OPERATIONAL STRATEGY FOR RESIDENTIAL CARE HOME – C3(b) USE

1. Company Overview

PRIME FIVE LIMITED is a private limited company specialising in residential care and support services for young people and young adults with mental health challenges and associated support needs.

Our ethos is rooted in compassion, dignity, safeguarding and person-centred rehabilitation. The company is privately owned and governed by an internal board comprising the Managing Director, Registered Care Manager and Safeguarding Advisor.

Day-to-day operations are managed by an experienced care manager. All staff members will undergo appropriate DBS checks and will be supported through structured training, performance reviews and reflective supervision.

2. Project Summary

This project proposes the conversion of an existing dwelling into a residential care home operating under Use Class C3(b), supporting up to two residents.

The aim is to create a safe, nurturing and non-institutional environment for young people and young adults who require structured support due to mental health conditions and associated needs.

The property will function as a household, with care staff available on-site 24 hours a day to provide structured support, promote independence and enable residents to develop the skills necessary for successful transitions into independent living.

3. Reason for C3(b) Conversion

The requested change of use from Class C3(a) to Class C3(b) reflects the household nature of the proposed service while seeking to comply with applicable planning legislation.

The residents will live together as a single household and receive care and support in a domestic residential environment, in accordance with the relevant provisions of the Town and Country Planning (Use Classes) Order 1987 (as amended).

The proposed designation seeks to maintain a residential character, promote community integration and avoid an institutional environment.

4. Local Demand for Mental Health Care Services

There is an identified need for transitional mental health and residential support services for young people and young adults, particularly those who are not yet ready for independent living but do not require inpatient hospital treatment.

In response to this need, PRIME FIVE LIMITED is committed to providing a high-quality, small-scale residential service for up to two residents.

The service aims to bridge the gap between hospital discharge, existing care arrangements and independent living, offering a stable and supportive environment that promotes recovery, independence, emotional wellbeing and positive life outcomes.

5. Target Client Group

The service will cater for:

- Young people and young adults experiencing mental health challenges.
- Individuals experiencing anxiety disorders, depression, PTSD, emotional dysregulation and emerging personality disorders.
- Individuals with dual diagnoses or mild learning difficulties, where appropriate.
- Individuals transitioning from hospital, existing care arrangements or community placements.
- Individuals requiring structured support to develop independent living skills.
- Individuals who would benefit from a stable residential environment with consistent care and professional support.

All placements will be subject to comprehensive referral assessments, individual risk assessments, compatibility assessments and appropriate safeguarding arrangements.

6. Resident Profile

- **Age:** Determined by the service's approved admission criteria and applicable regulatory requirements.
- **Gender:** Mixed, subject to compatibility and individual safeguarding assessments.
- **Mobility:** Residents will ordinarily be independently mobile.
- **Support needs:** Varying levels of emotional, behavioural, psychological and practical support.
- **Supervision:** 24-hour staffing, including night-time support.

Residents will be selected following referral, assessment and placement planning in coordination with relevant statutory partners, social workers, commissioners and other professionals.

Individual safeguarding arrangements, care planning and risk management will reflect each resident's circumstances, legal status and assessed needs.

7. Facilities for Care Provision

The home will consist of:

- Two single-occupancy bedrooms.
- One shared bathroom with appropriate privacy arrangements.
- Shared living room and dining space.
- Fully equipped communal kitchen.
- Office for staff and care management.
- Garden and outdoor recreational area.
- Quiet room or designated space for one-to-one support and visiting professionals.

All communal and private spaces will be designed to reflect a domestic, welcoming atmosphere while meeting relevant safety, accessibility and safeguarding requirements.

8. Health and Safety Compliance

PRIME FIVE LIMITED is committed to compliance with all relevant legislation and regulatory frameworks, including:

Fire Safety

- Appropriate fire detection systems.
- Fire doors and suitable fire safety equipment.
- Clearly identified evacuation routes.
- Documented fire drills and staff training.

Health and Safety

- Individual resident risk assessments.
- Premises and environmental risk assessments.
- Regular maintenance and safety inspections.

Infection Prevention and Control

- Routine cleaning schedules.
- Appropriate PPE.
- Safe infection prevention and control procedures.

Medication Management

- Secure medication storage.
- Medication administration records.

