residential care and is specifically designed for elderly EMI (Elderly Mentally Infirm) aged 40+ individuals who require personal support but **are not wheelchair-dependent or in need of intensive medical care.**

The level of care is tailored to individuals who may require assistance with daily tasks such as bathing, dressing, medication management, and meal preparation but do not have severe mobility issues or require wheelchair accessibility within the home. but do not require nursing care.

Given the above, it is reasonable to assume that the impact on the surrounding residential area would be minimal. Unlike other care facilities that accommodate individuals with higher levels of support needs—such as facilities for young adults with learning disabilities—this care home will operate in a manner similar to a standard residential dwelling in terms of noise, movements, and overall activity levels. The primary movements within and around the property will be care staff shift changes, occasional visitors, and minimal vehicle usage, making the impact on the surrounding area significantly lower than in other intensive care settings.

6.2 Adaptations for Elderly Residents

The first floor of the property will retain two bedrooms, which will be used for individuals who are still able to use stairs but may benefit from minor adaptations to improve accessibility. As the home caters to individuals without severe mobility impairments, a stairlift may be considered to assist residents who experience mild difficulties with stairs. This ensures that the care home remains suitable and adaptable to the needs of aging residents while maintaining the functionality of the first floor.

The ground floor will be designed to accommodate residents who may have increased mobility needs over time, with features such as handrails, accessible bathroom facilities, and step-free access to communal areas. However, as **this care home is not intended for wheelchair users or individuals with severe mobility issues**, the need for extensive structural alterations is unnecessary. The internal layout will be reconfigured to provide private bedrooms, communal living spaces, and staff facilities while ensuring ease of movement and comfort for all residents.

6.3 Meeting the Needs of Elderly Residents While Maintaining a Residential Character

The proposed care home is designed to provide a therapeutic, safe, and supportive environment for EMI residents aged 40+, incorporating specialist dementia-friendly principles while ensuring the property remains harmonious with the surrounding residential area. Key features include:

- **Homely Yet Secure Design**
 - Sensory-led interiors with non-reflective surfaces, muted colour schemes, and clear visual cues to reduce confusion and agitation.
 - Secure but discreet measures, including keypad-operated exits and enclosed garden spaces, to prevent wandering while maintaining a domestic appearance.
- **Resident-Centered Adaptations**
 - Circular floor layouts to promote intuitive wayfinding and reduce distress.
 - Private bedrooms (12m² minimum) with ensuite wet rooms featuring grab rails and emergency call systems.
 - Communal "quiet zones" with adjustable lighting for residents experiencing sensory overload.
- **Community Integration**
 - Staggered visiting hours (10 AM–6 PM) to reduce neighbourhood disruption.
 - Landscaped boundaries with native planting provide privacy without imposing fencing, aligning with the local streetscape character.

In summary, the care home conversion offers a well-balanced solution to support the growing demand for EMI residents aged 40+ care, ensuring that the property is suitably adapted for its intended residents while preserving the residential character of the neighbourhood. The low-intensity nature of the use, combined with appropriate adaptations and careful management, ensures that the development is well-suited to its location without causing any detrimental impact on neighbouring properties.

7.0 Accessibility and Safety Measures

The proposed care home at 25 Gledwood Crescent, is designed and constructed to be fully accessible, inclusive, and compliant with all relevant regulations, including the Equality Act 2010, Building Regulations Part M, BS 8300:2018 (Design of an Accessible and Inclusive Built Environment), Hillingdon Planning policies, CQC Standards, and the *Care Homes for Adults – The Design Guide*.

7.1 External Access & Approach

7.1.1 Vehicular Access:

- A level, step-free driveway will provide direct vehicular access for ambulances, taxis, and visitors.
- A designated drop-off zone near the main entrance will facilitate safe and easy access for residents and visitors.
- The driveway will be constructed with a smooth, durable surface to prevent trip hazards.

7.1.2 Parking:

- The parking bay will be clearly marked with appropriate signage and will include a level access route to the main entrance.
- Cycle parking for staff and visitors will be provided, designed to be accessible and secure.

7.1.3 Pathways & External Circulation:

- Path gradients will not exceed 1:20, and where necessary, handrails will be installed at heights of 900mm–1100mm.
- Non-slip paving materials will be used for safe movement, with contrasting colours to aid visibility for residents with visual impairments.
- External lighting will be provided along all pathways to ensure safe access during evening hours.

7.2 Entrance & Internal Circulation

7.2.1 Main Entrance:

- The main entrance will feature a level threshold with an automatic or easy-to-operate door.
- A clear opening will be provided.
- The entrance door will be fitted with a low-energy automatic opener to assist residents with limited strength or mobility.

