

OPERATIONAL STATEMENT IN RESPECT OF PROPOSED CARE HOME

**Former Mansfield Bowling Club,
Croftdown Road, London, NW5 1EP**

NOVEMBER 2022

1. Introduction

- 1.1 This Care Home Operational Statement sets out the details of the operation of a proposed care home at former Mansfield Bowling Club, Croftdown Road, London, NW5 1EP. This statement also provides an overview of the Care Concern Group, who will manage and operate the proposed care home.
- 1.2 This Statement has been prepared by Care Concern Group to support the planning application which has been submitted by Harrison Varma Projects Ltd, the development company who will develop the site for Care Concern Group.

2. Care Concern Group

- 2.1 The Care Concern Group was founded in 1991 and has established a reputation as a well regarded care home provider operating over 75 care homes for the elderly across England, Scotland and Wales.
- 2.2 Care Concern Group employs over 4,000 people through their diverse portfolio of care homes which are located throughout Great Britain. CCG's homes offer a range of care needs including residential, nursing, dementia and respite care.
- 2.3 The care and comfort for CCG's residents is at the heart of everything we do. The care homes deliver person-centred care along with an extensive range of communal and support facilities which provide a varied and engaging lifestyle.
- 2.4 CCG's proposed scheme for the site is an innovative concept, aimed at combining high quality architecture with interior spaces and landscaped gardens and external communal spaces. This will enable residents to live within a varied, safe, purpose-built environment and with the assurance of 24-hour care support. There will also be a diverse range of communal amenities and activity spaces to promote the mental and physical wellbeing of residents.

3. The Planning Application

- 3.1 This statement has been prepared to assist an application for planning permission for the redevelopment of the site for a 78 bed care home with associated parking, landscaping and communal facilities (Use Class C2).
- 3.2 This application follows on the granting of planning permission (via appeal) on 27th January 2017 for *'The creation of a new publicly accessible open space; enhanced tennis facilities including the reconfiguration and extension of the courts to provide an additional court and increased planning area to accord with LTA requirements; the provision of a new ancillary pavilion (Use Class D2) to replace existing ancillary buildings and structures providing community and leisure space; a new community garden; and the demolition and replacement of the existing bowling club building with a new part three storey, part 2 storey building providing 21 residential dwellings (Use Class C3) with associated access, parking and landscaping'* under application 2015/1444/P.

4. Planning Policy Context:

- 4.1 Planning Practice Guidance, defines residential care homes and nursing homes as having *“individual rooms within a residential building and provide a high level of care meeting all activities of daily living. They do not usually include support services for independent living. This type of housing can also include dementia care homes.”*
- 4.2 The London Plan (2021) sets out a pressing need for more homes in London, setting a minimum ten-year target for the borough of Camden of 10,380 dwellings. The London Plan states that **Care home accommodation (C2)** *is an important element of the suite of accommodation options for older Londoners and this should be recognised by boroughs and applicants. To meet the predicted increase in demand for care home beds to 2029, London needs to provide an average of 867 care home beds a year. The provision of Care Quality Commission rated Good or Outstanding care home beds is growing at around 3,525 bed-spaces a year in London and provision of dementia-capable bed spaces at a rate of 2,430 places a year.*
- 4.3 Camden Local Plan (CLP) Policy H1 relates to all forms of housing where people live long-term, including care homes. The policy seeks to maximise the supply of housing in the borough. The proposal complies with this policy insofar as it is providing additional long-term housing in the borough.
- 4.4 CLP Policy H8 relates to all housing designated for occupation by older people and includes care homes (Use Class C2). The Policy states that the Council will aim to ensure that there is a sufficient supply of appropriate housing available for older people to live as independently as possible. The Council *‘will support development of a variety of housing aimed at meeting the specific needs of older people provided that the development (amongst other things): is needed to meet a demonstrable need within the borough and will be targeted at borough residents, and will be suitable for the intended occupiers in terms of standards of facilities, the level of independence, and the provision of support and/or care.*
- 4.5 CLP Policy C1 states that the Council will support the provision of new or improved health facilities, in line with Camden’s Clinical Commissioning Group and NHS England requirements.

5. The provision of Personal Care within the proposed care home:

- 5.1 The proposed care home will provide residential and nursing care accommodation and care. The accommodation provided is non self-contained accommodation, comprising a bedspace and associated en-suite wetroom. Care Concern Group will provide personal or nursing care, which is delivered alongside the provision of accommodation.
- 5.2 The proposed care home will provide care to all residents along with the accommodation facilities. Care will be provided by Care Concern Group’s care providers, who are registered with the Care Quality Commission (CQC).

