

Inspected and rated

Good



Care Quality
Commission

September 2025



Gowlands

Respite centre, Rochford

 Hamelin*

About Gowlands



Gowlands provides short break respite services in Rochford near Southend for autistic adults and people with learning disabilities. We offer high quality care and support, activities and time to relax, while also giving families and carers a valuable break.

Gowlands is a 10-bed short break respite service, set in five acres of grounds with access to a Hydrotherapy Pool and Roots and Shoots horticultural service adjacent. Guests can stay from a single night up to two weeks, in a welcoming and supportive environment, while families and carers take a break from their caring responsibilities.

During their stay, guests are supported to enjoy a balance of relaxation and activity. This includes regular day trips in the local area, as well as access to a range of enjoyable activities on site, all tailored to individual needs, interests and preferences.

Support and care at Gowlands is delivered by a highly experienced and dedicated staff team who deliver personalised, compassionate support throughout each stay. The service is rated Good by the Care Quality Commission, following inspection in September 2025.

Gowlands Respite Centre is part of Hamelin. Hamelin's mission is to build caring and compassionate communities for autistic people and people with learning disabilities. We aim to do this by empowering and supporting individuals so they can live the life they choose.

Welcome from Hannah Foot, Gowlands Registered Manager

Welcome to Gowlands, a place where people can come to enjoy a break, relax, and feel supported in a safe and friendly environment. I am passionate about delivering high quality, person centred care, and I take a lot of pride in making sure every stay is positive, comfortable, and truly shaped around each individual's needs, wishes, and preferences.

Good quality care is really important to me, and I'm committed to making sure people are supported in a way that helps them feel confident, respected, and at ease while they are with us.

I also believe strongly in listening to people and continually improving what we do so that the service keeps getting better for everyone. I work closely with a dedicated team who care deeply about the people we support. We all share the same aim, to create a welcoming environment where people feel safe, valued, and able to enjoy their time in the way that suits them best.

I look forward to welcoming you to Gowlands soon.



About Hamelin



Our Journey Started in 1979 when local families, unable to find the right type of provision for their disabled children decided to set up a charity to help other families in the same position. As those first children grew and developed so did the charity, starting to support adults and delivering a range of services.

The name Hamelin Trust was adopted in 1991 and the charity continued to grow, launching residential services and contracting Essex County Council and the NHS to deliver social care.

Since 2022 Hamelin has modernised, recognising that the people we support need different things from us in pre-covid times. We're ambitious about the impact our charity can have and challenge ourselves to continually improve, doing more for our people.

Today we offer services that aim to integrate people in their communities, tackle loneliness and develop skills that reduce current and future reliance on social care services. We know that people have wildly varying life goals and that what works for one person will not always work for another. We're very serious about playing our part in reducing social inequity and offer bespoke support in the fields of health and employment, where neurodiverse and disabled people are especially disadvantaged.

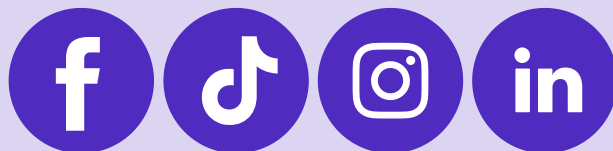
As we move into the future Hamelin will continually redefine care, to best meet the needs of the people we support.

SCAN ME



Get up to date information on our website and social media

Visit www.hamelin.org.uk or scan the QR code



@HamelinTrust

Our mission and values



Our mission

To build caring and compassionate communities for autistic people and people with learning disabilities. By empowering and supporting individuals they can live the life they choose.

Our values



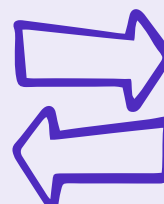
We are community

We put autistic people and adults with learning disabilities at front and centre of everything we do. We work together with our people and their families to truly understand their needs and wants, to make a real difference.



We enhance lives

We treat people as individuals so we can empower them to do the things they are passionate about. We create opportunities for growth and foster a culture of innovation and bravery in our communities. This allows everyone to live their best lives, now and in the future.



