



5abcare

Operational Management Plan

50 Moss Way, Hitchin, Hertfordshire, SG5 2QP

1. REGISTERED MANAGER'S DUTIES

The home will have a manager registered by Ofsted and a deputy manager, deputising for the registered manager in their absence. The Registered Manager's duties include managing and supervising the day-to-day care and management of the children and young people, as well as the staff and the home. The needs and behaviour of children and young people are constantly examined through observations and monitoring in order to identify needs, concerns, and issues while analysing risks and behavioural management plans. Also, in completing development plans to ensure that the most effective interventions are delivered.

All staff will be hired using the safer recruitment policies and procedures, ensuring that the children are cared for by people with the most expertise and skill. Staff are enhanced DBS checked and have references. During their probation period, the Registered Manager will ensure that all employees have undergone a thorough induction program and have completed all mandatory training. Staff will go through a probationary phase during which the Registered Manager will lead, manage, supervise, and support the team. Staff will be subjected to formal one-on-one supervision on a regular basis and will be evaluated annually to ensure that they provide the greatest level of care to residents while also contributing to the home's development in order to obtain exceptional Ofsted standards.

Monthly team meetings will be held, as well as daily shift handovers, to keep all employees informed about current events involving the children and the home. The Registered Manager and Responsible Individual will be responsible for protecting the safety of children and young people while encouraging and promoting the nine quality criteria, which include children's rights to all services that are relevant to their needs. The Registered Manager and Responsible Individual will be responsible for protecting the safety of children and young people while encouraging and promoting the nine quality criteria, which include children's rights to all services that are relevant to their needs. The Registered Manager will be in charge of liaising with internal and external multidisciplinary teams, as well as commissioning authorities, to ensure that new and existing residents' care needs are communicated and updated on a regular basis.

The Registered Manager will make sure that all required paperwork and logs are completed and available to Ofsted when we are registered. Daily reports, evaluations, and health and safety checks will be maintained to a high standard, and we will be in constant communication with the Placing Authorities.

The Registered Manager is responsible for maintaining a clean and safe environment, as well as ensuring that the physical status of the facility, both internally and externally, is kept in excellent condition and that any repairs or maintenance issues are addressed promptly. The Registered Manager is responsible for ensuring that the home is run in accordance with the Children's Homes Regulation, the Children's Act 1989 and 2004, and all other applicable laws. Our Data Protection/GDPR and Confidentiality policies will be compliant.

To support a safe home environment, environmental risk assessments have been implemented. To ensure that they appropriately reflect environmental concerns, they are reviewed and updated on a regular basis. An adequately qualified fire assessor completes an annual fire risk assessment to ensure that the house complies with fire rules. Extinguishers and fire extinguishers. The house has a fire alarm that is monitored on a regular basis, and all children, young people, and staff are given a fire induction upon arrival and participate in regular fire drills to promote safe evacuation of the premises in the case of a fire. To promote water safety and electrical equipment, annual legionnaires tests (if required) and PAT testing are conducted. There is a risk assessment in place for the location.

2. SCHEDULED CRITERIA FOR THE ADMISSION OF RESIDENTS TO THE HOME

Our home is an independent children's home that provides residential care for up to 2 children of either gender, ages 5 to 18, who have a primary need for emotional & behavioural difficulties (EBD) and/or learning difficulties. A matching risk assessment will be completed for each child referred to ensure that they are placed appropriately. To guarantee that the home can manage both children, the risk assessment considers the present and referred child's behaviour, emotional state, and history. Every child who is placed at our home will have a risk assessment and a care plan that will be reviewed on a regular basis. Children that are placed with us are likely to have EBD and/or learning difficulties. This could be due to a variety of circumstances, including children who have been neglected and families that are unable to care for them.

If the child is determined to be a good fit for the home, a planned admission will be implemented, with the Manager and a key worker visiting the child first. The child will then be invited to visit the home to meet the other children and staff, as well as view their room. The present child will be encouraged to express their thoughts about the potential new resident at all phases of the process. A final meeting will be convened, and a complete initial care plan, if applicable, as well as educational timetables, will be presented. It is the goal that all children attend school, thus they will be in school between the hours of 8:30 and 16:00. Every child or young person will be given a weekly activities calendar to keep track of their activities for the week and weekend.

If a child goes missing without authorisation from home, staff will monitor the child in accordance with the organisation's missing from home rules and procedures, as well as local missing from home protocols agreed upon by the local authority and the police. Staff will take precautions to prevent young people from leaving the premises without authorisation. Within 72 hours of a child or young person's return home, a social worker or an independent person will perform a return home interview. The objective of these interviews is to figure out why young people go missing and to develop measures to reduce or eliminate missing from home episodes. Key Worker sessions are held to address episodes of missing from home and to educate young people about the danger of leaving the house without permission and going missing. We have a policy in place that will deal with how internal and external complaints would be dealt with by our children's home.

