

Management plan

Company Name: Omega Care Group

Address of property: 9 North Park Road, Kirkby, L32 2AR

Managing Director: Alex Aresti

Email:

Director: Caron Lackenby

Email:

Omega Policy Statement

Omega Care is dedicated to ensuring that all children's homes operate harmoniously within their communities. The organisation recognises the importance of fostering mutual respect between the home and local residents. Omega Care will promote positive relationships, community engagement, and local partnerships while safeguarding the welfare of children and maintaining the integrity of the community.

Policy Scope

This policy applies to all Omega Care staff, residents, and visitors at all locations. Staff are responsible for communicating this policy to residents and ensuring its principles are upheld in daily operations. Visitors should be made aware of the home's standards and expectations when appropriate.

Community Impact

- Parking

Parking arrangements will mirror those of a typical residential property in the same location. There will be the presence of vehicles as determined within the management plan on-site at one time, with staff encouraged to use public transport or car sharing or cycle to work where possible. Sufficient parking is in place for up to 4 vehicles on the property grounds itself, yet every effort will be made to keep vehicle presence to a minimum.

- Lights and Lighting

External lighting will be used minimally for safety and security through the use of directed PIR lighting to illuminate evacuations routes. Internal lighting will follow house routines, with children's routines being maintained through care planning and behaviour management plans and in line with their personal and social needs. Internal lighting and possible disruption from this to neighbouring properties will be minimized through the use of fitted blinds and curtains. As part of our commitments to economic and environmental sustainability all lights are switched off when not in use.

- Anti-Social Behaviour

Noise, substance misuse, or disruptive behaviour will not be tolerated, and these are considerations in all placement matching processes. Behaviour management will follow Omega Care's policies using restorative practice and positive reinforcement. It is expected that through positive relationship building, education and participation that no noise from the home will exceed that of any other residential home in the local area of the same or similar size and occupancy.

All staff undergo and maintain a rigorous mandatory training programme which is targeted at encouragement, management and engagement in a safe manner and does cover areas where need arises to respond such as potential conflict, displays of behaviours and has reflective processes in place after any event.

- Waste

Waste management will comply with local authority protocols. Recycling and responsible disposal are mandatory for staff and residents. This home will create no more waste than that of any other residential home within the local areas. Should any large bulk waste be produced, this will be removed at the expense of the organisation to a suitable waste management facility and will not impact on local resources or services.

- **Property Maintenance**

Properties will be maintained to a high standard, with repairs addressed promptly. Health and safety concerns are reported immediately to management. A responsive maintenance team is employed by the company and these work in partnership with local trusted contractors to undertake any licensed work required.

Each home under Omega Care receives multiple levels of property assessments which conform with our responsibilities under regulated activities, as an employer of more than 5 people and as a provider of accommodation, and these are conducted by suitably qualified persons with actionable lists produced which are undertaken by competent contractors.

- **Neighbour Complaints**

Complaints from the community are handled sensitively and logged by the Registered Manager. Feedback is welcomed to foster transparency and trust. A complaints policy is in place, and our media platforms offer routes to make anonymous complaints.

Any complaints made are handled with sensitivity and are dealt with in line with company policies and procedures with the support of an internal and reputable contracted external HR department.

Employment

Omega Care will recruit inclusively, promoting diversity and local employment opportunities. All care staff will complete Level 4 Health and Social Care qualifications or higher, and this is achieved through our partnership education services and safer recruitment pathways.

Regional Economy

Omega Care contributes positively to local economies through staff employment and use of local services and suppliers. This includes but is not limited to pathways for employment, training opportunities, charitable events and donations, the purchase of local spaces, the regeneration of dilapidated properties.

Local Crime Watchdog

Each home will conduct area risk assessments, review local crime data, and liaise with police and social services to ensure community safety. Management for the home and services in their entirety attend local meetings, forums and online seminars regarding ongoing community issues and concerns and contribute positively to a solution focused approach.

Staff Guidelines & Policy Application

All Omega Care staff must understand and apply this policy to daily practice. Staff are responsible for minimizing community impact and addressing concerns proactively. Risk assessments will be regularly reviewed to maintain a low community impact rating.

Management Responsibilities

Registered Managers are accountable for implementing this policy within their home and ensuring all staff and residents understand their roles in maintaining positive community relations. Senior management will review this policy periodically, incorporating feedback from residents, staff, and community stakeholders.

