

**GUILD LIVING**

**EPSOM HOSPITAL SITE, DORKING ROAD, EPSOM, KT18 7EG**

**USE CLASS AND OPERATOR STATEMENT**

**February 2021**

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## 1.0 INTRODUCTION

- 1.1 This Use Class and Operator Statement has been prepared to provide clarity on the care offering and operational matters relating to the proposed care community at Epsom Hospital, Dorking Road, Epsom KT18 7EG.
- 1.2 The redevelopment proposal being considered comprises the following:
  - 267 no. Guild Living Residences for sale or rental together with integrated nursing care (Use Class C2)
  - 38 no. Guild Care Residences and Suites (Use Class C2)
  - Communal, care and wellbeing facilities including a restaurant, café/bar, occupational therapy/wellness centre, gym, library, craft room, therapy and treatment rooms.
  - Associated support facilities including staff offices, welfare and training spaces, storage, laundry, kitchen, cycle storage, plant areas and parking.
  - 24 no. key worker/staff accommodation apartments (Use Class E)
  - A Children's Day Nursery (Use Class E)
  - Associated back of house and service areas, car and cycle parking, extensive landscaping and planting
  - An extensive landscaping scheme incorporating a publicly accessible connections through the site to the Epsom Hospital and the creation of new public open space.
- 1.3 The new care community is designed to respond to the varying dependency levels of older people who need care and to provide housing choice in meeting these needs.
- 1.4 The proposed Guild Living Residences offer a lifestyle alternative for independently minded older people who are seeking "care security". They provide self-contained accommodation that encourages future residents to maintain independence, whilst at the same time offering them a range of care and support services through on-site domiciliary care.
- 1.5 The proposed Guild Care Residences and Suites will offer accommodation for residents with more specialist needs including residential and nursing care.
- 1.6 By virtue of these attributes, and the range of communal facilities provided, the Guild Living Residences, Care Residents and Suites and the Communal, care and wellbeing facilities are considered to fall firmly within Class C2 of the Use Classes Order.
- 1.7 The full range of public benefits that the scheme will offer can be summarised as follows:
  - Addressing a pressing need for specialist accommodation for older people in Epsom and providing housing choice at varying levels of affordability.
  - Delivering an exemplar scheme in terms of the standard of facilities and in the provision of support and care.
  - Improving wellbeing and social interaction, offering better health outcomes and reducing healthcare costs.
  - Reducing loneliness and isolation within the elderly community.
  - Integrating the care facilities into the local community through the shared use of services.
  - Supporting the local hospitals through the provision of transitional care and step-down services.

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- Contributing towards the local five-year housing supply and the housing targets for the Epsom and Ewell Borough.
- Providing modern, purpose-built key worker accommodation for doctors and nurses working on the adjoining hospital site and for staff of the new assisted living scheme
- Freeing up other sectors of the housing market by releasing much-needed family housing accommodation.
- Creating significant local employment opportunities both through the care scheme and the proposed nursery and ancillary uses.
- Supporting the creation of a mixed and balanced community that addresses inter-generational needs and aspirations
- Regenerating a currently derelict site and optimising the use of the land to create a new area of productive and attractive townscape.
- Fulfilling the social, economic and environmental strands to sustainable development as set out in the NPPF and the local development plan.
- Facilitating significant investment into existing facilities at Epsom Hospital through the sale of the surplus land.

1.8 The purpose of this Use Class and Operator Statement is to provide an overview of the Guild Living operating model and provide clarity on the care offering relating to the proposed care community. The Statement also seeks to support the local planning authority in confirming its position regarding the use class of the proposed development and any associated planning obligations arising from this.

## 2.0 THE APPLICANT AND OPERATOR

### *Senior Living (Epsom) Limited / Legal & General*

- 2.1 The applicant for the proposed development is Senior Living (Epsom) Limited, a private limited company established by Legal & General (L&G) who are the site owners.
- 2.2 L&G have acquired the former Epsom Hospital site following an earlier decision by the previous owners to close the existing store (but with the store remaining operational in the short-term).
- 2.3 L&G has been involved in housing for nearly 20 years, investing in new homes for all ages, social groups and housing tenures. The later living business was established to tackle the undersupply of age-specific housing – helping to address the spiralling health and social care spend resulting from a lack of appropriate later living accommodation. The later living division of L&G hold interest in two providers:

### *Inspired Villages Group*

Inspired Villages Group are considered one of the leading later living operators in the UK and offer community living in seven semi-rural locations across the UK.

