

Management Scheme

Blossom Lodge Children's Residential Home

Property address:	219 Wrotham Road, Gravesend, DA11 7LL
Provider:	Elite Children's Care Group Ltd
Purpose:	To explain how Blossom Lodge will be operated and how any impact on nearby residents will be kept to a minimum.

1. Overview

- Blossom Lodge will provide residential care for up to three children and will operate as an Ofsted-regulated children's home.
- The home will be run in a way that respects the surrounding residential area and promotes positive relationships with neighbours.
- This scheme will be reviewed when required to reflect operational learning, feedback and any relevant advice from Ofsted or the local authority.

2. Staffing and Supervision

- **Staffing Levels:** The home will be staffed 24/7, with staffing levels based on the number and individual needs of the children. There will normally be a minimum of two staff members on duty while children are in residence.
- **Training:** Staff will receive suitable training in safeguarding, behaviour support, first aid, fire safety and managing incidents.
- **Responsibilities:** A member of the management team will be available to respond to concerns raised by neighbours.
- **Shift Patterns:** Shift handovers will be organised to avoid unnecessary noise, congestion or vehicle movements.

3. Behaviour and Noise

- **Behavioural Expectations:** Children will be supported to understand the importance of behaving respectfully towards neighbours and the local community.
- Staff will address loud music, shouting or other behaviour that may cause unreasonable disturbance.
- **Quiet Hours:** Quiet hours will normally apply between 11:00 pm and 7:00 am.
- **Activity Monitoring:** Use of the garden and outdoor areas will be supervised where appropriate.
- Any repeated concerns will be considered through the child's care planning and risk-management arrangements.

4. Visitors

- **Sign-In Procedure:** Visitors will be required to sign in and out of the home.
- Visits will be managed in line with safeguarding and security arrangements.

- **Visiting Hours:** Routine visits will normally take place between 8:00 am and 10:00 pm unless a child's needs or an emergency require otherwise.
- **Visitor Conduct:** Visitors will be expected to park considerately and avoid causing unnecessary noise or obstruction.

5. Neighbour Communication

- **Contact Information:** Neighbours will be given a contact number or email address for raising concerns about the operation of the home.
- Concerns will be acknowledged and investigated promptly.
- **Complaint Log:** A record will be kept of any complaints or community issues and the action taken in response.
- The Registered Manager, or another designated manager, will provide follow-up where this is required.

6. Incidents Management

- **Incident Logging:** Any incident that affects, or may affect, nearby residents will be recorded and reviewed.
- **Immediate Action:** Staff will take immediate and proportionate action to bring the situation under control.
- Where necessary, staffing arrangements, risk assessments or behaviour-support plans will be reviewed to reduce the likelihood of recurrence.
- **Staff Training:** Staff will receive ongoing training and guidance on incident management and community relations.

7. Property and Environmental Management

- **Property Maintenance:** The property, gardens and external areas will be kept in a tidy and well-maintained condition.
- **Waste Management:** Waste will be stored securely and placed out for collection on the appropriate day.

8. Review

- **Quarterly Review:** This Management Scheme will be reviewed at least quarterly and updated when necessary.
- **Stakeholder Feedback:** Reviews will take account of incidents, complaints, feedback and any changes to the way the home operates.
- The home will continue to work constructively with neighbours and the wider community.