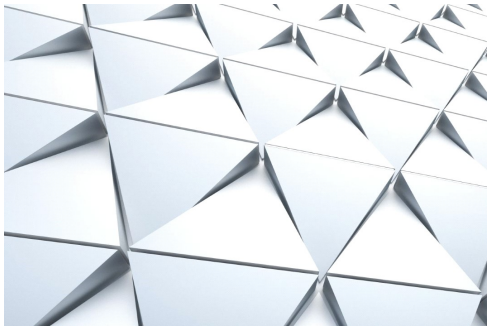


GEMS CARE LIMITED

(Company number **15908068)**

MANAGEMENT PLAN

24 November 2024

Introducing Gems Care

Gems Care Limited ('Gems Care') is a newly established social care provider based in the Northwest, specifically focusing on the development of children's services, including children's homes and supported accommodation services.

Gems Care is led by a professional Management Team with in-depth experience of regulated and commissioned services for children, young adults and vulnerable populations. Additionally, it has a Board of Directors who are all accomplished professionals with diverse and varied experience.

With a strong team of experienced professionals and a solid business model, we are poised to enter the market with a mission that goes beyond the provision of direct services for children's homes.

At Gems Care we want to provide outstanding care and support for young people and staff within residential settings. For the young people, we want to provide them with the highest levels of support that includes a safe, nurturing and a thriving environment with clear boundaries and expectations whilst working together with external agencies to create a package of care for the young person that not only meets their needs and supports them in achieving higher level outcomes from our support. At Gems Care we recognise the importance of building a highly trained, experienced, resilient and diverse staff team recruited to reflect the community we desire to serve. We want to provide the local population with the opportunity to join our staff team and become role models for local children.

Gems care will be led by a registered body of experienced and qualified leaders with an established history of providing regulated services. The registered body and directors of Gems Care consist of a qualified social worker with over 25 years' experience of regulated social care services. It also benefits from the highly professional and diverse expertise of the Board of Directors. The Board of Directors include a director with over 10 years' experience in managing social care business activities; a director being a qualified Chartered Accountant and Insolvency professional with over 10 years of financial advisory experience and a director with legal expertise. Each of every Director and the Management Team are fully committed to delivering a quality service with care to its resident children and the local community.

Our home, Gemara House (the 'Home') will seek to obtain Ofsted registration and be led and managed by a qualified service manager with the relevant experience to comply with the relevant regulatory guidance, legislation and best practice. The structure will include a working director as the Responsible Individual.

Children We Care For

The Home will strictly be taking no placements until it is fully registered with Ofsted. It also proposes not to accept immediate or emergency admissions to ensure that any young person placed at Gemara House has been placed based upon an in-depth impact assessment and full

review of the required care and support evaluation that stands at the core of our principles. This is a very carefully and well-thought decision which will allow for better outcomes for both the young person moving in and any young people already resident within the Home.

The admission guidelines of Gemara House will be as follows:

- To prioritise children from Greater Manchester;
- To complete a referral risk assessment;
- To complete an impact assessment; and
- To arrange pre-admission visits.

The Home is suitable and of the appropriate size to provide accommodation for up to 3 young people aged between 8 and 18 at any given time. Placements are offered to children and young people of any gender.

Gemara House will not be able to accommodate to young people who require additional support from Tier 3 mental health services or those with an active Deprivation of Liberty Order (DOLS).

Care Model

Placements will be offered following a thorough assessment of the young person's needs and evaluation of the impact on existing residents along with any impact on the local community. e.g. a history of anti-social behaviour will require a specific risk assessment prior to the offer of a placement to consider how this could affect neighbours or other young people.

To fully address the specific needs of each child, admissions are planned with the social worker and parents/carers where appropriate. A key worker is identified for the child with consideration for any expressed views of the child e.g. gender. Once the placement is agreed and the child has moved into the Home, a Planning Meeting will be arranged to take place within 72 hours to agree the Placement Plan and Risk Assessment that is carefully considered and bespoke to the needs of the child.

Children will be supported by staff on a daily 24/7 basis both at Home and in the community. If agreed, a child may have free time in the community, but this will be part of each childcare plan and will be in line with risk assessed behaviours. For example, it will be appropriate for a child aged 15 to go out alone and meet up with friends on a Saturday afternoon. However, for a 10-year-old, it will be expected that staff may have to exercise a parental duty of concern and supervise community access. Similarly, if a child has not demonstrated they can conduct themselves appropriately in the community alone, then the care plan will be to impose support for that child.

In circumstances when a child fails to adhere to their curfew, then this will be risk assessed and reviewed, and any safeguard required will be implemented promptly for the child's own safety and for the safety of the local community in an extreme case. Staff will be responsible for searching for and bringing the child Home safely as quickly as possible. This will continue until the child is located. In circumstances when a child is not located beyond curfew then the child will be reported as missing to the police,

The Team and Staff Plan

The Team at Gemara House consists of the Responsible Individual, Registered Manager, a Senior care worker and 8 Residential Care Workers (including typically working late-sleeps and early shifts).

