



To Whom It May Concern

14 March 2025

Proposed change of use from C3 to C3(b) supported living at 78 London Road,
Cowplain, Waterloooville

Acorns Health Care was established in 2019 and provides personal care for severely mentally impaired people with learning difficulties in supported living accommodation across several properties in the Southampton, Winchester, Eastleigh/Fair Oak area.

The types of mental impairments are typically Autism Spectrum disorders.

Each individual can be different, with different care needs. Some are highly functional, whereas others need more support and encouragement. Sometimes their behaviour can be challenging. Physically they are fully able, but due to their mental impairment, they need help with day to day tasks, such as personal care and hygiene, managing money and bills, managing their medication, running the home and undertaking associated tasks such as cleaning and cooking / healthy eating, attending appointments, going out on day trips and to the shops, etc.

The care support provided is generally one-to-one and operates in a supervisory capacity, watching over them, encouraging them, pointing them in the right direction, helping them to make choices and making sure that they are safe. As part of their self-development, they are encouraged to have daily routines and to undertake and join in with activities within the home.

We currently provide supported living across 6 properties in the Southampton, Winchester, Eastleigh/Fair Oak areas.

Each of the tenants living in our properties has their own Assured Shorthold Tenancy (AST) agreement. They receive housing benefit, which pays for their rent. They also receive disability benefit. Their individual care packages are funded jointly by the local authority and the Department of Health.

The tenants are responsible for paying their own bills, including utility bills, buying their own food, drink and clothes and covering the cost of any activities they want to do.

By living together, there are opportunities to make and maintain friendships, as well as have shared experiences.

A big part of home life is the evening meal time when everyone comes together. During the day they might spend time on their own, mix in small groups or go out for a day trip to the



shops or to the park. Sunday lunch also tends to be a big event when everyone comes together, as you tend to find with most other households. Birthdays, anniversaries and personal achievements are also widely celebrated.

As a company, we are committed to delivering exceptional outcomes, giving the individuals we support the opportunity to lead a full and active lifestyle within their local communities and continue with life-long learning and personal development.

We are proud that in most of the properties, the tenants that live there are extremely well settled and happy, and as a result we have had very little turnover. Only one tenant has moved on.

The properties are designed, laid out and decorated to feel like "a home from home" with personalised bedrooms and spacious communal areas to enable and encourage social activity within the home micro community, thereby enabling confidence to become part of the wider community.

Individuals that receive personal care are subject to regulation by the Care Quality Commission (CQC).

The proposed use of the property

Such is the demand for adult placements, our parent company, Acorns (Southern) Propco Ltd, is looking to expand their portfolio of properties and have seen this property for sale (78 London Road, Cowplain). They have put in an offer, which has been accepted and are looking to complete the sale as quickly as possible.

Acorns Health Care would provide the care to the residents living within the property.

The property is a good size and in a good location to access shops, parks and other green spaces and there are bus stops nearby for residents and staff to use.

We are particularly attracted to the layout as there is nothing that we would need to change to get the property up and running.

The property would accommodate up to 5 adults with learning difficulties living together and receiving care.

In order to be classified under C3(b) we understand that the residents have to live together as a single household and that is what happens in each of our properties. They live together as a household and share facilities.

As shown on the proposed floor plan, the existing ground floor layout would remain exactly the same, with the large kitchen / diner and lounge at the rear of the property, with doors



leading out into the garden. There are also 3 bedrooms, one with an en-suite, and a shared bathroom.

On the first floor there would be two further bedrooms, one with en-suite, and another shared bathroom. The 6th bedroom would be used as the staff office / sleeping room, which support staff will use to complete paperwork and take breaks, as well as a rest / sleeping area for overnight staff.

Outside there is a good size garden and plenty of parking at the front.

It is an ideal property for our proposed use.

The tenants living in the property would have their own Assured Shorthold Tenancy agreement. Support workers will provide personal care, helping them with their personal hygiene and dressing, as well as assisting them around the house with household duties such as cleaning and preparing meals. They also help them manage their money and bills and any medication they need to take.

The communal layout and home environment will enable the tenants to interact with each other and live as part of a household, which is important for their self-development.

During the day, each of the tenants will have their own daily routines, including household tasks, such as cleaning and preparing their own meals. There may be appointments that they need to attend outside of the house.

As happens within our other properties, regular activities will take place so that they can spend time and socialise together. Residents enjoy being outside in the garden when the weather allows and also enjoy visiting shops, parks and other green spaces, and attractions, as part of their community living experience, accompanied by the support staff.

Support is provided around the clock 365 days per year. The level of care can vary slightly depending on the individual's needs. As a minimum it is 1:1, although in some cases it can be 2:1. There would therefore, as a minimum, be at least 5 support workers on shift in the property. In addition, an Area Manager will also attend the property daily. The suitability of placements in each of our properties are carefully assessed in order to ensure that the appropriate level of care support can be provided to the individuals living there. This includes the total number of staff needed in the property. With this property we would envisage there being between 5 – 8 staff during the day. Overnight, less staff is usually required, although there would still need to be between 4 - 5. There are two 12 hour shifts (day shift and night shift) with staff changeover usually at 8am and 8pm.

The support staff arrive at the property in a variety of ways. In locations such as this with good public transport links, we usually find that most will use public transport. Although some will drive. We encourage car sharing where possible and staff rotas are very carefully managed with staff travel options and preferences taken into account.



The residents receive Amazon and other parcels in much the same way as other properties. An online food grocery shop is also usually delivered.

I hope this is of use and would be happy to assist further if any additional information is required.

Yours faithfully,



Hayden Foster

Director/Registered Manager