HILLSVIEW CARE SERVICES LTD

301 BRENTWOOD ROAD, ROMFORD, RM2 5SX

PLANNING APPLICATION STATEMENT

Hillsview Care – Brentwood Road is the trading name for Hillsview Care Services Limited. Registered Number 9548188 and its registered office is 15-19 Eastwood road, Goodmayes Essex. IG3 8UW.

Hillsview Care – Brentwood Road is committed to providing the absolute best care for Adults with Learning Disabilities with associated Autism. We believe that everyone who lives at Hillsview Care – Brentwood Road should live a happy and full life. It is a vibrant, lively, and safe place where our service users can enjoy themselves regardless of their age, abilities or the type and level of mental or physical challenges they suffer from. Everyone is treated with respect, dignity, love, and compassion and as an individual. All our service users exercise personal choice in every aspect of their care.

Currently, Hillsview care Services Ltd carries out regulated activities for adults with Mental, Physical and Challenging behaviour at Eastwood House, Goodmayes and Adults with Learning Disabilities with associated Autism at Blythswood road Seven kings and Farm Road, Rainham.

In the time we have been in operation, we have taken all the necessary precaution to ensure that management goals and objectives are well embedded to build a positive reputation of a safe and secure establishment.

It is a short- and long-term residential health care solution that provides skilled care in an atmosphere of respect and concern for adult with Mental Health, Physical needs, and Challenging Behaviors including Adults with Learning Disabilities and associated Autism.

The Home cares for the service users by always providing qualified care staff. Carers are on hand 24 hours a day to look after service users. The Home also provides all the social care services in addition to providing continuing support care, either of a general nature depending on the client.

Hillsview Care – Brentwood Road would cater for Adults of 18yrs and above with learning Disabilities and associated Autism, of both male and female genders requiring both short and long term placements, subject to review by the placement authority.

All residents will be allocated with an en-suite (toilet and hand basin) bedroom for their own personal use.
Hillsview Care Services will follow the principles of "Right support, right care, and right culture." Each resident will be treated equally and will not face discrimination based on race, disability, religion, sex, sexual orientation, or marital status. Diversity within the home is always welcomed.

Our dedicated team of experienced managements and carers will be on duty 24 hours a day to provide a high quality of care to residents. We aim to do the best we can to provide personal care for 6 residents of Adults with learning Disabilities and associated Autism, of both male and female genders., in a congenial, happy, and comfortable environment. Apart from the residents, There would be two staff on each shift – Morning and Afternoon shifts and one waking night shift staff. All staff are to leave the premises at the end of their shifts.

The home intends to promotes independent living, encouraging every resident to live life to the full, within his or her capabilities. All residents will be encouraged to make choices and be involved in the day to day running of the home, using resources both within and outside the home and identifying and utilising supports available to them. All residents will receive as much support as required by their individual care plan.

The resident will have exclusive use of their allocated bedroom which will be treated as far as possible as his/her own personal space. When moving into the home, residents are welcome to bring to their room's personal items, and any furniture they wish, the only limitations being space availability and in line with health and safety regulations.
The furnishings provided in the resident's own bedroom by Hillsview Care Services Ltd, will include at least the followings:

- Six (6) En-suite facilities, comprising of a wash basin and toilet.
- A clean, comfortable bed suitable for the resident's needs.
- 2 door wardrobes with shelving and hanging space.
- A bedside cabinet with a lockable top draw.
- Chester –of--drawers.
- Duvet and bed linen.
- Mattress and pillow protectors.
- Bath towels, hand towels, and face cloths.
- Window blind.
- Bathroom accessories.
- Overhead lighting.
- Bedside lamp.
- Wastepaper bin.

- Laundry bag.
- 12 clothes hangers.
- A table will be offered, to sit at.
- Good quality carpet.
- Two accessible double electric sockets.
- Television aerial point.
- Keys to the room (unless contrary to the personal risk assessment in the resident's care plan).

Naturally at "Hillsview Care Homes" we want our service users to feel that the service and the house they live in is their home and believe that comfort to their surroundings is imperative.
Hillsview Care Services Ltd, strives to preserve and maintain the dignity, individuality, and privacy of all our Service Users within a warm, loving, and caring atmosphere, and in doing so are sensitive to our Service Users ever-changing needs.

Such needs may be Psychological, spiritual, emotional, and social. Our Service Users are encouraged to participate in the development of their individual care plans in which the involvements of families and friends' input is greatly valued.
Using the key working system, services users are allocated staff who are responsible for their care and when not on shift, a co-key worker assumes the same responsibility with overall care supervision by the manager. However, all staff are encouraged to read all service users personal histories to have an insight as to their needs and preferences.
During the key working sessions, service users are encouraged to talk about their feelings and wishes and are reassured in a way that makes them feel they matter and listened to.
We endeavour to invite family member who are involved in the care of our service users for a management – family review meeting where care practices are discussed and incorporated in the service users care plans.

These reviews of service users care plan with family members where the service user is unable to communicate their thoughts and wishes, serves as the service users key working sessions by ensuring that care involved family and people important to the service users. Care planning is therefore inclusive and took account of views and opinions of family's member who were actively involved in planning the care and support of their loved one.
Service users are supported with their personal hygiene whilst respecting their privacy and dignity at all time. For example, female service users are supported with their personal hygiene by female staff at their request.

Also, privacy and dignity are being respected by staff when giving the service users care and support by ensuring that staff always knocked on doors before entering and maintained eye contact when conversing with the service users.