During the weekday (Mon-Fri), there will be a Registered Manager on site from (09:00 to 17:00) supported by a minimum of one Residential Care Worker on duty at all times who will also sleep overnight. There will be no time when Children will ever be left unsupervised at the Home therefore, the Home will be covered 24 hours a day, 7 days a week, 52 weeks a year.

An additional staff member will be on shift if there is more than one child living at Gemara House. It is expected that in normal circumstances there will only be a requirement for 2 members of the staff to be on shift at any one time in addition to the Registered Manager. The Registered Individual will be available to provide expert supervisory oversight ensuring the quality of services provided in person or virtually.

Staff shifts are rostered weekly in the format as follows:

- 10am until 2.30pm the following day
- Shift changes and handovers will take place at 2pm

Gems Care will provide all staff members with an allowance in addition to the salary package to support and encourage the use of public transport where possible to reduce the carbon footprint and to manage the number of vehicles parked at the Home at any one time.

Monthly team meetings will take place, and this will include every member from the staff team, allowing the opportunity for members of the staff to join virtually. This will be managed by Gems Care providing transport support to the staff to reduce the number of vehicles at the setting at any one time.

Gemera Care is fully committed to meeting supervision standards as set out in The Children's Homes Regulations and Quality Standards.

Management of Visitors

Professionals visiting Gemara House on a regular basis will include the Responsible Individual and an Independent Visitor who must attend the service once every month. The parking will be arranged in advance of the Independent Visitor's arrival. Other professionals making scheduled visits will be less frequent. They will be requested to inform the staff and the management in advance of their arrival to avoid and manage congestion at the Home and always allow ease of access for the vehicles for the children and the staff members in any event of an emergency or urgency. For example, a child's social worker will be expected to visit once every 3 months. Each child will be expected to have a formal review meeting 2 x per year and that will involve the social worker, the chair, a health and education professional. Additionally, the child will have their parents/carers or family members visiting.

All the above visits will be planned with the relevant visitor well in advance to allow effective management of the visitors for the safety of the child. However, we appreciate that the majority of these meetings will take place remotely and not at the Home.

Children with additional educational support needs may be required to be engaged in learning from Home and this may require an onsite tutor to attend. This is expected to be typically for 2-3 hours each weekday.

Any child requiring therapeutic support will also be expected to engage with a professional at Home as part of the support plan. This will typically be 1 hour session on a monthly basis or deemed necessary based on the need of the child.

The Registered Manager will be in control of when meetings take place and will manage visitors accordingly to ensure that only one child at a time has professional visits.

Family contact typically takes place off site and friendships of children are also typically managed off site so that there is no impact on other children living at the home.

Monitoring and Surveillance of Children

Due to the differing needs of the young people placed within the Home, there may be a need for a young person to have some form of monitoring equipment or listening device implemented for their safety. Where this is applicable, the Home's Registered Manager or nominated person will complete an individual risk assessment describing how this monitoring and surveillance promotes and supports safeguarding whilst promoting the wellbeing of those living and working at the Home in accordance with CH Regulation 24 and GDPR. For example, a child with epilepsy may require a listening device or monitor to alert staff of nigh time seizures.

Where surveillance is assessed as being in the best interests of the young people living at the Home, all residents of the Home including the children and their parents/carers and social worker will be notified in advance and written consent will be sought if necessary. This will only be permitted where the child's placing local authority consents in writing to this and the same will be held on child's file of records and will be updated at least once every year. The use of external CCTV is regulated by the Freedoms Act 2012 and the Surveillance Camera Code of Practice (2013). Where this is the case, a sign will be displayed for the benefit of the members of the public. The public CCTV notice will be displayed at the main entrance or front of the Home bearing text *"CCTV surveillance in operation at the premises for your personal safety and security"*.

Security at the Home

The Home has a Smart Doorbell in place at the front of the property that is in place for security purposes. This device records activity at the front of the property and only the staff will have access to these recordings that are saved within the smart doorbell system. All young people will be informed of the Smart Doorbell being present. The Doorbell does not record activity inside the Home, it will only cover the front of the property when there is an activity or a movement. The Registered Manager

will inform and obtain signed consent and understanding of this from all young people's social worker / local authority in advance.

The Home will also benefit from CCTV cameras which will be in operation at all times to ensure the safety of the Home and the children. The recordings will be accessed with the permission of the Registered Manager and all access will be logged.

Complaints and Concerns

Gemara House will implement a quality assurance process to ensure that all complaints and concerns are logged promptly in accordance with our policy on managing complaints. This will be viewed by the Management/Directors regularly. The procedure for responding to a complaint or concern involves a verbal acknowledgement within 24hours and a written response within 72 hours.

The complainant will be provided with a transparent and open opportunity to meet with the Management/Director and lay out any concerns, details of which will be always kept confidential unless there is a legal requirement to disclose.

The Registered Manager will be responsible for ensuring this is adhered to and will share contact details with local residents as much as possible and within the realms of the safeguarding policy.