



ENHANCE HEALTHCARE

Enhanced Care. Enhanced Living.

Dear Liz,

Further to my earlier note, I am writing to provide a fuller outline of Enhance Healthcare's plans for the future use of Townend Care Home ("Townend").

Enhance Healthcare intends to repurpose Townend as a specialist drug and alcohol rehabilitation facility, providing safe, structured, and fully regulated care for up to 24 residents. Our objective is to deliver high-quality, therapeutic support that enables people to rebuild their lives, while being a responsible and transparent neighbour to the Symington community.

Why this service matters

Independent evaluation of residential rehabilitation in Lanarkshire, inclusive of our Calderglen House facility, has shown the profound difference these services make to people's lives. Residents who took part in the research spoke powerfully about the impact: several described the programme as "life-saving" and credited it with giving them a second chance. Others explained how they had rebuilt relationships with children and family members that had previously broken down, and many reported feeling a sense of stability and hope for the first time in years. Participants valued the safe, structured environment, the therapeutic mix of counselling, group work and physical activity, and the support of peers who understood their journey.

The benefits extend beyond the individual. Families reported greater stability and reduced anxiety, while the Scottish Government's literature review on residential rehabilitation concludes that residential programmes are associated with improved outcomes across various domains including substance use, mental health, social outcomes (including criminal justice involvement) and mortality.

These findings are particularly relevant in Ayrshire today. Recent figures released by Scottish Government show that 36 people lost their lives to suspected drug-related causes in the first three months of 2025 in Ayrshire, with health services warning about the growing presence of highly potent synthetic opioids in local circulation. Police and NHS Ayrshire & Arran have issued alerts about the dangers, while MSPs have called for urgent action to strengthen recovery pathways. Communities across Ayrshire are living with the strain of rising overdoses, visible drug harms, and families in crisis.

Against this backdrop, the case for a structured, therapeutic residential service is clear. Townend will provide the kind of safe, supportive environment that both research and lived experience show can save lives, reduce harm, and help people reconnect with their families and communities.



ENHANCE HEALTHCARE

Enhanced Care. Enhanced Living.

Our approach

Experience

- Enhance Healthcare has been delivering high-quality regulated care services across Scotland for over a decade, supporting adults with a wide range of needs including rehabilitation, brain injury, mental health, and learning disabilities.
- Our model is proven in practice: for example, at Calderglen House in Blantyre we have operated a rehabilitation service within the community for several years with consistently positive outcomes – over 75% of residents have maintained abstinence since leaving the service.

Care model and services

- Townend will offer a 12-week structured rehabilitation programme, with extensions available where appropriate.
- The programme is abstinence-based and trauma-informed, focusing on personal recovery, relapse prevention, and building life skills.
- Residents will benefit from a blend of structured group therapy, individual counselling, occupational therapy, physical activity, and health monitoring.
- The building will provide en-suite bedrooms, therapy rooms, communal lounges, a gym, and outdoor areas, ensuring a safe and therapeutic environment.
- Admission will only take place after detoxification is completed, and individuals with acute psychiatric needs or high-risk behaviours will not be considered.

Staffing and supervision

- The service will be staffed on a 24/7 basis by a multi-disciplinary team.
- The team will include nurses, advanced nurse practitioners, recovery coordinators, therapists, and support workers, all overseen by experienced managers.
- Enhance Healthcare directly employs consultant psychiatrists, pharmacists, and occupational therapists as part of the permanent team, ensuring full integration of medical and therapeutic expertise within the service.
- All staff are registered with their professional bodies and members of the PVG scheme.
- Training is comprehensive, covering addiction awareness, trauma-informed practice, epilepsy, autism, and first aid, ensuring staff are equipped to provide safe and compassionate care.



**ENHANCE
HEALTHCARE**

Enhanced Care. Enhanced Living.

Referral pathways

- Admissions will be carefully managed in partnership with NHS and local authority colleagues.
- Each potential resident will undergo a full risk assessment and pre-admission assessment before being accepted.
- This is not an open-access facility: every admission is planned, controlled, and based on suitability for the structured programme.
- Admissions from Prison to rehab pathway is only open to people who are currently working on a recovery program within the prison service. Controlled measures are put in place from the prison prior to the referral being put forward to the chosen rehab. Criminal convictions are robustly pre-assessed to ensure the safety of staff, fellow residents, and the wider community. We do not accept any schedule 1 offenders.

Traffic and parking management

- Traffic levels generated by the facility are expected to be similar to those experienced when Townsend operated as a care home.
- Staff shifts will be managed to minimise vehicle movements at peak times, parking will be contained on-site, and visitor numbers will be limited.
- Emergency service call-outs from Calderglen have been very rare: in the last 3 years there has been one police welfare check and one ambulance attendance for a seizure - demonstrating that with robust systems in place, the service runs safely and quietly alongside the community.

Community engagement

- We recognise the importance of maintaining open communication with the community.
- We will provide regular updates and are committed to transparency in how the facility operates.
- We are also happy to offer up a MS Teams meeting to discuss this project with the Symington Community Council members. Elena Whitham MSP has agreed to chair this meeting; we are currently waiting in availability should this be of interest.

We believe this service will deliver significant social benefit — helping individuals achieve sustained recovery and reducing the wider impact of addiction on families and communities.

I hope this outline assists the Community Council's discussions at your meeting on 16 September. We would be pleased to provide further clarification or respond to specific questions following your meeting.



Thank you again for your constructive engagement.

Kind regards

Andy Jamieson
Managing Director
Enhance Healthcare