



Operational Management Plan For Shine Sc Ltd

Hazel Blossom House, 1 West Lodge, Putteridge Park, Luton, Luton, Beds,
LU2 8LA

The Registered Manager's duties include managing and supervising the day-to-day care and management of the children and young people, the staff and the home. The needs and behaviour of children and young people are constantly examined through observations and monitoring to identify needs, concerns, and issues while analysing risks and behavioural management plans. Also, it is essential to complete development plans to ensure that the most effective interventions are delivered.

All staff will be hired using the safer recruitment policy and procedure, ensuring that the children are cared for by people with the most expertise and skill. Staff are 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. The Registered Manager will go through a probationary phase during which the staff will lead, manage, supervise, and support the team. Staff will be subjected to formal one-on-one supervision regularly and will be evaluated annually to ensure that they provide the most significant level of care to residents while also contributing to the home's development to obtain exceptional Ofsted standards.

Monthly team meetings and shift handovers will be held 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 care standards, which include children's rights to all services relevant to their needs.

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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 young people care needs are communicated and updated regularly.

The Registered Manager will ensure 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 and ensuring that the facility's physical status, 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 by 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.

Environmental risk assessments have been implemented to support a safe home environment. To ensure that they appropriately reflect ecological concerns, they are reviewed and updated regularly. A qualified fire assessor completes an annual fire risk assessment to ensure the house complies with fire rules. Extinguishers and fire extinguishers.

The house has a fire alarm that is monitored regularly, 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.

Annual legionnaires tests and PAT testing are conducted to promote water safety and electrical equipment. There is a risk assessment in place for the location.

Scheduled criteria used for the admission of residents to the home

Our home is an independent children's home that provides residential care for up to Five (5) children of either gender, ages from 6 to their 18th birthday, with a primary need for behavioural and emotional support.

A matching risk assessment will be completed for each child referred to ensure they are placed appropriately. The risk assessment considers the present and referred child's behaviour, emotional state, and history to guarantee that the home can manage both children. Every child who is placed will have a risk assessment and a care plan that will be reviewed regularly.

Children placed in Hazel Blossom house are likely to have emotional and/or behavioural issues. This could be due to a variety of circumstances, including children who have been neglected and families who 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 and view their room.

The present child will be encouraged to express their thoughts about the potential new resident at all process phases. A final meeting will be convened, and a complete initial care plan, if applicable, and educational timetables, will be presented.

It is the goal that all children attend school thus they will be in school between the hours

of 8.30am and 4.00pm. Every child 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 by 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. These interviews aim to determine why young people go missing and to develop measures to reduce or eliminate missing-from-home episodes.

Key Worker sessions address episodes of missing from home and educate young people about the danger of leaving the house without permission and going missing.

A description of the home's approach to the monitoring and surveillance of children and young people.

Hazel Blossom House will have no less than 2 staff members on duty, plus the home manager from Mon-Fri 9 am - 5 pm. We will also have a deputy manager within the home during office hours and also for covering shifts within the home. There will be two staff members on duty between the hours of 11.00pm and 07.00am. Staff ratios guarantee that suitable staffing numbers are in place to support each child's evaluated supervision needs.

Staff will closely monitor 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.

All staff receive regular training as part of their continued personal growth and upskilling. This will involve safeguarding and prevention training to ensure that all staff are aware of probable indicators of radicalisation, exploitation, and abuse, as well as the National Prevent Strategy.

Hazel Blossom House has a zero-tolerance policy for bullying behaviour

Once the children are admitted, they will be given their Guide, including anti-bullying information. 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.

A description of the home's policy and approach to anti-discriminatory practice with respect to children and their families and children's rights.

Clearly defining the rights and duties of children/young people, staff, and family members/caregivers is essential. Hazel Blossom House's 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.

At Hazel Blossom House, all children and young people residing in the home have the following rights:

- a) To be treated equally.
- b) To be physically well cared for, including their health, clothing, food, and a warm, clean, and safe home.
- c) Following 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 regularly.
- i) To voice concerns if they are unhappy with the care received or offered.
- j) Request a copy of their daily care plan and review documents.

Staff will confront a child who engages in discriminatory behaviour. The staff will do so appropriately for the child and ensure they understand why they are being prejudiced and how to move forward. The staff will also model anti-discriminatory behaviour for the young people to observe and adopt.

Hazel Blossom House employs a diverse group of employees from all religions, sexual orientations, and genders to foster an environment in which young people learn to appreciate one another and develop an understanding of varied needs. The Hazel Blossom staff team ensures 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.

The arrangements for supporting cultural, linguistic 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 readily available information and assistance on all cultures and religions.

To foster a multicultural ethos at Hazel Blossom House, the young people will be taught to appreciate and celebrate each other's religions and cultures. Hazel Blossom House's staff has a wide range of expertise and knowledge of different cultures and religions.

Parking

There is space for up to 7 vehicles on-site at Hazel Blossom House.

These spaces will be for Management/Staff who work at Hazel Blossom House and visitors who will come to the home from time to time.

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.