We think differently

We are passionate, intelligent and not afraid to do things differently. We are not defined by the limitations of systemic care provision and do not accept the status quo. Our sole focus is to create better lives for those we support.

Where to find us



How to find us

Address: Sutton Bridge Farm, Sutton Road, SS4 1XS

What3words: driver.bulb.puppy

Gowlands Respite Centre is located just outside Rochford, only a 10-minute drive from Southend-on-Sea. The service has easy access to the A127, with nearby bus and train links. A wheelchair-accessible minibus and car are also available.

Gowlands – onsite facilities

Gowlands Respite Centre is set within a 5-acre site just off Sutton Road. We have made full use of both the indoor and outdoor spaces to create a modern respite service with inspiring facilities and environments for the people we support.

Opening times

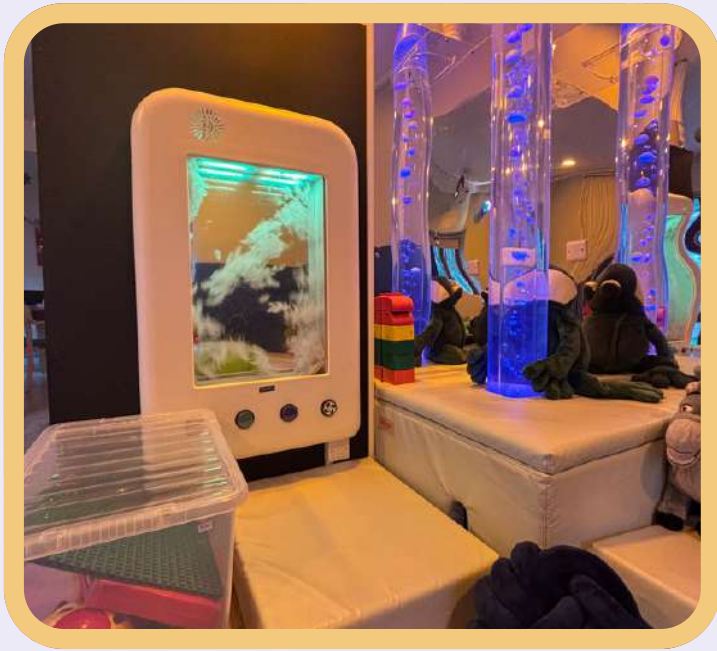
Open Monday to Sunday 24/7. Closed Christmas Eve night, Christmas Day and Boxing Day.

Get in touch

01702 541761

gowlands@hamelin.org.uk





Hydrotherapy Pool



Roots & Shoots

Gowlands at a glance



Staffing

The service is staffed 24 hours a day. During the day, up to 10 staff members are on duty as required to meet individual needs, with a minimum of three staff on duty overnight. Day staff work from 7am until 10pm, when the night staff begin their shift.

The service is led by a Registered Manager and supported by four senior staff members who oversee the day-to-day running of the service.

All staff are trained in administering emergency epilepsy medication, enteral feeding and blood glucose monitoring. Senior staff are also trained in suctioning protocols and the administration of suppositories.

Assessment

Our application and assessment process is designed to help you get to know the service and ensure it is the right fit for everyone involved.

The first step is an initial visit, where you can look around the service and meet the team. Following this, a daytime stay is arranged as part of the assessment process. This usually takes place between midday and 2pm, includes lunch and support from a member of staff, and allows you to become familiar with the environment during a quieter part of the day.

A further visit is then arranged at teatime, usually between 4pm and 7pm. This busier period helps give a realistic sense of the service during a typical arrival time.

If these visits go well, the next step is a first overnight stay. The initial stay is always for one night only, allowing everyone to assess comfort, support needs and suitability before planning longer stays.

Booking your stays

To book a stay, you can either call the service or email our Residential Administrator.

