

Management Plan for Supported Living

• How many adults would be accommodated?

Maximum number of service users will be 2 with a maximum 2 staff members during a day.

Bramhall care Limited will ensure the service meets CQC fundamental standards, ensuring their safety, and ensuring they receive person centred care.

Bramhall care limited will ensure to employ staff who have level 2 or 3 in health and social care and ensure every staff have appropriate induction to complete their role.

Our service users will be encouraged to engage in the community to develop positive relationships with local residents

It will be mandatory for staff to have training on conflict resolution and de-escalation techniques so they will be able to integrate within the community and be able to support our service user engage positively in the community.

• What is the ratio of staff to adults that is required, i.e. delivery model?

- Our model of care will be residential care model. Where structured care and safety of the service users in our care will be our priority. There is going to be staff 24/7 for consistent high quality care and support for our service users. The number of staff for each service user will be determined by their level of assessed needs to ensure their person centred care.
- Due to our Gorton House only designed to care for 2 service users at any one time, this will have a homely feeling environment rather than an institutional environment.
- If the assessed needs of the service users is that they can travel independently, they will be encouraged to use the traffic lights for crossing for their safety, however should they always need support to travel outside, staff will be at hand to support them so they can live a more fulfilling life.

Staff numbers are a consideration in terms of highway safety and to ensure safe operations for community cohesion

What is the likely level of need of the adults to be accommodated, i.e. is there a focus on complex needs?

- Bramhall Care Limited will be able to offer service to service users who are 18 and over and have mental health issues and needing personal care. We will also be able to offer 24/7 staff availability.
- Service users will be able to access therapy and structured daily routine in a person centred manner.

Our service users will be encouraged to attend day centre at the **Oasis Centre** which is only 1.5miles from the house or **Age UK in Openshaw** which 2 miles from the house , This will encourage them to be outside the house during the

day and this will improve their mental health and they will also have an opportunity to develop positive long-term relationships.

- **What is the likely shift pattern of staff, i.e. how many staff (management and care staff) would likely be at the premises at any one time and when would shift changes occur?**

To reduce the impact in the community and neighbours disturbance, staff will be on a 48 hour shift. The change over will be around 08:30 when the traffic is not busy and the children would have left for school including those who leave for work.

- **What support officers would be likely to visit the property?**

- Social workers for each individual are likely to visit the property. All visitors to the provision will be appropriately scheduled especially during the late morning to the early afternoon to reduce the movement to the property at the time when children are being taken to school. This will also reduce the disturbance to the neighbours.

- **How would visits be scheduled and would staff/support-worker meetings take place at the property?**

- All visitors to the provision will be appropriately scheduled especially during the late morning to the early afternoon to reduce the movement to the property at the time when children are being taken to school. This will also reduce the disturbance to the neighbours.
- Further more to reduce disruption to the neighbours, no late night visitors will be acceptable.
- Bramhall care Limited will encourage staff to use public transport or cycle where possible to reduce congestion and disruption to neighbours' day to day routine.
- We will also encourage our service users not to have their family visit at the same time to reduce overcrowding and disturbance especially around parking issues.
- The Service users will be encouraged to visit on set days especially during times when the neighbours are not taking the children to school or leaving for work (late morning and early afternoon).

- **If residents are unable to participate in full-time work or education, what support would be offered on-site?**

- Service users who can not participate in education or employment will have access to structured on-site support. This will be through to 1 to 1 key worker sessions where budgeting and money management support will be offered. This will ensure Service users are supported to manage their monies, be able to pay their bills for example phone bills.

- Service users will also be supported to contact their benefits agencies and how to claim their benefits.
- Service users will also have key worker sessions around cooking and nutrition, that is completing food preparation for a week and buying food and ingredients for a week.
- Service users will also be supported in how to keep their room and house clean, general cleaning and completing their laundry.
- Offering on-site support will reduce the impact to the community and ensure the service users have consistency support from the people they know best and know how to respond to their needs.

