

THE WILLOWS



The Willows is a residential home for adults who have learning disabilities and complex needs, including behaviours that may challenge, autism and other associated issues.

The Willows is a handsome, well-proportioned Victorian house located in the heart of Warminster. It provides generous accommodation for up to ten people over three floors and is situated in beautiful, private landscaped gardens.

We believe that anyone living at The Willows should have the same care and opportunities as they would in their own home. That's why we recognise, respect and support individuality, encouraging people to take as much control of their lives and decision making as they can, while offering care, support and guidance.

Our specialist team are experts in person-centred care and our range of services and strategies can help individuals to manage complex behaviours effectively.

All staff working at the service undertake accredited Positive Behaviour Support training. The team forms strong relationships with families, social workers, and other stakeholders in the individuals lives.

Our techniques include:

- » Structured and robust behavioural management
- » Positive behaviour support for complex behaviour
- » Intensive but not risk averse support plans
- » Encouragement of independence
- » Total communication to ensure everyone actively participates in planned care
- » Continuous assessment and review to ensure a responsive service
- » Build accredited trained staff
- » Part of restraint reduction network



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Individualised support

Support at The Willows is precisely tailored to the needs and wishes of the individual. We try to achieve not only what is important for someone but also what is important to him or her. This holistic approach is very person-centred and promotes positive outcomes and development of skills for life and leisure.

We work with individuals, and those significant in their lives, to set - and achieve - short, medium, and long term goals. These change over time, so our support plans are regularly reviewed and updated as necessary.

"I always thought that my brother was happy. I never realised that he could be even happier as he is now thanks to the support that he has received from the staff and management at the Willows."

Family member



Meet the Registered Manager: Paul Chester

Paul started his care career in 1994 - 1999 with the Royal National Institute for Deaf People. During this time he supported individuals with various learning/physical disabilities and sensory/dual sensory loss and obtained his Care Certificate Level 3. After obtaining his management qualifications, Paul worked as Deputy Manager, Team Leader and Manager within various services. Paul joined Autonomy Life in November 2023.