### *Guild Living*

Formed in 2018 to focus primarily on locations within urban centres, connected to the high street and suited to inter-generational community activity.

### *Guild Living*

- 2.4 Led by an internationally renowned team of later living design, operation and wellness specialists, Guild Living aspire to become a leading provider of urban later living accommodation across the UK and bring together world-wide expertise in care, operations, design and construction. The Guild Living vision is to ensure that every single resident can live 'their best life'.
- 2.5 Guild Living's proposed scheme for the former Epsom Hospital site is an innovative concept for later living, aimed at combining beautiful architecture and interior spaces with ground-breaking wellness programmes to enable enriched and active lifestyles for its residents. The scheme will provide a broad range of accommodation catering for the housing needs of the area's older generation. There will also be a diverse range of communal amenities and an array of ancillary services to promote integration and to foster intergenerational activity.

### 3.0 THE GUILD LIVING CARE COMMUNITY CONCEPT

#### (a) *The Benefits of Living in a Care Community*

- 3.1 Varying terms have been used to describe integrated living and care. These include extra care housing, very sheltered accommodation, close care, assisted living and retirement villages/communities. Whilst most publications use the term 'extra care' or 'assisted living', the applicant prefers the terminology of a care community containing individual care residences and care suites. However, for the purposes of this planning submission these terms, and those of extra care and assisted living, can be used inter-changeably.
- 3.2 There are many published definitions of extra care, including that set out in the RTPI Good Practice Note 8: Extra Care Housing which defines extra care as '*Purpose-built accommodation in which varying amounts of care and support can be offered and where some services are shared.*' Planning Practice Guidance, defines extra care housing as follows:
- This usually consists of purpose-built or adapted flats or bungalows with a medium to high level of care available if required, through an onsite care agency registered through the Care Quality Commission (CQC). Residents are able to live independently with 24 hour access to support services and staff, and meals are also available. There are often extensive communal areas, such as space to socialise or a wellbeing centre. In some cases, these developments are known as retirement communities or villages - the intention is for residents to benefit from varying levels of care as time progresses.*
- 3.3 The proposed Guild Living Residences, Guild Care Residences and Guild Care Suites provide an alternative to traditional 'residential care' and provides an opportunity for older people to live independently in self-contained accommodation while having access to 24-hour on-site care and a range of community and shared facilities.
- 3.4 The care model is based on the concept of encouraging and facilitating "wellness" in older people, by providing a suitable, safe and secure environment where care and assistance, tailored to suit individual's needs, can be provided within peoples' homes, on a flexible individual basis and which can be increased over time. The entire principle is that the whole development is designed such that the delivery of assistance, care and promotion/encouragement of wellbeing is integrally facilitated by the site as a whole and its operational management. A care community provides a home for life and enables people to age in place –the accommodation should be designed for people who may become very frail, and the aim is that personal care can be provided at very high levels of need and dependency.
- 3.5 At the same time, living in self-contained accommodation helps to generate the attitude of independence that is a major aim and benefit of community living accommodation. The goal is to avoid the dependency or institutionalisation that can arise when there is always someone available to do tasks for an older person. The principle behind providing care in a care community is that people should be helped only in those tasks that they cannot perform for themselves.
- 3.6 In summary, the key benefits of living in a care community are recognized as follows:

- Delivering care at a lower cost than in retirement homes – such that care can be provided as required rather than a set amount.
- Allowing the intensity of care to be adjusted; there is flexibility so that the level of care changes as the individual's or household's needs change. Individuals or couples can age in place in their purpose build care apartments which can accommodate a wide range of changing health needs, including end of life care.
- Ensuring that older people can live independently but as part of a community with a range of care and support facilities.
- Allowing couples to remain together.
- Reducing hospital visits and dependency on the National Health Service (NHS).
- Creating freedom to stay in the local area close to familiar facilities, family and friends.

3.7 The incorporation of the care and support facilities into the buildings from the outset are the physical attributes that make these developments represent 'specialist housing'. They cater for the specific needs of older people as they age, alongside planned management of care and assistance, in a way that cannot be delivered in standard Class C3 dwelling houses.

