

Weald Hall

Care Home

Specialising in care for Exceptionally High Needs, Dementia and Complex Behavioural Needs



Weald Hall Care Home
Weald Hall Lane
Thornwood, Epping, Essex
CM16 6ND

Meet our Management Team



Operations Director Fiona Charles

Mental Health Nurse with over 30 years of experience in forensic and acute care, specialising in Dementia and complex mental health needs. Passionate about delivering safe, compassionate, and person-centred support.



Home Manager Lisa Brown

16 years of experience in the care sector with progression from Senior Carer to Head of Care and now Home Manager, with a deep passion for leading high-quality care that promotes dignity, safety, and wellbeing.



Operations Manager Louise Hickman

Care professional with over 20 years' experience, specialising in supporting individuals who display distressed behaviours using compassionate, person-centred techniques.

About Us

Our Essex home offers warm, personalised dementia care, including support for complex high needs and distressed behaviours. Residents are truly known and understood by a compassionate team who value their individuality and wellbeing. With a calm, structured environment and regularly reviewed care plans, we create a safe, comforting place to feel supported every day.



“The carers and staff are always helpful with their knowledge regarding dementia and have got us through some challenging times.”

Son of resident

Why Choose Weald Hall?

- ✓ Senior Leadership and Oversight by an Experienced Mental Health Nurse
- ✓ Specialist Positive Behaviour Support (PBS) Approach
- ✓ Highly Skilled, Consistently Trained Staff Team
- ✓ Person-Centred and Strength-Based Planning
- ✓ Trauma-Informed Compassionate Culture
- ✓ Low-Arousal, Safe Living Environment
- ✓ Robust Risk Management and Safeguarding
- ✓ Integrated Multi-Disciplinary Support
- ✓ Enhanced Communication Support
- ✓ Family, Carer and Advocate Partnership
- ✓ Meaningful Activity and Independence Building
- ✓ Continuous Quality and Outcome Monitoring





Senior Leadership and Oversight by an Experienced Mental Health Nurse

Operations Director, Fiona, is a qualified Mental Health Nurse with decades of frontline and senior leadership experience in managing complex care packages, crisis support, and services for individuals with distressed behaviours that may challenge. Fiona's clinical expertise underpins a high-quality, safe, and consistent service.

Specialist Positive Behaviour Support (PBS) Approach

Care is guided by robust PBS frameworks, functional assessments, proactive planning, and strategies that promote personal development and reduce distress.

Highly Skilled, Consistently Trained Staff Team

All staff receive continuous training in trauma, de-escalation, dementia care, and autism.

Person-Centred and Strength-Based Planning

Care plans focus on the individual's communication style, sensory needs, routines, preferences, and personal goals.

Trauma-Informed, Compassionate Culture

Behaviour is understood as communication. Staff work to build trust, emotional safety, and empowerment for every individual.



Low-Arousal, Safe Living Environment

The home is designed to reduce triggers, maintain calm spaces, and support predictable routines that help minimise distress.

Robust Risk Management and Safeguarding

Dynamic risk assessments prioritise dignity and choice while ensuring safety for individuals, staff, and others.

Integrated Multi-Disciplinary Support

The team works closely with psychology, mental health teams, SALT, OT, dietetics, and community services for holistic and consistent care.

Enhanced Communication Support

Use of visual aids, and bespoke communication tools that ensure needs and choices are clearly understood.

Family, Carer, and Advocate Partnership

Regular, transparent communication and involvement in care planning to maintain continuity and shared decision-making.

Meaningful Activity and Independence Building

Daily activities are structured around personal interests, community engagement, and developing life skills.

Continuous Quality and Outcome Monitoring

Regular review of behaviour trends, incident data, and quality-of-life indicators to adapt plans and celebrate achievements.



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Contact

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