We operate an advance booking system, where priority dates can be requested in advance. This process begins in December of the previous year, and preferred dates from April to March should be submitted by the end of January.

Where possible, we aim to accommodate everyone's priority dates, with confirmation usually provided by mid-February.

Check-in for overnight stays is from 3pm onwards, and check-out is before 11am, similar to a hotel.

What people say about Gowlands



“Our loved one has thoroughly enjoyed his time at Gowlands, and will miss you all immensely, more than words can say, as he moves into supported living. He talks very fondly about all the staff. Many thanks to you all and for all of your hard work. It has been very much appreciated.”

“We are very happy with the level of care and consideration that is given to our loved one.”

“Thank you to everyone for your patience with our loved one on his visits. He looked very peaceful when I picked him up.”

“Thank you to all involved with supporting our loved one during their recent emergency respite placement and getting her home safely.”

“Thank you so much for all the support you give JW. You are an amazing team. Thank you.”

“There are very few people we trust to take care of our daughter, but we have no worries when she stays at Gowlands. She is well looked after by the kind, caring staff.”

“Thank you to everyone at Gowlands. You went above and beyond and we are so grateful.”

“Our son absolutely loves his time at Gowlands. The staff are always so caring and make a fuss of him. Most of the time he doesn't want to come home.”

What the CQC says about Gowlands



Key findings from the Care Quality Commission (CQC) inspection, September 2025

Kindness and dignity

“Staff treated people with kindness and respected their privacy and dignity.”

Individualised support

“Staff treated people as individuals and tailored their care and support to meet their needs and preferences.”

Choice and independence

“Staff promoted people’s independence and encouraged people to have choice and control over their own care and support.”

Responsive care

“Staff listened to people’s needs and wishes and responded to people in the moment to minimise any discomfort.”

Fair and equal care

“People received fair and equal care.”

Learning and improvement

“The provider demonstrated a clear commitment to learning, making improvements and developing the service.”

Supportive leadership

“Leaders were visible, knowledgeable and supportive.”

Partnership working

“The provider worked in partnership with other health professionals to promote good outcomes for people.”

Our other services



The Exchange

Based at our Billericay site The Exchange provides meaningful person-centred day time support for people with profound and multiple learning disabilities.

Life Skills

Life Skills in Billericay provides daytime support to help people develop practical skills, build confidence while working towards a more independent life.

Hydrotherapy pool

Based at our Gowlands site in Rochford, the hydrotherapy pool is a purpose-built space that promotes physical well-being, mobility and relaxation. The hydrotherapy pool is also used for rehabilitation following a trauma and to help manage long term health conditions in the wider community.

Roots & Shoots

Roots and Shoots is our horticultural training project based in Rochford, supporting autistic people and adults with learning disabilities through practical, outdoor learning.

Ability Works

Ability Works supports autistic adults and people with Learning disabilities to build confidence, develop employment skills and take positive steps towards work.

Links

Links helps autistic adults and people with learning disabilities to reduce isolation, build confidence and connect with others in their local community.

The Bungalow

The Bungalow in Wickford is a life-time home for five people with significant disabilities, requiring support 24 hours a day. Bungalow residents are supported in all aspects of their lives, from dressing, medication and feeding to going out into the community and on holidays.



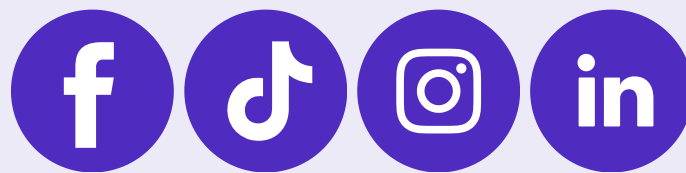
Hamelin is an approved ASDAN Centre which enables us to offer people we support accredited in many areas of the ASDAN curriculum including computing, photography gardening and cooking On successful completion of this course accreditations certification will be awarded.

Contact us

www.hamelin.org.uk

gowlands@hamelin.org.uk

01702 541761



@HamelinTrust

Charity number 1004432