3.8 Furthermore, to deliver this, the site is managed and operated as a whole. A single apartment or residence cannot be separated from the wider operation, and so the site as a whole constitutes a single planning unit.

***(b) Guild Living – The Accommodation Mix***

3.9 Guild Living will provide a broad range of accommodation at values that will be accessible to a large part of Epsom's older people's housing needs.

***Guild Living Residences***

3.10 The Guild Living Residences offer a lifestyle alternative for independently minded older people who are seeking "care security". These older people, who are older than 65 years, but more typically are over the age of 75 years, who are seeking to downsize to their own self-contained apartment, whilst having a wide range of hospitality-type services and access to a 24/7 on-site professional care and support team and activation programmes.

3.11 The residences are supplemented by a broad range of social and leisure facilities within the development, including a restaurant, licensed bar, lounge area, hydrotherapy pool, gym and wellness centre.

3.12 Members will sign up to a minimum level of care and support and the residences will offer a continuum of care and a sense of security. Care will be provided through a domiciliary care provider, registered with the Care Quality Commission (CQC).

3.13 The accommodation is designed to meet the specific needs of residents and to incorporate level access, high levels of natural daylight and internal room layouts and fit outs to meet the specific needs of residents.

3.14 The Guild Living residences vary in layout and size (including 1-bedroom, 2-bedroom and 3-bedroom options) and are finished to a very high standard. They are designed to suit residents requiring care and support by combining elegance and comfort with features that help to

maximise independence. The kitchens and bathrooms are designed to be “age-friendly” and are fitted with modern, stylish equipment designed to help make life easier and more rewarding. All units are wheelchair accessible and adaptable with 10% of the units being wheelchair user dwellings. In addition, every apartment is linked to a 24-hour call system. Dedicated staff are on hand 24 hours a day and provide meals in the comfort of the residents’ own home or in the village restaurant.

- 3.15 The Guild Living residences are available for rental (tenancy agreement) or to purchase (long term lease). The rental option offers a viable solution for many people who may not otherwise be able to afford to purchase a unit of accommodation.

#### *Guild Care Residences and Suites*

- 3.16 The care residences and suites provide a place to live where residents have access to greater levels of nursing, personal and dementia care, with up to 24 hour care provided if required. The provider of care to the residents of the Guild Care Suites will be a CQC Registered Domiciliary Care Provider. The level of care and support provided will be tailored to personalised needs, but in an environment that offers light, space and versatile living.
- 3.17 Care Suites are typically 26sqm in size and comprise a bedroom area and en-suite. Care Residences are typically 46sqm in size and include a living area and kitchenette.
- 3.18 The Care Suites might also offer a local step down’ service enabling hospital teams to transition patients into a more homely environment on their pathway to returning home rather than remaining in hospital.

#### *Communal Facilities*

- 3.19 The Guild Living care community model takes the form of centralised communal spaces and surrounding purpose designed specialist accommodation. The communal facilities are focused on promoting physical and mental health and wellbeing and are designed to best-practice ageing and dementia design principles. These facilities include:
- Reception and concierge and lobby
  - Informal café lounge providing light meals and refreshments
  - Library lounge - a room for the use of residents and their guests. This will provide opportunities for social interaction and an interface with the local community.
  - Multi use activity spaces – this will provide opportunities for social interaction eg. craft, meetings, educational programs, IT support classes.
  - Consultation rooms – external health consultants and practitioners can utilise these rooms and provide medical advice to residents on-site.
  - Wellness Centre – a range of one on one or class-based activities that provide physical and cognitive stimulation, for use by residents and older persons in the public.
  - Restaurant, bar and dining areas and private dining spaces, and areas for internal and external events and functions.
  - Swimming pool and Hydrotherapy pool
  - Gym and studio spaces
  - Landscaped grounds
  - Back of house and staff facilities



*Public Accessibility and Community Infrastructure*

- 3.20 Guild Living schemes are designed to encourage external community engagement. Public spaces, accessible streets and open areas play an important role in the “socialisation” of residents. These spaces are fronted with hospitality uses (including the café and restaurant) to encourage engagement with the community, thereby bringing together older and younger members of the community. Opportunities will also be taken to explore the potential for older people from the surrounding community to visit the site to interact with residents and to utilise the communal and wellbeing facilities. However, all public access to the non-residential use will be restricted/limited therefore supporting the assertion that the non-residential element is ancillary to the C2 use as opposed to a standalone use.