7.2.2 Corridors & Circulation Areas:

- Door widths will allow clear openings of at least 800mm.
- Handrails (38mm–50mm diameter) will be installed along main circulation routes at a height of 900mm–1000mm.
- Flooring will be non-slip, smooth, and free of trip hazards, with contrasting colours to aid navigation.
- Corridor lighting will be evenly distributed to avoid shadows and glare.

7.3 Bedrooms & Living Spaces

7.3.1 Bedrooms:

- Each resident's bedroom will have a clear internal space allowing for ease of movement, with a minimum turning circle of 1500mm.
- Doors will be at least 800mm wide with lever handles for ease of use.
- Bedrooms will be designed to provide a comfortable and accessible environment for elderly residents, with adequate space for furniture and personal belongings.
- Each bedroom will have an ensuite bathroom with a level-access shower, grab rails, and non-slip flooring.

7.3.2 Bathrooms & Showers:

- Each ensuite will include a level-access shower with non-slip flooring and grab rails.
- Thermostatic mixing valves will be installed to prevent scalding, with temperature controls positioned at a height of 900mm–1100mm.
- Shower seats will be provided, with a height of 450mm–480mm and a weight capacity of at least 150kg.
- Mirrors will be positioned at a height of 900mm–1200mm to accommodate seated and standing users.

7.3.3 Communal Living & Dining Areas:

- Seating will be available for residents and visitors, with armrests for additional support.
- Furniture will be arranged to allow clear circulation routes.
- Lighting and acoustics will be optimized for residents with visual or hearing impairments, with adjustable lighting and sound-absorbing materials to reduce noise levels.

7.4 Fire & Emergency Evacuation

7.4.1 Alarm Systems:

- All escape routes will be fully accessible, with level thresholds and clear signage.
- Visual and audible fire alarms will be installed, with flashing lights and sounders positioned at appropriate heights.
- Emergency lighting will be provided along all escape routes, with a minimum duration of 3 hours in case of power failure.
- Fire doors will be fitted with self-closing devices and will have a clear opening width of at least 800mm.

8.0 Operational Management Plan

The care home will be operated by Oakwood Care Centre Ltd, a family-owned care provider with over 20 years of experience in delivering high-quality residential care services. The provider is committed to delivering person-centred care of the highest standard. Their primary objective is to create an environment where EMI (Elderly Mentally Infirm) residents aged 40+ can live comfortably, with dignity, independence, and comprehensive support from trained staff.

The Operational Management Plan (OMP) outlines the operational framework for the care home, including staffing arrangements, care provision, visitor management, and compliance with regulatory standards. This plan demonstrates how the proposed care home will operate efficiently, meet the needs of residents, and integrate seamlessly into the local community, in line with local and national planning policies.

8.1 Nature of Care and Resident Profile

The care home will provide 24-hour personal care and support for EMI (Elderly Mentally Infirm) residents aged 40+ who need personal care but do not have severe mobility impairments. The facility will cater to individuals who require assistance with daily activities such as:

- **Personal care** (e.g., bathing, dressing, grooming).
- **Medication management.**
- **Meal preparation and dietary support.**
- **Social engagement and companionship.**

The care home will **not provide nursing care** or cater to individuals with severe mobility impairments or wheelchair dependency. Residents will be relatively independent but may require assistance with day-to-day tasks.

The care home will operate under the regulatory framework of the Care Quality Commission (CQC) and will comply with all relevant standards, including:

- **CQC Fundamental Standards of Quality and Safety.**
- **Building Regulations Part M (Accessibility).**
- **Fire Safety Regulations.**
- **Health and Safety at Work Act 1974.**

8.2 Staffing Structure and Management

The care home will be managed by Oakwood Care Centre Ltd, which has extensive experience in managing small to medium-sized care homes. The staffing structure has been designed to ensure **high-quality care** while maintaining **operational efficiency**.

Minimum Staffing Requirements as per CQC Guidelines

The Care Quality Commission (CQC) requires that care homes have sufficient staff to meet the needs of residents at all times. For a small care home accommodating 3 elderly residents, the following staffing levels are considered appropriate:

- 1 Care Staff Member per Shift: Responsible for providing personal care, meal preparation, medication management, and social engagement.
- 1 Waking Night Staff Member: Ensures resident safety and provides assistance if needed during nighttime hours.
- 1 Care Home Manager: Oversees operations, conducts staff training, and ensures compliance with CQC standards.

8.2.1 Staff Roles and Responsibilities

8.2.1.1 Care Staff Members:

- Provide 24-hour personal care to residents, including assistance with bathing, dressing, and grooming.
- Prepare meals and ensure residents' dietary needs are met, using fresh, locally sourced ingredients.
- Administer medication as prescribed and maintain accurate records in line with CQC requirements.

