Serene Accommodation Solutions

Revised Staffing & Operations Plan Summary

Key Change: Guaranteed Dual Staffing

- **A minimum of two support staff will be physically present on-site at all times, 24/7.**
- This model eliminates the risks associated with a lone worker, ensuring that in any emergency, one staff member can manage the situation while the other attends to the other residents or summons additional help.

Revised Staffing Structure & Ratios

- **Day Shift (8:00 AM – 10:00 PM):** A minimum of **two staff members** on duty.
- **Night Shift (10:00 PM – 8:00 AM):** A minimum of **two staff members** on duty.
- **On-Call Support:** A third, **on-call senior staff member** remains available to provide immediate remote support and can attend the home if required in a major incident.

Addressing Specific Council Concerns:

1. **Response to Emergencies:** With two staff always present, the home can effectively manage incidents. For example:
    - If a resident requires emergency hospitalisation, one staff member can accompany them while the second remains to supervise the other residents.
    - In the event of a disturbance or conflict, two staff can manage de-escalation safely.
    - If a staff member falls ill, the second staff member maintains the legal ratio and supervision while the on-call worker is activated.
2. **Management of High-Risk Situations (e.g., Missing Persons):**
    - The revised plan strengthens our Missing Persons Protocol. If a young person is missing, one staff member will immediately begin telephone enquiries and contact the Home Manager, while the second staff member remains on-site to support the other residents and be a point of contact.

    - The on-call worker can be deployed to assist with physical searches or liaise with police without compromising the safety and supervision of the home.
3. **Curfew and Evening Routines:** The presence of two staff allows for more effective management of curfews, evening activities, and the wind-down period, ensuring a calm and structured environment.

Conclusion

This revised staffing model is designed to be robust, compliant, and above all, focused on the welfare and safeguarding of the young residents. It provides the necessary resilience to handle the dynamic challenges of supporting minors in a semi-independent setting and fully aligns with the standards required by the Local Authority and by Ofsted.