



Management Plan

How many families would be accommodated?

Maximum of one (1) family. 1 family = 1 Parent & infant

What is the ratio of staff to families required (delivery model)?

- **Daytime:** One (1) Manager and two (2) care staff on day shift.
- **Evening:** Two (2) care staff on waking nights.
- The home is staffed **24/7** to ensure continuous supervision and support.
- **Shift Changes:** Occur at 8 am and 8 pm daily.

Parking: On-site parking is available for 2 cars, expandable to 3. A bike stand will also be added for staff who cycle to work.

What is the likely level of need of the families accommodated?

Bluebelle House will provide a “home from home” environment for vulnerable and complex families. This includes parents with experience of being a “Looked After Child”, or those who may have experienced neglect and other forms of abuse. We will provide a person centred, bespoke package of support that promotes optimal outcomes for the parent-infant relationship. Support is provided through regular observations, development of positive relationships with staff and access to psychoeducation courses. We believe in a strength - based approach to parenting, underpinned by evidence- based parent-infant interventions.

Who would likely visit the property in addition to staff?

- Social Workers 1 x monthly
- Regulation 25 Visitor 2 x monthly
- Ofsted Inspectors (1 annual visit)

How would visits be scheduled?

Visits to Bluebelle House are scheduled during work hours wherever possible. Meetings can be facilitated:

- In a private area of Bluebelle House.
- Virtually via secure video platforms like Microsoft Teams if face-to-face meetings are not feasible.
- Offsite at approved Children's Social Care environments, private spaces at the local children's centre or supervised within the community.

Would therapeutic care be offered onsite?

Yes, Bluebelle House will provide onsite therapeutic interventions, to meet the specific needs of families. This will include:

- Collaboration with specialist third-party professionals, therapy sessions will be conducted in a private area of Bluebelle House or via Microsoft teams.
- Supportive and nurturing interactions with staff, including structured daily emotional check-ins and the opportunity for reflective conversation.
- Staff trained in trauma-informed care will implement therapeutic approaches to help families manage their emotions and behaviour.

Would case reviews take place onsite or offsite?

Case reviews will take place virtually via Microsoft Teams to ensure all professionals can contribute efficiently.

Are relatives able to visit?

Family:

- If a **contact order** is in place, visits are facilitated offsite or virtually to ensure compliance.

Will the property be OFSTED registered?

Yes. We only operate an Ofsted-registered and fully compliant Family Assessment Centre.

Are families ever left alone at the property?

No. Families are fully supervised at all times by experienced staff.

Under what circumstances can families leave the property?

- Regular activities include accompanied visits to doctors, dentists, parks, children's centre to attend classes and local shops.
- Independent time in the community (e.g., visiting friends, local shops) is carefully risk-assessed and approved based on an approved care plan.

Would staff be informed if a family leaves the property?

Yes. Staff are fully aware of the whereabouts of families at all times. Strict protocols ensure safety:

- All individuals are signed in and out of the home.
- Staff maintain communication with families through mobile phones during approved independent activities.
- Policies include immediate action in the rare event of a family becoming unaccounted for.

Is there a curfew?

Yes. Curfews are tailored to each families care plan and assessed risk level:

- Independent time in the community comes with clear expectations for check-ins and return times.
- Evening routines are encouraged, including low-volume TV and or nightlights to support settling.

What happens in the event of a breach of curfew?

- An immediate risk assessment is carried out.
- Missing from home protocols are activated, including notifying the police and Emergency Duty Team (EDT).

- If curfew breaches are persistent and needs cannot be safely met, a review of placement suitability is conducted.

What security provisions are in place?

- **Doors:** Front and back doors may be alarmed to alert staff if opened at night.
- **Access Control:** The home is locked when vacant, and visitors must sign in with ID checks.
- **Additional Measures:** Waking night staff will be supporting families in the home.

Would CCTV be installed?

External CCTV may be installed for security ensuring safety while respecting the privacy of residents. Internal CCTV will be installed for observation purposes and used as and when required.

How would residents raise concerns?

Families and neighbours are informed through:

1. **Good Neighbour Policy**
2. **Complaints Procedure**

The process for raising concerns includes:

- The **Manager**, **Responsible Individual (RI)**, and **Directors** are available to listen to concerns or complaints. They are approachable and can be contacted directly by residents, staff, or external parties.
- Information about the complaints process is included in the **Family Handbook**, ensuring families are fully aware of their rights and the procedures to follow.

The Manager and staff will:

- Visit neighbours prior to occupancy to introduce themselves and share contact details.
- Provide brochures outlining policies, procedures, and the home's ethos.

Contact: The Management Team is contactable 24/7 to address any issues promptly.

What lifestyle will families have in the property?

The home operates a nurturing family environment with structure and routine:

- **Weekdays:** Families will have access to support staff and the opportunity to engage in activities designed to promote a positive relationship with their baby. Budgeting and cookery classes will also be available alongside psycho-education programs and therapy sessions dependent on the needs of each family.
- **Weekends:** Creative projects, mindfulness activities and time for self-care will also be encouraged and tailored to each parent's interest.
- The focus is on creating a stable, supportive atmosphere where families can thrive.