- Engage residents in social activities to promote well-being and companionship, fostering a sense of community.
- Monitor residents' health and well-being, reporting any concerns to the care home manager promptly.

8.2.1.2 Waking Night Staff Member:

- Ensure the safety and security of residents during nighttime hours.
- Provide assistance to residents if they wake during the night (e.g., toileting, hydration).
- Conduct regular checks on residents to ensure their well-being and respond to any emergencies.

8.2.1.3 Care Home Manager:

- Oversee the day-to-day operations of the care home, ensuring compliance with CQC standards and other regulatory requirements.
- Conduct periodic site visits (2-3 times per week) to monitor staff performance, review care plans, and ensure the facility operates smoothly.
- Provide staff training and development to maintain high standards of care, including safeguarding, fire safety, and infection control.
- Manage administrative tasks, including care plans, risk assessments, and regulatory compliance.

8.2.2 Shift Patterns

- **Day Shift:** 8:00 AM to 8:00 PM (12-hour shift).
 - **1 Care Staff Member** on duty.
- **Night Shift:** 8:00 PM to 8:00 AM (12-hour shift).
 - **1 Waking Night Staff Member** on duty.
- **Manager Visits:**
 - The care home manager will visit the site 4-5 times per week to oversee operations and ensure compliance with CQC standards.

8.3 Noise and Disturbance Management

The care home will operate in a manner that **minimizes noise and disturbance** to neighbouring properties. Key measures include:

- **Controlled Visiting Hours:** Visitors will be encouraged to visit between **10:00 AM and 8:00 PM** to avoid late-night disturbances.
- **Low-Intensity Operations:** The care home will cater to elderly residents with minimal mobility needs, resulting in low levels of activity and noise.
- **Staff Shift Changes:** Staff shift changes will occur during **off-peak hours** to minimize traffic and noise.

8.4 Compliance with Planning Policies

The proposed care home aligns with the following planning policies:

Hillingdon Local Plan Policies

- **Policy DMH 8 (Sheltered Housing and Care Homes):** The development caters to an identified need for care home accommodation, is well-integrated into the residential area, and is accessible to local amenities.
- **Policy DMHB 11 (Design of New Development):** The care home has been designed to minimize its impact on neighbouring properties, ensuring that the development is compatible with the surrounding area.

London Plan Policies

- **Policy H12 (Supported and Specialised Accommodation):** The care home addresses the growing demand for specialist residential care in Hillingdon, supporting the borough's health and social care strategies.

National Planning Policy Framework (NPPF)

- The proposal promotes **sustainable development** by optimizing the use of an existing residential property and providing much-needed care home accommodation.

9.0 Resident Safety and Compliance with Care Standards

The proposed care home at 25 Gledwood Crescent will prioritize the safety, well-being, and dignity of its residents. As part of the Operational Management Plan, this section outlines the measures that will be implemented to ensure resident safety and compliance with care standards set by the Care Quality Commission (CQC) and other relevant regulatory bodies.

The care home will operate under the regulatory framework of the CQC, ensuring that all aspects of care provision, safety, and management meet the highest standards. This section demonstrates how the proposed care home will comply with CQC Fundamental Standards of Quality and Safety, Building Regulations, Fire Safety Regulations, and other relevant legislation.

9.1 Compliance with CQC Fundamental Standards

The Care Quality Commission (CQC) sets out the Fundamental Standards of Quality and Safety that all care homes must meet. The proposed care home will comply with these standards as follows:

9.1.1 Person-Centered Care:

- Residents will receive care that is tailored to their individual needs, preferences, and choices.
- Care plans will be developed in consultation with residents and their families, ensuring that their wishes and preferences are respected.

9.1.2 Dignity and Respect:

- Residents will be treated with dignity and respect at all times.
- Staff will receive training on safeguarding vulnerable adults and promoting a culture of respect and compassion.

9.1.3 Safety:

- The care home will implement robust safety measures to protect residents from harm, including risk assessments, infection control protocols, and emergency preparedness plans.
- Staff will be trained in health and safety procedures, including fire safety, manual handling, and first aid.

9.1.4 Safeguarding from Abuse:

- The care home will have clear policies and procedures in place to safeguard residents from abuse, neglect, and exploitation.
- Staff will receive regular training on safeguarding and will be required to report any concerns immediately.

9.1.5 Suitability of Staff:

- All staff members will undergo thorough background checks, including DBS (Disclosure and Barring Service) checks, to ensure they are suitable to work with vulnerable adults.
- Staff will be appropriately trained and qualified to deliver high-quality care.

9.1.6 Complaints Handling:

- The care home will have a clear and accessible complaints procedure in place, ensuring that residents and their families can raise concerns and have them addressed promptly.