*(c) Guild Living Operational and Design Principles*

- 3.21 The operation and design of the proposed care community will meet the principles set out below.

*(i) Qualifying Person*

- 3.22 The community will accommodate persons who are aged 65 years and older and who have demonstrated a requirement for a minimum care package through a qualifying assessment (as well the cohabitee, spouse or dependant of and living with a qualifying person).
- 3.23 Residents will be subject to an initial needs test to determine their required level of care. This initial needs’ assessment will determine the level of care that is required to cater for each individual’s or household’s specific needs and will ensure that residents meet the minimum expectation for care of support equal or greater to two and a half hours per week (see point iv below).
- 3.24 In the event of death of a Guild Living Member, any independent spouse, partner or cohabitee living within a Community as a Guild Living Member is permitted to remain within their accommodation, irrespective of their age or dependency.

*(ii) Registered Care Provider*

- 3.25 The community will provide a range of nursing, personal and domestic care services. These services will be available 24 hours a day.
- 3.26 For the Care Suites, 24-hour nursing care will be available on-site. Care will be provided to residents of the Care Suites by a CQC Registered Domiciliary Care Service.
- 3.27 The Guild Living Residences and Guild Care Residences will have regulated activities and care provided by a Registered Domiciliary Care Service. Additional services including management, security and emergency support, activities organiser, meals and transportation coordination and valet services will also be available on site.
- 3.28 Guild Living intend to be the Registered Domiciliary Care provider on the Epsom scheme. However, under Health and Social Care legislation, individuals must retain choice over which Registered Care Provider they choose to deliver their care; therefore, the delivery of the

regulated activity of Personal Care is not included within any Guild Living agreement, as this contract must be direct between the resident and the Registered Care Provider. Guild Living's wellbeing coordinators will assist with the practical arrangements to facilitate the introduction of Registered Care within the resident's accommodation, which can be tailored to their needs and be available 24 hours a day, 7 days a week.

- 3.29 The Registered Care Provider will employ the following staff who are likely to deliver the required care on-site:

*Qualified Care Manager* - who will coordinate the delivery of personal care within the community.

*Care Workers* - Within the scheme, the team resourcing plan is designed to accommodate the delivery of care to suit the needs of both the Care Community and the overall Guild Living Residence and Guild Living Care Residence community.

*(iii) Guild Living Staffing*

- 3.30 Guild Living will make the following key appointments:

*The Guild Living Manager* - The manager and their team are there to oversee the various functions the community, whilst ensuring that residents receive the best service.

*Wellbeing Support* - To connect with residents and bring together, as required, their support and networks. Their aim is to help residents engage socially and arrange outings and activities, as well as support the introduction to more formal care services.

*Domestic Support* - All residents will receive domestic support as part of the service package, covering household maintenance and cleaning.

*Security Support* – Team members are on-site 24-hours-a-day/7-days-a-week, to provide reassurance to vulnerable residents.

- 3.31 Overall, Guild Living envisage that the scheme will employ 40 – 60 FTE team members, across management, food and beverage, wellness and care, concierge, maintenance, sales and administration.

- 3.32 Service and staff facilities will also be provided within the community including:

- Nurses stations
- Kitchen and associated storage areas
- Staff offices
- Staff changing/WC facilities
- Storage and plant area
- Sluice rooms
- Cold storage
- Medical storage

*(iv) Minimum Care and Support Package*

- 3.33 The residences and care suites will accommodate residents with varying needs including low dependency (2.5 hours of care per week), medium dependency (between 2.5 and 15 hours of care per week) and high dependency (over 15 hours of care per week). The level of care will increase as the scheme matures.
- 3.34 Significantly, all residents will receive a minimum of 2.5 hours care per week for any of the following personal care activities:
- Time spent with the wellbeing coordinator to organise and ensure the provision of house-keeping, property maintenance and personal affairs is kept in order
  - Time spent with the wellbeing coordinator to manage and arrange the delivery of prescription, medication or food services specific to the individual needs.
  - Time spent with a wellbeing team member to organise and facilitate visiting clinical care specialist or allied health professionals.
  - Time spent with the wellbeing coordinator to plan and arrange domestic assistance which could include cleaning, laundry and other domestic support.
  - Visits by registered nurses to provide nursing care and administer medications and general clinical support.
  - Wellbeing checks, such as blood pressure and other health care indicators.
  - Advice on health, including nutrition and other foundations of wellbeing, including physical exercise.
  - Organised rehabilitation, following a hospital visit or health event.
  - Personal care assistance, for example help with mobilising, bathing, going to the toilet, dressing eating or drinking.
  - Use of the transport services for trips out of the care community, which can be pre-arranged via the wellbeing coordinator.
  - Advice, encouragement and supervision relating to the above activities.

