

Management Scheme

Management Scheme for Super Young Minds (Children's Residential Care Home)

Property Address:

Super Young Minds, 19 The Fairway, Gravesend, Kent, DA11 7LN

Purpose:

To detail how the children's home will be managed to adequately control disturbances to surrounding residents.

1. Introduction

This management scheme outlines the operational strategies and practices to be implemented at the children's residential care home located at 56 Colyer Road. The goal is to ensure a harmonious relationship with the surrounding community by controlling disturbances and maintaining a peaceful environment.

Regular reviews and updates of this management scheme will be conducted to ensure ongoing compliance and improvement, with oversight and feedback incorporated from Ofsted inspections and reports.

2. Staffing and Supervision

- **Staffing Levels:** The home will be staffed 24/7 with a minimum of two staff members on duty at all times.
- **Training:** Staff will be trained in conflict resolution, noise management, community relations, child care, first aid, and safeguarding.
- **Responsibilities:** A designated staff member will be responsible for liaising with neighbours and addressing any concerns promptly.
- **Shift Patterns:** Staff shift patterns will be designed to ensure continuity of care and adequate supervision at all times.

3. Resident Guidelines

- **Behavioural Expectations:** Residents will be briefed on the importance of maintaining a respectful relationship with the community.
- **Quiet Hours:** Quiet hours will be enforced from 11:00 PM to 7:00 AM daily.
- **Activity Monitoring:** Activities that could cause disturbances (e.g., loud music, shouting) will be monitored and controlled by staff.
- **Outdoor Activities:** Outdoor activities will be scheduled and supervised to minimise noise and disruption.

4. Visitor Policy

- **Sign-In Procedure:** All visitors must sign in and out and will be supervised by staff during their visit.

- **Visiting Hours:** Visiting hours will be limited to ensure minimal disruption to the neighbourhood. Standard visiting hours are from 8:00 AM to 10:00 PM.
- **Visitor Conduct:** Visitors will be briefed on the expected conduct and noise control measures.

5. Communication with Neighbors

- **Contact Information:** A dedicated contact number for the home will be provided to neighbours for any urgent concerns.
- **Community Meetings:** Regular community meetings will be held to discuss any issues and maintain open communication.
- **Complaint Log:** A complaint log will be maintained, and all complaints will be addressed within 24 hours.

6. Incident Management

- **Incident Logging:** Any incidents causing disturbance will be logged and reviewed by management.
- **Immediate Action:** Immediate steps will be taken to resolve any issues and prevent recurrence.
- **Staff Training:** Staff will receive ongoing training on incident management and community relations.

7. Environmental Management

- **Property Maintenance:** The exterior of the property will be maintained to a high standard.
- **Waste Management:** Waste management procedures will be followed to prevent any environmental nuisances.
- **Landscaping:** Regular landscaping and gardening will be performed to ensure a tidy and attractive appearance.

8. Review and Monitoring

- **Monthly Review:** This management scheme will be reviewed quarterly and updated as necessary via the health and safety report
- **Stakeholder Feedback:** Feedback from residents and neighbours will be incorporated into future revisions. We will work with the community and join the neighbourhood watch scheme.
- **Contact for Feedback:** Mav Dhothar, 07969593692, info@superyoungminds.co.uk