9.2 Fire Safety and Emergency Preparedness

The care home will comply with all **fire safety regulations**, including the **Regulatory Reform (Fire Safety) Order 2005**. Key measures include:

9.2.1 Fire Detection and Alarm Systems:

- The care home will be equipped with advanced fire detection and alarm systems, including smoke detectors, heat sensors, and audible alarms.
- Regular testing and maintenance of fire safety equipment will be carried out to ensure it remains in good working order.

9.2.2 Emergency Evacuation Plans:

- Clear and accessible emergency evacuation routes will be established, with signage and lighting to guide residents and staff in the event of a fire.
- Refuge areas will be provided for residents who may require assistance to evacuate, with two-way communication systems connected to staff monitoring points.

9.2.3 Staff Training:

- All staff will receive regular training on fire safety procedures, including how to assist residents during an evacuation.
- Fire drills will be conducted regularly to ensure that staff and residents are familiar with evacuation procedures.

9.2.4 Fire Risk Assessments:

- Regular fire risk assessments will be conducted to identify and mitigate potential fire hazards.
- The care home will maintain a fire safety logbook to record all fire safety checks, drills, and incidents.

9.3 Infection Control and Hygiene

The care home will implement robust **infection control measures** to protect residents and staff from the spread of infectious diseases. Key measures include:

9.3.1 Cleaning Protocols:

- The care home will maintain a regular cleaning schedule, with a focus on high-touch areas such as door handles, handrails, and communal spaces.
- Cleaning products will be selected for their effectiveness against viruses and bacteria.

9.3.2 Personal Protective Equipment (PPE):

- Staff will be provided with appropriate PPE, including gloves, masks, and aprons, to reduce the risk of infection transmission.
- PPE will be used in accordance with CQC guidelines and disposed of safely after use.

9.3.3 Hand Hygiene:

- Hand sanitizing stations will be installed throughout the care home, and staff will be required to practice regular hand hygiene.
- Residents will be encouraged to wash their hands frequently, with staff providing assistance as needed.

9.3.4 Isolation Procedures:

- In the event of an outbreak of infectious disease, the care home will have procedures in place to isolate affected residents and prevent the spread of infection.
- Staff will be trained in infection control protocols and will follow Public Health England (PHE) guidelines.

9.4 Accessibility and Adaptations

The care home will be designed to meet the accessibility needs of elderly residents, in compliance with Building Regulations Part M (Accessibility) and BS 8300:2018 (Design of an Accessible and Inclusive Built Environment). Key features include:

9.4.1 Step-Free Access:

- The main entrance will provide step-free access for residents, staff, and visitors.
- Internal circulation routes will be wide enough to accommodate mobility.

9.4.2 Adaptations for Elderly Residents:

- The ground floor will be fully accessible, with features such as handrails, non-slip flooring, and level-access showers.

- The first floor will be used for staff accommodation or ancillary purposes, as it is not accessible to residents with mobility impairments.

9.4.3 Emergency Accessibility:

- All escape routes will be accessible, with refuge areas and two-way communication systems in place for residents who may require assistance during an evacuation.

10.0 Conclusion

The proposed development at 25 Gledwood Crescent, Hayes, seeks to convert the existing residential dwelling (Class C3) into a care home for adults (Class C2), alongside a first-floor rear extension, loft conversion, and internal alterations. This development has been carefully designed to provide a safe, accessible, and high-quality environment for EMI (Elderly Mentally Infirm) residents aged 40+ who need personal care but do not have severe mobility impairments while ensuring minimal impact on the surrounding community. The proposal aligns with local and national planning policies, including the Hillingdon Local Plan, London Plan, and National Planning Policy Framework (NPPF), and complies with CQC standards, Building Regulations, and Fire Safety Regulations.

The care home will accommodate 3 EMI (Elderly Mentally Infirm) residents aged 40+ who require personal care but do not have severe mobility impairments, ensuring a low-intensity operation that integrates seamlessly into the residential area. The first-floor rear extension and loft conversion have been designed to enhance internal living space while maintaining the character of the existing building and surrounding area. The internal layout has been reconfigured to optimize accessibility, circulation, and functionality, with features such as step-free access, non-slip flooring, and accessible bathroom facilities. The existing driveway provides space for 2 cars, which is sufficient for staff and occasional visitor use, and the site's PTAL rating of 2 ensures good access to public transport, reducing reliance on private vehicles.

In conclusion, the proposed development is a well-considered, sustainable, and policy-compliant solution to the growing demand for specialist residential care in Hillingdon. It will provide a safe, accessible, and high-quality environment for EMI residents while integrating seamlessly into the local community and respecting the character of the surrounding area. For these reasons, the proposal is considered appropriate, sustainable, and beneficial to both the residents and the wider community.

We respectfully request that the Planning Officer consult the agent if any amendments or clarifications are required before issuing the decision.