Impact outcomes

The assessment shows that given our commitment to children, communities and sustainability, the impact of this home in this location is considered as LOW. The rating is supported by our established organisational approach and understanding of the sector in relation to community impacts. Supported by local authorities and evidenced with multiple regulatory ratings of 'Outstanding' we are confident that our impact will remain low to the local community.

Operationally this home will present reflective to its existing environment and is designed to form part of its community in all aspects through positive management structures, routines and integration. No aspect of this home are to the detriment of the existing environment, community members or the biodiversity.

Introduction to Omega.

Residential Children's Homes operated by Omega Care provide warm, nurturing environments for vulnerable children in need of stability, safety, and care. Many of these children have experienced disruption or trauma, and Omega Care is committed to mitigating risks by providing safe, supportive, and family-like placements.

Omega Care carefully assesses the location of each home to ensure positive integration within the local community while maintaining minimal impact on neighbouring residents. This assessment outlines Omega Care's approach to managing and monitoring community impact.

Our aims and ethos

Omega Care is committed to providing a high standard of care to children throughout their services. Every child deserves the chance to grow up in a loving family with a safe, secure home to call their own, and to be part of a wider community. Yet, for some children, situations beyond their control can mean they find themselves living outside their family home for extended periods of time. When that happens, Omega Care want to try their utmost to make sure we can provide them with the reassurance of knowing they won't need to leave their local area. Omega Care want to build a safety net that will mean a child's life is disrupted as little as possible, by making sure they don't need to move school, or move away from their friends and family, at a time when they need stability the most.

Omega Care wants to support regions to invest in creating life-changing opportunities that help those in our society who need it most, and ensure we can reap the benefits of secure, local jobs for local residents.

We want our children to have access to education, employment or training and to have encouragement and recognition for their achievements.

We will ensure that they:

- participate in social, cultural and leisure activities.
- attend and enjoy education and achieve academically in line with their ability.
- make positive friendships.
- enjoy relationships with family members and peers.
- Make a positive contribution.
- Enjoy and achieve.
- Live in a loving and nurturing environment in a community that allows them to have as close to family life as possible.
- Respect others
- learn life skills to enable them to transition into adulthood effectively!

Social value

Omega care embraces social value, that's why giving something back to the community is embedded in all of Omega Care Group's activities across our residential children's home's. Our children and staff engage with the community and support charities through fund raising events, and this will continue in the region.

Being treated with kindness and dignity is a social value judgement about the processes of health and social care.

Treating employees with fair terms of service and adequate wages and salaries is a social value judgement about process. Omega pays above the living wage and provides private health care to all employees and opportunities for career progression and higher learning.

Omega care will endeavour to place children from the Knowsley Borough to support social services with their sufficiency.

Registration of the home

The home will be registered with Ofsted to have up to 2 children living there, the age ranges from 7 to 17, no children will be placed in the home until it is registered.

Location of the home

There is a stigmatisation, and often discrimination against children living in residential care, examples such as that they are anti-social, or criminals, "naughty children" and the assumption that they will bring house prices down, bring trouble to the community, "they should live in rural areas," "not on our doorstep" and so on. Sadly, for our children this can impact on their rights to live in a community as any other child would with their birth family, or as a foster child would, without the same objections.

These myths are mainly untrue, and this can be evidenced through our last 14 Ofsted reports, and 3 CIW reports. These reports show how well our children are thriving in a community, how well they are making progress, with zero impact on residents. All homes are on "good" or "Outstanding" ratings, with minimal requirements under the Children homes regulations.

The home is located in a developed residential area Ample space provisions for parking and outdoor play is available to the front and rear of the garden. The home location provides access to local schools, transport links and nearby parks and recreational centres making it ideal for raising children safely.

Anti-social behaviours.

Omega has a robust referral policy in which we look at the presentation of children, the skills of the staff team, and the locality, children who present with antisocial behaviours wouldn't be placed in a community home, as we know that this isn't in the child's best interest, in the best interest of the reputation of omega care, or in the best interest of the local community/neighbours.

Behaviour management.

All Staff are trained in behaviour management under the PRICE (Protecting rights in a caring environment), model that is Bild accredited, additionally Omega is registered with the RRN (restraint reduction network).

All staff receive training in trauma informed care and neurodiversity, including the Dan Hughes PACE model (playfulness, acceptance, curiosity and empathy) this is delivered by Omega's clinical psychologist, Dr Carly. She also works with the children and supports the staff teams.

