



Business Plan – Rationale for Service

Families in Knowsley, Sefton, Liverpool, St Helens and wider Merseyside face a lack of suitable local residential family assessment centres. Over 80% of families who require specialist support are placed out of borough, away from families and wider support networks. This lack of provision disrupts family stability and reduced the likelihood of successful long-term outcomes. There are few specialist provisions within the UK, and even fewer tailored to parents with learning disabilities, those with a neurodiverse presentation or identified mental health. Parents with a learning disability are 20% more likely to have children removed from their care, with research suggesting 40%-60% of parents have children removed due to a perceived inability to meet parenting standards. By offering a local, nurturing, specialist environment, Bluebelle House offers parents the opportunity to *Believe* in themselves, *Achieve* their full potential and *Thrive* together as a family.

Our service will go beyond a 12-week assessment period, offering a “step down” approach with integration into local services, promoting optimal long - term outcomes for families. Bluebelle House will prioritise referrals from the Knowsley area, responding to local authority needs. Our service is supported by a multi-disciplinary team, including Qualified Social Workers, Learning Disability Specialists, Specialist Parent-Infant Mental Health Practitioners, Health Visitors and Evidence-based Parenting Practitioners. We can effectively support vulnerable and complex families with a variety of needs.

We offer 12-week placements with 24/7 support. CCTV monitoring supports safeguarding and infant safety while preserving the privacy and dignity of families. Trauma informed care is at the heart of Bluebelle House, and this provision will reduce the need for costly and disruptive out of borough placements.



Management Plan

How many families would be accommodated?

Maximum of two (2) families. 1 family = 1 Parent & infant (s) to include multiple births and or siblings. Resident numbers will not exceed safe staffing levels and will be directed by the Local Authority.

What is the ratio of staff to families required?

- Daytime: One (1) Manager (Available Monday to Friday, 9 am to 5 pm hybrid working pattern) and up to two (2) care staff on shift.
- Evening: Up to 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 /or 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, which is also underpinned by evidence- based parent-infant interventions.

Who would likely visit the property in addition to staff?

- Social Workers 1 x monthly
- Regulation 44 Visitor 2 x monthly
- Ofsted Inspectors (1 initial annual visit then 3 yearly inspections)

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 Residential 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 support 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 believe, achieve and thrive.

Market Analysis Market Data & Service Need

Within the Northwest there is a shortage of Residential family centres, resulting in families being placed out area and often far from their local areas and family /community support links. At Bluebelle House we feel families should be given the opportunity to stay close to home and wider support networks wherever possible, we believe local placements help contribute to positive placement outcomes. There are currently 4 existing Family Assessment Centres Within a 30-Mile Radius of Knowsley:

- Aruna Care Ltd. – Offers 12-week parenting programmes and tailored assessments for 2 families.



- Family ACE – Liverpool, UK: A five-bedded Residential Family Centre providing 24-hour support and social care assessments.
- Lytham Lodge – a 6 bedded Residential family Assessment Centre providing 24-hour support and social care assessments.
- First Steps NW Ltd. – Sisu Services, Ribble Valley and Rossendale, UK: Offers 12-week parenting programmes and tailored assessments.

This highlights the need and demand for high-quality, “home from home” family support services in the Knowsley and surrounding areas. We can bridge the gap locally and regionally to provide families with person-centred support in a nurturing environment, with a view to achieving positive outcomes for children and families.