- 5.3 All residents who reside on the site would be required to be in need of personal care and would be assessed and confirmed to meeting this requirement prior to entering the proposed care home.
- 5.4 Care provided will include all activities of daily living (ADL); washing, dressing, taking medication and going to the toilet. Some elements of care provision is carried out by a registered nurse, such as blood pressure measurements, taking blood, administering injections and other medications, treating bed sores or other skin ailments. Specialist dementia care is provided to people experiencing various forms of dementia, such as Alzheimer's Disease, Parkinson's Disease, Pick's Disease, frontotemporal dementia and vascular dementia.
- 5.5 The scheme design includes specialist dementia design elements, including appropriate lighting and colour schemes, sign posting and minimised trip hazards. Staff will be specially trained in dementia care in order to meet often complex needs.
- 5.6 Care Concern would prepare a care plan for each resident based on the initial needs assessment, the plans would be regularly reviewed to meet the ongoing needs of residents.
- 5.7 Residents are expected to move into the care home and would then be able to comfortably age in place. The provision of specialist care and appropriate accommodation provides the full environmental and care needs of residents, in what would for many be the final move.
- 5.8 The minimum care package to be offered to a resident will be:
- Trained care staff available 24 hours a day.
 - Regular health and well-being checks from a trained carer.
 - Ordering and management of any required medications.
 - Overseeing any required therapy.
 - Person centred care approach.
- 5.9 The minimum care level will comprise of several hours of care per day with significantly more for those with complex needs.
- 5.10 In addition to the provision of care, Care Concern offer various social gatherings and activity based events within the care home. There is also emphasis on garden participatory activities.
- 5.11 The rooms within the care home all include an en-suite bathroom. The care home will provide a number of communal facilities, which are provided to support the daily needs of residents. Each floor of the proposed building will provide dining rooms and lounges. Due to the high care needs of the residents, they are not able to prepare their own meals, as such meals will be provided, either served within the bed-spaces or within communal dining area.
- 5.12 Care Concern's registered nurses and carers offer relevant clinical care and personal services to all residents.
- 5.13 On the basis that both personal care and provision of accommodation will be registered with the Care Quality Commission (CQC) and all care would fall firmly within Use Class C2.

6. Care Concern Group's care offering

6.1 The following are the key principles of the Care Concern services;

- Registration of the accommodation and care with the Care Quality Commission;
- The provision of a wide range of care and support from low dependence to high needs including nursing, dementia and residential services;
- Highly qualified clinical and trained healthcare professionals are employed;
- All residents would receive an individual care and support plan;
- 24-hour on site care and nursing provision;
- Specialist facilities and design to provide care and support for people living with dementia;
- Wide range of supporting healthcare specialists, including doctors, nurses, podiatrists, and physiotherapists;
- Facilities for respite accommodation, to provide for short stays, between hospital and returning to home.

7. Care Home Operation

7.1 The Care Concern care home at Land at former Mansfield Bowling Club will operate as follows:

7.2 Care Concern will operate and manage the care home, communal spaces, garden, kitchen, delivery of care, activities and maintenance.

7.3 Care Concern will partner with several external companies to support the care home and allow Care concern to focus on the needs of residents, support partners will provide services such as refuse collection and laundry provision.

7.4 Care Concern will prepare and serve all meals and drinks to residents. Meals and refreshments will be available to residents within their own rooms or within the communal dining areas or outside. Residents will be offered a range of meals to suite various health and dietary requirements or simply to cater to personal choice. Menus will be developed by nutritionists and Care Concern will ensure that residents are in receipt of their daily dietary requirements and are hydrated.

7.5 A range of activities will be provided by Care Concern to encourage physical and cognitive activity as well as interactions between residents. An activities co-ordinator will be employed for this role.

7.6 Care concern will provide housekeeping services to residents, with ongoing cleaning for all resident's rooms and bathrooms.

8. Care Concern Communal Facilities

8.1 The care home provides a range of communal facilities which are provided for the use of residents and their guests, and include:

- Hair and beauty

- Cinema/theatre room
- Communal lounge/dining areas per floor level
- Therapy room
- Activity rooms
- Quiet room
- Library
- Landscaped gardens

8.2 The extensive provision of shared communal spaces and activity areas within the care home provide the facilities required to deliver the highest level of care and support to residents and to promote health and wellbeing.

8.3 In addition to the communal facilities set out above the care home provides a range of facilities to support the care offering, each floor level within the building will provide:

- Assisted toilets
- Assisted bathrooms
- Nursing Stations and medical store

8.4 In addition to the above, the care home will provide an on-site laundry, administrative offices, kitchen area, staff room and staff changing and shower facilities.

9. Staffing

9.1 Care Concern would seek to employ staff from the local area and would be encouraged to make use of public transport or sustainable travel means. Staff will be directly employed by the Care Concern Group.

9.2 Due to the high level care needs of the residents of the care home it is expected that approximately 25 members of staff would be employed, who will predominantly work on two shift patterns as follows:

- Daytime: 8am – 8pm (17 staff) (staggered shift times)
- Night-time: 8pm – 8am (8 staff) (staggered shift times)

9.3 Based on the above, there will be approximately 25 staff on-site at the peak time due to staff changeover times. However, staff shift patterns will be staggered so this number is likely to be less.

10. Conclusion

10.1 The development is to be designed to the highest standards and will be approved and registered by CQC. It will be designed to provide residential, nursing and dementia care. The proportion of these types of care within the home will change to meet known demand, and over time it will be operated flexibly to continually respond to needs.

