

Operational Statement:

We propose to open a 6-bedroom residential care home at 61 New Road, in Netley, Hampshire, providing accommodation and 24/7 support for young adults with Learning Disabilities, profound and Multiple Learning Disabilities (PMLD) and Complex Care Needs. The service will operate year-round, ensuring residents have a secure and consistent home environment.

The property will be adapted to accommodate six residents: three wheelchair users in accessible ground-floor bedrooms, each with suitable facilities, and three ambulant young adults in upstairs bedrooms accessed via stairs. While no upper age limit will be imposed, we will prioritise maintaining a balanced mix of residents to ensure the home remains focused on supporting young adults, rather than evolving into an older persons' care home. This balance will be kept under regular review.

The service will operate with a core staffing model of one support worker for every three residents (1:3 ratio), overseen by a Registered Manager working standard business hours, Monday to Friday, with shared on-call responsibilities. Where the individual residents require additional support (1:1 or 1:2 ratios), staffing will be flexed accordingly. Staff will be scheduled on a 6-shift-on, 4-shift-off rota, with day, late and night shifts covered. Night staff will be awake at all times, however, the property has space for a sleep-in room should this be required in the future.

Residents will be supported to live fulfilling lives. Staff will also assist with cooking meals, and a dedicated housekeeper will provide cleaning, laundry, and related household support.

The service will fully integrate Rose Road's existing systems and practices. The digital care app (One Touch) will be used for care plans, risk assessments, and daily records, ensuring consistency and compliance with Care Quality Commission (CQC) requirements. Rose Road's standard policies and procedures will be adopted, with adaptations made as needed to meet adult care home regulations.

Overall, the service is designed to deliver high-quality person-centred residential care in a homely environment, drawing on Rose Road's expertise to ensure safety, dignity, and opportunities for independence.

The service will be led by a Registered Manager, reporting to the Head of Overnight Services, and accountable for both Service Quality and Delivery to budget. The Registered Manager will be supported by a core staffing team working on a 1:3 ratio, but with flexibility to increase staffing to 1:1 or 1:2 based on individual resident needs. Each shift will include one Senior Support Worker.

Staffing will follow a 6-shifts-on, 4-shifts-off rota across five teams covering:

- Day Shift: 06:30 – 14:30
- Late Shift: 14:00 – 22:00
- Night shift: 22:00 – 07:00

Additional roles will include one housekeeper to support household operations, alongside staff responsibilities for meal preparation and resident support.

Every member of staff will be equipped with a mobile device, consistent with Rose Road practice, enabling access to care plans, risk assessments, records and activity logs in real time. The Registered Manager will be provided with a laptop for oversight and management duties.

The Registered Manager and Senior Support Workers will conduct regular supervisions with staff – in accordance with CQC guidance. Currently this is expected to be 1 supervision every 4 weeks.

The introduction of residents will be carefully planned and phased for the opening year, to ensure a safe and smooth transition. This will allow staff to get to know each individual's needs and provide residents with the time and support then need to settle into their new home. Full occupancy is expected by the end of the first financial year.

Our aim is to operate with our own dedicated staff team wherever possible. However, an agency staffing budget is included to provide resilience, with additional cover available from Rose Road staff in exceptional circumstances to ensure continuity of service.

The operational model ensures robust management oversight, flexible and safe staffing, and a phased mobilisation that prioritises resident wellbeing whilst delivering sustainable service provision.

The key, underlying theme for service delivery is 'residents' first.' In that, this is **their** house. Not ours! To ensure this approach is achieved, staff will use a rear door to enter the building at the start and end of their shift. The front door will be for residents and visitors only. Staff will only use staff toilets.

The young adults will be supported and encouraged to use local public transport and to access the local community as much as possible – including the sea front, the ruins and the country park, which are all within a walkable distance.

We intend to recruit staff from the local area and will encourage staff to use public transport and/or walk wherever possible.

Those who do drive, will be able to use the drive at the front of the house.

We don't anticipate a large number of visitors – and will manage this to be typically 1 family at any time and therefore, there will only be 1 additional car at this time.