

14 August 2026

Planning Application AWDM/0664/26

I am writing to provide a response to some of the key areas of concern that have been shared within the objections to the above planning application. We recognise the concerns and are open to discussing these. A meeting was held on 15th July 2026, several communications have followed and the response below has been shared directly with all residents and families.

Staffing

Our staffing levels across all areas of the home are based on the level of care and support needs of each individual resident within each suite. We regularly review the staffing across the home to ensure that our teams can provide not only safe care, but care that focuses on individualised support.

When considering staffing for the additional rooms it is important to consider that there will be 1 additional room on 2 suites and 2 additional rooms on 1 suite. We do not see this as a significant increase in dependency across any specific suite but will review this as we consider and complete preadmission assessments for any new resident, using this information to review staffing levels as necessary.

Impact of the works

We recognise that any period of building work will be disruptive and understand the concern that this must cause. There is no doubt that there will be disturbance from noise, visiting contractors and change of routine for some.

Guild Care have several teams, beyond the Linfield House team who will work together to mitigate risks, lessen disturbance as far as is practicable and consider the day-to-day impact for residents and their families. The wider team includes, maintenance colleagues, health and safety colleagues, quality assurance colleagues, senior colleagues as well as bank carers. All colleagues are committed to work together to ensure the highest level of support possible.

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Individual approaches and plans will be created for every resident as not one plan would be appropriate for everyone. We will create these plans in partnership with residents, families and where appropriate other professionals. We will make plans well in advance of any work starting and will review the effectiveness throughout the works. Options to relocate rooms will be offered, only if this is agreed as the right approach.

Garden

The three-storey development will replace a small garden area which is currently accessible by one ground floor suite.

Our larger garden area is accessible within a short distance from the same suite. We have committed to working with residents and families to completely refresh this garden area, creating a sensory, calm peaceful setting which we believe will provide much improved outdoor space for current and future families to enjoy.

Lounge space

It is proposed that the small lounge within the ground floor suite is converted to a bedroom. This is a small room which is used infrequently.

We have already identified a much larger room on the ground floor and are drafting plans to share with residents and families so that we can co-create this space as in house 'café'. The café will be self-serve and provide a welcoming space away from the suites where families can meet and socialise, whilst remaining in a secure area of the home.

Parking

We do recognise that the on-site parking is restricted to 12 spaces, we have carefully considered the land available and unfortunately there is no benefit of reconfiguring the allocation of the current spaces as every option would still provide the same number.

There are currently two spaces allocated for the management team of the home, we have reviewed this and will reduce to one, should the occupancy of the home increase. We will also reduce to one allocated space during any period of time where contractors are needing to park on site.

Should planning be granted, we are committed to reducing the impact of the required work within the home and whilst we know that this would require deliveries and work vehicles we will work with contractors to avoid peak times and only permit essential work vehicles to remain on site as far as we possibly can.

Lighting

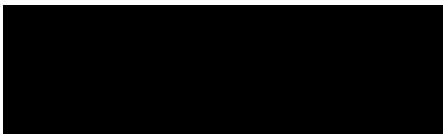
The lighting studies were undertaken on the bedrooms in accordance with the planners request. However, the loss of the southeast windows in the Richmond lounge will result in a change to the lighting levels. The result will be similar level of natural light to the first and second floor lounges which also have no southeast facing windows.

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To improve the natural light in the Richmond Lounge additional windows have been added with low level sills to allow seated residents to have a better outlook. A revised interior design with light decoration to the walls, new carpets and furnishing will also improve the overall feeling and comfort of the lounge.

We remain committed to working with residents and families whilst we await the outcome of the planning decision and beyond.

Kind regards.



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