*(v) Wellbeing Plan*

- 3.35 Following occupation, assessments are to take place periodically to ensure that the level of care and assistance being received is suitable to meet the resident's wellbeing needs. A Wellbeing Plan will be prepared and regularly monitored for each resident in respect of the minimum care package. This will focus on health needs and the physical, nutritional, emotional and cognitive aspects of wellbeing.

*(vi) Communal Facilities*

- 3.36 The community will comprise a range of communal areas and shared facilities which will be designed following ageing and dementia design principles. These facilities are outlined above.
- 3.37 In addition, residents will benefit from the following:
- Access to a 24-hour emergency response system which will:
    - Provide attendance at residence if required
    - Provide comfort, reassurance and peace of mind to residents
    - Facilitate/greet/liaise with emergency services if called.
  - Access to the wellbeing team

- Property and garden maintenance.
- A full range of support personnel, who undertake housekeeping, property maintenance, personal affairs, arranging and facilitating external visits.
- Domestic assistance which could include cleaning, laundry and other domestic support.
- Access to communal amenities
- Management and security
- Activities and events team – Coordinating activities for residents to encourage engagement within the community and the surrounding area. Activities may include, on weekly art and music classes, weekly games events, monthly cultural excursions, weekly shopping trips and gardening club.
- Access to a range of daily group exercise class.
- Access to 3 cooked meals a day from a fully equipped and staffed restaurant. Meals can be provided within the Guild restaurant and are also able to be delivered to individual units. Light refreshments will also be offered within the reading room / cafe. Personalised catering can also be provided for those with higher care needs.
- Transportation coordination – a range of transportation options will be available to residents, including optional shuttle service and valet parking support.

*(vii) Service Charge*

3.38 All residents will be required to pay a monthly members fee, which will be charged monthly. The fee will cover:

- The minimum level of 2.5 hours care and support per week
- Access to and use of communal and wellbeing facilities;
- General management, security and emergency services;
- Participation at in house activities and events;
- Transportation coordination and valet services.

*(viii) Minimum Specialist Design Features*

3.39 The accommodation is designed to provide specialist features for residents as follows:

- An emergency call system
- Lift access to upper floors
- Maximised Natural Daylight by maximising windows doors and balconies, in number and size
- Kitchen work tops and wall cupboards lowered to a reduced height
- Ovens, microwaves, fridges and freezers installed at a suitable height to avoid bending down or stretching up to access them.
- Electric hobs for cooking with isolator switch to reduce the risk of fire or burns.
- WC seat high, positioned higher to allow for increased mobility
- Washbasins installed at a suitable height for wheelchair use.
- Shower designs that aid access whilst preventing water spreading to bathroom floors.
- Bathrooms designed to have the capability for grab rails or specific equipment to be installed as and when may be required by the resident, to meet their specific needs.
- A technology platform that offers organisational and communication functions, with a health and wellbeing focus on physical, emotional and cognitive support programs.

*(ix) Transport Services*

- 3.40 A range of services will be available to the Guild Living Community, including:
- Car club program offering a pool of shared vehicles to those who may not wish to use their own car
  - Valet parking services to aid in care parking and deliveries
  - Shuttle service, providing transport options outside of the community offering day trips, attending appointments etc.
  - Disabled transport services

*(x) Ownership Arrangements*

- 3.41 The Guild Living purchase agreement allows for a leasehold interest with a 125 year term.
- 3.42 A monthly member fee applies to all Members who reside within owned units. This fee is calculated as a divisible sum of the community budget.
- 3.43 When a member departs, a member contribution is payable, calculated dependant on how long the resident has lived within the community. The Member Contribution is calculated as a percentage of the sale price of the property, payable on sale completion.
- 3.44 Rental options are also available, charged as rent per month, providing a flexible solution to those who may require it.
- 3.45 Ground rents are not charged.