We are committed to promoting inclusion, independence, and meaningful engagement for every person we support. To ensure individuals with autism and learning disabilities are supported to explore their interests and actively participate in their chosen communities, we take the following approach;

- We use a range of communication tools (e.g., visual aids, social stories, talking mats, Makaton) to help people express their interests, aspirations, and preferences.

- Carry out regular person-centred planning sessions with individuals, families, and key staff to identify and review personal goals, hobbies, and community connections.

- Create personalised "About Me" profiles to capture interests, preferred activities, sensory needs, and social preferences.

- Build strong links with inclusive and autism-friendly local organisations, shops, libraries, gyms, and cultural venues.

- Promote participation in community events, volunteering, or advocacy groups that reflect the person's interests and identity.

- Support individuals to be seen, valued, and respected in the wider community through public engagement, storytelling, or creative projects.

ACCESS TO LOCAL HEALTH AND SOCIAL CARE SERVICES

We are committed to ensuring that people with autism and learning disabilities using our service have full and equal access to the same local health and social care services as other members of the community. This supports holistic wellbeing and helps reduce health inequalities. These includes;

- GP (General Practitioner**):** Regular access to a local GP, including annual health checks specifically tailored for people with learning disabilities.

- Dentists**:** Support with attending routine and emergency dental appointments, with desensitisation sessions if needed.

- Opticians**:** Access to eye care services and regular sight checks, with support to understand and manage sensory sensitivities.

- Community Learning Disability Teams (CLDT): Multidisciplinary support from specialist nurses, psychologists, speech and language therapists, occupational therapists, and behaviour support specialists.

- Autism Services**:** Access to diagnostic services (where appropriate), specialist autism practitioners, and support for sensory assessments and communication needs.

- Mental Health Services**:** Access to community mental health teams and psychology services, with reasonable adjustments and trauma-informed care.

SUPPORT TO DEVELOP AND SUSTAIN LINKS WITH FAMILIES AND FRIENDS

We understand that relationships with family, friends, and loved ones are a vital part of a fulfilling life. In our service, we are committed to helping people with autism and learning disabilities build, maintain, and enjoy these connections in a way that reflects their personal preferences and communication needs.

During the person-centred planning process, we explore who is important to each individual and how they want to stay connected.

We create **"**Relationship Maps**"** or use tools like Circles of Support to help people identify family members, friends, or important community connections.

We include relationship goals in individual care and support plans (e.g., "Visit mum weekly", "Call best friend every Sunday").

Support individuals to maintain friendships made through school, college, work, or social clubs by facilitating meet-ups and shared activities.

Help people to attend community events or join groups where they can form new friendships based on shared interests.

Use accessible public transport or arrange supported travel for meet-ups with friends or family members.

HILLSVIEW'S MODEL OF CARE

At our residential care home, we deliver support based on a person-centred, strengths-based model of care that promotes dignity, independence, inclusion, and wellbeing. Our approach is fully aligned with national best practice and regulatory expectations, including the Care Quality Commission's (CQC) guidance**,** Right Support, Right Care, Right Culture**,** and relevant legislation and frameworks.

We are committed to delivering a high-quality, person-centred service that meets the needs, rights, and aspirations of people with autism and learning disabilities. Our service is designed and delivered in line with national best practice guidance, including:

- CQC's Right Support, Right Care, Right Culture
- Building the Right Support
- NICE Guidelines
- The Autism Act
- Care Act 2014
- Mental Capacity Act 2005
- Positive Behaviour Support Framework
- Oliver McGowan Mandatory Training standards

SERVICE USER'S SUPPORT NETWORK

At Hillsview, we are proactively planning person-centred care and avoiding reactive or restrictive approaches is at the heart of delivering high-quality, ethical support. Here's a clear and professional statement outlining the support networks you will access to ensure care is planned, proactive, and person-centred, rather than reactive or reliant on restrictive practices or seclusion.

To ensure care is well-planned, proactive, and built around the needs, preferences, and aspirations of each individual, we actively engage with a wide range of internal and external support networks. These networks help us co-produce care with the individual, reduce the need for crisis-based responses, and avoid unnecessary restrictive practices or seclusion.

Each person has an individualised care plan that reflects their voice, wishes, communication needs, cultural identity, and life goals. We promote choice, autonomy, and control, ensuring people are supported to make everyday decisions and long-term plans in ways that are accessible to them.

People are involved in planning their support, reviewing their goals, and shaping their day-to-day lives. We enable people to lead active, fulfilling lives in their community — accessing shops, leisure, faith, education, and employment opportunities.
We build and maintain strong links with inclusive local organisations, ensuring people feel safe, welcome, and included in community spaces. People are supported to sustain relationships with friends, family, and support networks.

ORGANIZATIONAL CULTURE AND OPENNESS

We are committed to building and maintaining a culture where openness, honesty, transparency, and learning are embedded in every aspect of our organisation. This underpins trust, accountability, and continuous improvement and ensures the safety and wellbeing of the people we support. A clear whistleblowing policy is in place and regularly reinforced through training and supervision. Staff are informed about their right to raise concerns internally or with external bodies (e.g. CQC, safeguarding teams).

All concerns are taken seriously, investigated appropriately, and responded to respectfully and confidentially. We promote a working environment where staff feel safe to speak up, raise concerns, ask questions, and admit mistakes without fear of blame or punishment. Lessons learnt and mistakes are treated as learning opportunities, and reflective practice is embedded in team culture. Managers and senior leaders model openness and honesty through transparent communication, regular updates, and a no-blame approach to learning. The senior management team are visible, approachable, and actively engage with frontline staff and people who use the service.