



**Date:** 01/03/2025

**To:**

Planning Applications Team  
Hillingdon Council  
Civic Centre, High Street  
Uxbridge UB8 1UW

Dear Planning Officer,

**Re: Planning Application for 25 Gledwood Crescent, Hayes, UB4 0AX**

We are writing to provide further support for the planning application to change the use of 25 Gledwood Crescent from a Class C3 (Residential) dwelling to a Class C2 (Care Home for Adults). As the proposed operators of the care home, Oakwood Care Centre Ltd, we would like to outline our extensive experience, capability, and commitment to managing the proposed care home to the highest standards.

Oakwood Care Centre Ltd is a family-owned care provider with over 20 years of experience in delivering high-quality residential care services. We specialize in managing small to medium-sized care homes, focusing on creating safe, comfortable, and homely environments for elderly residents. Our team of over 26 trained staff members is dedicated to providing compassionate and professional care, ensuring the well-being, dignity, and independence of all residents.

We have a proven track record of operating care facilities that comply with Care Quality Commission (CQC) standards, Building Regulations, and Fire Safety Regulations. Our care homes are designed to meet the specific needs of elderly residents, with a focus on personalized care, accessibility, and safety.

The proposed care home at 25 Gledwood Crescent will provide specialist care for EMI (Elderly Mentally Infirm) residents aged 40+. **Designed for individuals who need personal care but do not have severe mobility impairments, the facility will offer 24-hour assistance with daily activities, medication management, meal preparation, and social engagement programs.**

We have carefully considered the design and operational requirements of the care home to ensure it meets the needs of residents while integrating seamlessly into the local community. Key features of the proposal include:

**1. High-Quality Design and Accessibility:**

- The property will be adapted to provide **step-free access, non-slip flooring, and accessible bathroom facilities**, ensuring compliance with **Building Regulations Part M (Accessibility)**.
- The internal layout has been reconfigured to optimize **circulation and functionality**, creating a comfortable and safe environment for residents and staff.

**2. Fire Safety and Compliance:**

- A comprehensive **fire safety strategy** has been developed, including the installation of a **Category L1 fire alarm system, sprinklers, fire-rated doors, and emergency lighting**.
- The care home will comply with **Policy D12a of the London Plan, Approved Document B**, and **CQC standards**, ensuring the highest levels of safety for residents.

**3. Staffing and Management:**

- The care home will be staffed by **trained and experienced care professionals**, including Dementia-trained staff (NVQ Level 3 in Health & Social Care).
- 24/7 on-site care (1:4 staff-to-resident ratio day/1:6 night) **1 staff member on duty during the day** and **1 waking night staff member** to ensure 24-hour care.
- Our **care home manager** will oversee operations, conduct regular site visits, and ensure compliance with all regulatory requirements.

**4. Minimal Impact on the Community:**

- The care home will operate with **low staff numbers** and **controlled visiting hours**, ensuring minimal disruption to neighbouring properties.
- The existing driveway provides space for 2 cars, which is sufficient for staff and occasional visitor use, reducing the impact on local parking.

At Oakwood Care Centre Ltd, we are committed to delivering high-quality, person-centred care that enhances the lives of our residents. Our care homes are designed to provide a homely and intimate environment, fostering personal connections between residents and staff. We work closely with local authorities, healthcare professionals, and families to ensure our facilities meet the needs of the community.

The proposed care home at 25 Gledwood Crescent will address the growing demand for specialist residential care in Hillingdon, providing a much-needed care home for EMI (Elderly Mentally Infirm) residents aged 40+. We are confident that our experience, expertise, and commitment to excellence will ensure the successful operation of the care home, benefiting both residents and the wider community.

We strongly believe that the proposed development aligns with local and national planning policies, including the Hillingdon Local Plan, London Plan, and National Planning Policy Framework (NPPF). The care home will provide a sustainable and accessible care home that meets the needs of elderly residents while respecting the character of the surrounding area.

We kindly request that the Planning Officer consider our experience and capability in managing care homes when assessing this application.

Thank you for considering our application.

Yours sincerely,

Director  
Oakwood Care Centre Ltd