• **Would therapeutic care be offered on site?**

- This will be dependent on the service users' care plan however, should the therapeutic support be provided in-house, the therapist will have a structure time table and their visits will be planned especially during the time when there is not too much traffic to reduce disturbance to the neighbours
- Service users will also be offered basic emotional support and coping strategies on-site.

• **Would case reviews take place on or off site?**

- Case reviews venue will be driven by service users especially where they feel comfortable for this to take place, however the times will have to be at the less busy time of the day to reduce disturbance to the neighbours.
- There will be an option for the meeting to take place at the designated professionals setting for example, social worker's offices or community support centres, however the residents wishes and feelings around the venue should take priority

• **Are friends and relatives of residents able to visit at any time?**

- Yes they will be able to visit. Visits will be on a planned schedule basis to reduce impact on traffic in the community and unnecessary disturbances to our neighbours.

• **Will the property be OFSTED registered?**

- YES, it is already registered

• **Are adults ever left alone at the property?**

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There is always going to be staff on site 24/7, however the number of staff will be in line with the assessed needs of the service users in placement at that time. There is always going to be 2 members on staff during the day, however, should the service users needs at the time of

placement require 2 members of staff during the day and during the night, this will be agreed at the start of the placement with the placing social worker.

• **Under what circumstances are adults allowed to leave the property?**

- This will be depended on the service users' assessed needs. Some service users can stay over night elsewhere as long as this is agreed with their social workers during their care planning meeting
- Some service users can be supported by staff to leave the property dependent on assessed needs as well
- Some may leave and will pre-agree with staff for regular check in for their own safety.

• **Would staff members be informed/aware if an adult left the property?**

- YES. They will be able to see the service user on the staff phone on the Ring Door Bell

• **Is there a curfew?**

- 9:00pm during the week and 11 at weekend to reduce disturbance to the neighbours.

• **What would happen in the event of a breach of curfew?**

- Service users will be offered supportive intervention to ascertain the reason of breaching their curfew. The breach might be due to personal difficulties including mental health issues or substance misuse etc
- Staff will increase their support and monitoring to the service user to ensure they are safe and not taken advantage of whilst out in the community in unfriendly hours.
- A warning will be saved if the service users' breach is impacting on another resident, should this issue continue and their behaviour impacts on another service user, a care planning meeting will be held as a last resort with their Social worker to identify an alternative placement for them that will meet their needs.

• **What security provisions are proposed, e.g. security and access controls on doors?**

- There will be on-site staff 24/7 for service users safety so that every professional or professional who visit signs in and their identity verified for staff safety.
- Ring door bell will allow staff to let in people they know as they will be able to see who is at the door before granting access to the property.

- Staff room will always be locked if staff are not in the office to ensure data breach is reduced
- There is going to be restricted visiting hours to prevent late night Safeguarding action may need to be implemented should the breach be due to exploitation
- A warning disturbance.
- Each service users room will be their own and they will have access to a key so they can keep it locked if not in the room to prevent anyone getting into their room. Staff will have to seek consent to enter any service users room.

• **Would CCTV be installed?**

- No, CCTV will not be installed as it creates intrusion to the personal life of our service users, however a Ring Door Bell is in place for safety of the service users.

• **How would local residents know how to raise a concern in the event of an issue?**

- Regular meetings will be conducted to address complaints from neighbours before they escalate.
- Bramhall Care Limited has a dedicated liaison person so that neighbours can contact for any concerns (Sean Hunter), this will ensure issues are resolved as soon as they arise to reduce escalation

• **How will the service work with other professional and voluntary services in the District?**

- Bramhall care Limited has a community liaison lead who will manage external relationships with our stakeholders (Sean Hunter) He will be able to hold regular stakeholders meetings to improve our working relationship around referrals and discuss how practice can be improved for the benefits of our service users
- Bramhall Care Limited values Working together with other professionals to ensure the service users receive appropriate care and support that they deserve.

• **What contact has been made with local Social Services to establish the level of need for the home.**

- Any email was sent Manchester Council on the 21/01/2025 and this was forwarded to the adults team who advised to check on the Chest