Each child has personalised risk assessments and a personalised behaviour support plan that considers their history, triggers, and coping mechanisms, this is key to understanding children and responding to them effectively. Staff help children understand their emotions, which reduces frustration and improves communication, staff are skilled in de-escalation and if tensions rise, staff use calm, non-confrontational methods to defuse situations.

Due to the small staff team, staff can build positive and trusting relationships with children, this is key to supporting them to feel cherished and safe, which in turn promotes positive behaviours.

Staffing matters

At full occupancy, there will be 2 children in the home, supported by a team of up to 6 suitably experienced and skilled residential staff, who will be on a rolling rota, with 2 staff sleeping in at night. (See appendix A). there may be short periods of time when additional staff are required if children need additional support, but this would not be a long-term measure.

Rotas will consist of 2 staff members on duty – shifts will commence at 10am with staff staying at the home for 2 days, sleeping in for 2 nights, the shift will end at 10.30.

Handovers take place every 2nd day at 10.30am, one staff member will hand over to the new shift. See appendix A

The Manager will be present during the week around the hours of 9-5, although this is flexible to the needs of the service.

Managers at Omega Care build excellent relationships with neighbours and are accessible to discuss any concerns they have and any positive feedback, which would be more common! There is a complaints procedure that any person can follow should they require this, albeit to date Omega hasn't had a neighbour's complaint for any of the homes we have and in fact the neighbours have excellent relationships with the children, often sending birthday cards, easter eggs etc to them.

In an instance of a complaint, this would be dealt with by the Registered Manager, where appropriate, and more serious complaints would be escalated to the responsible individual of the home or the operations director, who is also the safeguarding officer.

All staff will be working towards or have, a level 3 diploma in children and young people, many have or are working towards a level 5 diploma. Omega has their own full time in-house trainer, resulting in a robust training package for staff to ensure they have the knowledge and skills to perform at a high standard that always insists on professionalism.

There is a 2 tier on-call support system 24/7, this is facilitated by Omegas senior staff and registered Managers.

Additionally, Omega has 5 responsible Individuals and 4 directors, one director being a responsible individual and designated safeguarding officer, these are always available for support.

Day to day

On a day-to-day basis, the home runs the same as a family home, children will be supported to rise, follow their morning routine, have breakfast, and attend education. Staff will transport children to and from education. Staff attend PEP meetings, parent evenings etc, and have regular contact with the education provider.

On return, children will go to clubs of their choice or may go on activities with the support staff. They may visit family and friends, which is encouraged and supported by the staff.

Tea will be prepared by staff and children who all sit at the table and eat together. The evening could consist of homework followed by activities such as film nights, games nights, pamper nights. Children are encouraged to help prepare and cook tea as part of their independence and are supported to learn other skills to prepare them for adult life.

Support staff ensure that all medical appointments are arranged and support children to attend. All children have a child looked after (CLA) nurse allocated to them. All children have key worker of their choice, who supports them with 1-1 keywork sessions.

During weekends and school holidays, there will be a degree of flexibility with the daily routine; the children will partake in variety of activities including day trips to suitable attractions such as theme parks and to regular activities such as sports or exercise classes, or walking/cycling trips. They may also have family contact. They may spend time around the home like any other family setting. The routines are more flexible and relaxed though the same levels of supervision will remain in place.

This is an example of what a daily routine could look like.

7am-7:30am Staff on shift start the morning routine for children, i.e. school uniforms, packed lunches, preparing breakfast. Morning routine is important and will be a positive aspect of the childrens daily routine

7:30-8am Children are called to get dressed and a healthy breakfast will be prepared, to start the day in the most positive, healthy manner.

8-9am Children will depart, either by taxi or house car, for their educational establishments.

9-11am Registered Manager will arrive on site (unless they have a prior appointment to attend). The role of the Registered Manager will be to support the staff team in the day to day running of the home including the care giving to the young people being looked after.

10am staff arrive (every 2nd day) and receive a handover from one staff member from the previous shift. Remaining staff members from previous shift leaves as new rota on staff arrive, to avoid too many carers being at the property and minimise vehicular movement in residential streets.

10:30am -3:30pm Staff and Carers begin domestic duties such as dishes, vacuuming, laundry, tidying bedrooms, completing paperwork and preparing the evening meals.

3:30-4:30pm Children will return home and be advised to complete any homework, before having free time; the children will be offered guidance if needed with homework. Healthy snacks will be available.