3. VISITORS TO THE HOME

Children and young people are expected to have visitors to the home. They will have at least one statutory visit per 6 weeks from their social worker. Once every 12 months by a nurse and on occasion children will have their friends over to visit as most children do. However, friends coming over are not expected to increase traffic to the area as they will normally be dropped off to the home or our young people may be driven to see their friends in the community as it would be the case for most children in their ordinary lives. Children will visit their family members away from the home or at a contact centre for safety reasons.

4. MONITORING AND SURVEILLANCE OF CHILDREN AND YOUNG PEOPLE

We will have a minimum of 1-2-1 staff per child to a maximum of 5 (when the Registered Manager and Deputy Manager are present) members of staff on duty during the day. During the night there will be 2 members of staff. Staff will keep a close eye on the children's whereabouts, which will be recorded in the 'daily running log.' The whereabouts of employees will be tracked as well. Wherever the staff deems appropriate, children will be guided to outdoor activities. As part of their continued personal growth and upskilling, all staff receive regular training. This will involve safeguarding and prevention training to ensure that all staff are aware of probable indicators of radicalisation, exploitation, and abuse.

5. STAFF HANDOVER

There will normally be 1 staff handover a day at between 8am and 11am which last for 30 minutes.

6. STAFFING

Staff will still stay at the home during the day as there is plenty that staff can continue to do while children are at school in preparation for their return. Household chores and staff training can be undertaken during the day. This will allow for staff to be fully focused on the children and young people on their return from school.

7. ZERO-TOLERANCE OF BULLYING BEHAVIOUR

Once the children are admitted, they will be given their Guide, which will include information about anti-bullying. To deal with this, all staff will also receive anti-bullying training. Any complaints will be reported to the senior staff member on duty. Bullying will be addressed through discussions and the implementation of plans and agreements. A complete written account of the concerns and actions taken must be kept in the home, and the material must be included in the relevant child's file.

8. ANTI-DISCRIMINATORY PRACTICE IN RESPECT OF CHILDREN AND THEIR FAMILIES, AND CHILDREN'S RIGHTS

We feel that clearly defining the rights and duties of children/young people, staff, and family members/caregivers is essential. Staff members respect and value each child, and they will provide services that recognise and build on the talents of children and families of different cultures, sexual orientations, socioeconomic and religious backgrounds, and abilities.

All children and young people residing in the home have the following rights:

- a) To be treated equally; and
- b) To be physically well cared for, including their health, clothing, food, and a warm, clean, and safe home.
- c) In accordance with their care plan, friends and families are to be made welcome.
- d) To have their opinions encouraged and taken into account.
- e) To be encouraged to practice whichever religion they may choose.
- f) To expect choices whenever they become available.
- g) To read what we write and record about them.
- h) To receive care that is well-planned and evaluated on a regular basis.
- i) To voice concerns if they are unhappy with the care received or offered.

j) To request and get their own copy of their daily care plan and review documents.

Staff will confront a child who engages in discriminatory behaviour. The staff will do so in a way that is appropriate for the child, and they will make sure that they understand why they are being discriminatory and how to move forward. The staff will also model anti-discriminatory behaviour for the young people to observe and adopt.

We employ a diverse group of employees from all religions, sexual orientations, and genders in order to foster an environment in which young people learn to appreciate one another and develop an understanding of varied needs. Our staff team works to ensure that young people always have the right to dignity, privacy, and humane care, as outlined in the United Nations Convention on the Rights of the Child.

9. ARRANGEMENTS FOR SUPPORTING CULTURAL, LINGUIST AND RELIGIOUS NEEDS OF CHILDREN

Children and young people's cultural, linguistic, and religious requirements will ideally be discovered during the planning stage. There are places of worship for individuals of all faiths and religions in the area, and children and young people will be actively supported and encouraged to maintain their religious or cultural beliefs.

Prior to admission, any linguistic issues will be recognised, and the home will ensure that the staff's abilities, language, and knowledge meet the needs of the child or young person. If needed, there will be easily available information and assistance on all cultures and religions.

In order to foster a multicultural ethos at our home, the young people will be taught to appreciate and celebrate each other's religions and cultures. Our staff have a wide range of expertise and knowledge of other cultures and religions.

10. PARKING

There is space for at least 2 vehicles to park on site.

These spaces will be for management and staff who work at our home.

Support services will be required to use public parking on side roads if all spaces at the home are taken. There is ample public parking within walking distance of the home.

Cycle parking is also provided.