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## **OPERATIONAL MANAGEMENT PLAN 14 HYDE WAY, HAYES, UB3 4PA**

**Proposal:** Change of use from a dwellinghouse (C3) to a residential care home for 4 adults (C2) with 1 live-in carer.

**Introduction** This OMP outlines the day-to-day functioning of 14 Hyde Way to ensure the safety of residents and the harmony of the local community.

### **Staffing and Care Model**

- **Live-in Support:** One dedicated carer will reside on-site in the ground-floor ensuite room to provide consistent, 24-hour care.
- **Management:** A manager will oversee operations from the on-site office, ensuring compliance with regulatory standards and maintaining the "Good Neighbor" ethos.
- **Shift Handovers:** Professional handovers will be conducted within the ground floor office to minimize external noise or disruption during staff changes.

**Community Liaison** The management is committed to fostering positive relationships with neighbors. A 24/7 contact number will be provided to local residents to raise any operational concerns immediately.