5pm Registered Manager leaves, leaving two remaining staff at the home.

5-6pm Staff will prepare a healthy, home-cooked meal for all.

6-8.30pm Children will attend activities/groups such as scouts, gymnastics, cadets, music lessons, football, bowling, fishing, ice skating and any other specific hobbies the individuals may show an interest in, have in house entertainment, or chill in their bedrooms.

8.00 – 9.00pm Children will be encouraged to bath/shower, have supper and prepare for bed (dependent on age). Bedtime for children is between 8.30 and 9.30 dependant on the age of children

10-11pm Carers will complete any remaining household tasks and paperwork and retire to bed.

Children will enjoy hobbies and activities at the weekend and may be transported by car or walk or may choose to stay at home.

Car parking

The property is a semi-detached and has parking which will accommodate 4 vehicles at the front of the property.

We will be seeking to employ staff from the local area and as part of our initiative to reduce the carbon footprint, staff are encouraged to car share, walk or to use public transport to get to and from work.

Omega has a cycle to work scheme, and a bike shed will be available in the back garden of the home.

Team meetings will be held monthly, there is ample space in the grounds of the property to facilitate this, and positive transportation methods continue to be promoted in these circumstances.

Visitors

Children may have some visitors as all families do, social workers generally visit once every 6 weeks, and parents may visit from time to time, although this is generally not the norm. Health appointments would take place at the appropriate venue.

Protective Factors of the home's locality:

We have a duty of care to Children and to the local community, to ensure that any potential placement is thoroughly risk assessed, not just for what their requirements, but for the location of the home including local issues and concerns, we are obligated to do this under our legal responsibilities and assessed under a set of standards and regulations set out by Ofsted.

The home will be registered with Ofsted and will be inspected at least yearly. The Children's homes regulations, regulation 40, require us to inform Ofsted of certain incidents, and evidence how we have responded to this, and actions to prevent further occurrence, resulting in a transparent service.

Additionally, under regulation 44, an independent visitor visits homes monthly and compiles a report that is then sent to Ofsted, any concerns would be highlighted in this report. The local authority visits annually to complete a compliance visit and to assess the performance of the home.

Ofsted have their own risk assessments in place for each home, if the risk assessment has an increased risk, this would trigger a visit from Ofsted

These measures will ensure that the home is accountable and that it is managed in line with regulatory requirements.

Omega care has 16 children's homes, of which 8 have a grading of outstanding and the remainder are on good ratings, this highlights how well the homes are managed and how well the children are being cared for.

All homes are subject to a safe area report under regulation 46 of the children's home's regulations, as part of this assessment we liaise with other agencies such as the missing from home coordinator commissioners, PPU and LADO.

We continue to work in a holistic way, with a multi-agency approach, we build relationships with the local PCSO's who visit the home and keep the manager up to date with local information, and emerging trends or areas of concern, such as an increase in crime.

Appendix A

Day 1

Manager be on duty for some hours generally between 9am - 5pm

Care staff AB start at 10am.

Day 2

Manager on duty 9am – 5pm.

Care staff AB remain on duty having had sleeping duty.

Day 3

Manager on 9am- 5pm.

Care staff AB finish duty at 10.30am, having had a sleeping duty.

Care staff CD start duty at 10.30am.

Day 4

Manager on duty 9am – 5pm.

Care staff CD remain on duty having had sleeping duty.

Day 5

Manager on duty 9am – 5pm.

Care staff CD finish duty at 10.30am, having had a sleeping duty.

Care staff EF start duty at 10.30am

Day 6

Care staff EF remain on duty having had sleeping duty.

Day 7

Care staff EF finish duty at 10.30am, having had a sleeping duty.

Care staff AB start duty at 10.30am

The following 7 days the same, with the manager on duty Monday – Friday 9am – 5pm.

The rota systems in place are designed to support staff with a healthy work-life balance and ample peer support to deliver a quality service which in turn reduces the likelihood of work-related stress, absences and helps to maintain consistent delivery of care to resident children.

Staff Name	Staff name	Managers hours	Training	Annual leave
Staff A	Staff B	9-5		
Staff A	Staff B	9-5		
Staff C	Staff D	9-5		
Staff C	Staff D	9-5		
Staff E	Staff F	9-5		
Staff E	Staff F	9-5		

This Management plan is collectively identified as ‘The Management plan’ and the ‘Community impact assessment’.