- Appropriate staff training and oversight.

Hygiene and Food Safety

- Appropriate food hygiene training.
- Safe food preparation and storage arrangements.

Safeguarding

- Appropriate safeguarding procedures.
- Individual safeguarding and risk management plans.
- Appropriate referral and escalation arrangements.

Internal quality assurance and external audits will support continued compliance and service improvement.

9. Staffing Requirements and Shift Patterns

Core Staffing Structure

- Registered Manager / Care Manager (full-time, office hours).
- One to two Support Workers during the day.
- One waking-night Support Worker.

Proposed Shift Patterns

- **Day shift:** 08:00–20:00 (one to two staff on duty).
- **Night shift:** 20:00–08:00 (one waking-night staff member).

On-call management will be available 24 hours a day for escalation and emergencies.

Staffing levels will be determined by the assessed needs and risks of individual residents. Additional staffing will be provided where required to ensure safe and effective care delivery.

Parking

The property provides sufficient off-street parking for two vehicles, with additional on-road parking available where necessary, ensuring minimal disruption to neighbours.

10. Staff Training and Qualifications

All care staff will hold, or be working towards, appropriate qualifications and training, including:

- Care Certificate.

- Level 2 or Level 3 Diploma in Health and Social Care, where appropriate to the role.
- Mental Health Awareness and De-escalation.
- First Aid and Emergency Procedures.
- Medication Administration Training.
- Appropriate safeguarding training.
- Fire Safety.
- Food Hygiene.
- Infection Prevention and Control.
- Professional Boundaries and Confidentiality.
- Positive Behaviour Support.

Mandatory training refreshers and regular reflective supervision will ensure staff remain competent and compliant.

11. Care Delivery Model

Our care model will be person-centred, recovery-focused and tailored to each resident's individual needs, operating 24 hours a day.

Services will include:

- Emotional support and therapeutic engagement.
- Daily living skills development, including cooking, personal hygiene and budgeting.
- Individual goal setting and progress monitoring.
- Medication prompts and support with health appointments, where appropriate.
- Facilitation of education, training, volunteering and employment pathways.
- Behaviour support planning and positive behavioural support, where required.
- Preparation for independent living.
- Development of social skills, confidence and emotional resilience.
- Support to establish healthy routines and positive relationships.

Each resident will have an individual support plan, reviewed regularly in collaboration with relevant professionals, social workers and families or representatives where appropriate and lawful.

12. Policies and Procedures

The service will operate under a comprehensive suite of policies, including:

- Safeguarding.
- Whistleblowing.
- Medication Management.
- Incident and Emergency Procedures.
- Missing Persons Policy.
- Complaints and Feedback.
- Equality, Diversity and Inclusion.
- Data Protection and Confidentiality.
- Positive Behaviour Support and De-escalation.
- Health and Safety.
- Recruitment and Safer Staffing.
- Professional Boundaries.
- Allegations Management.

All policies will be reviewed regularly and aligned with the regulatory and statutory requirements applicable to the service's actual operating model.

13. Community Engagement Strategy

PRIME FIVE LIMITED is committed to maintaining positive and respectful relationships with the local community.

Our approach includes:

- Sending introductory letters to neighbours outlining the nature of the service and providing contact details for the home manager.
- Appointing a community liaison contact to respond to questions or concerns.
- Encouraging residents to engage with local amenities, education, volunteering and recreational activities.
- Hosting informal meet-and-greet sessions, subject to resident consent and confidentiality requirements.
- Maintaining a quiet, clean and safe environment consistent with residential expectations.

We believe that transparency, respect and communication are key to successful integration within the community.

Conclusion

This operational strategy outlines a compassionate and structured framework for supporting up to two young people and young adults in a non-institutional, home-based residential environment.

PRIME FIVE LIMITED aims to provide a safe, supportive and nurturing environment that promotes recovery, personal development, emotional wellbeing and independence.

The proposed C3(b) use seeks to maintain the domestic character of the property while responding to an identified need for specialist residential support.

The company is committed to securing all necessary regulatory approvals and registrations before commencing any regulated activities or accepting placements requiring such authorisation.

PRIME FIVE LIMITED welcomes the opportunity to discuss this proposal further with planning officers, commissioners and other stakeholders and is committed to delivering a professional, safe and person-centred service.