

Management Statement

Introduction:

This management statement outlines the measures implemented to mitigate noise disturbances within the local community. Operated by Care Assist Ltd, we adheres to a comprehensive Noise Control Plan and Good Neighbour Policy. These policies aim to ensure that both residents and staff maintain a peaceful and respectful environment for neighbours while accommodating the needs of service users.

Given that The site will be a registered facility with the Care Quality Commission (CQC), all measures described here align with CQC standards, ensuring that both regulatory compliance and the well-being of young people remain central to our operations.

Shift Changeovers and Visitor Control:

The Applicant will operates a 24-hour care model with staff working in shifts. However, shift changes are carefully scheduled to coincide with typical residential activity periods, reducing potential disturbances from staff comings and goings. All staff are briefed on the importance of being respectful to neighbours, particularly during early morning and late evening shift changes, ensuring that noise from vehicles and conversations is kept to a minimum.

Parking is available for up to four vehicles on the property, with additional street parking utilised only for staff changeovers. Staff are instructed to limit the use of street parking to avoid causing any traffic issues for neighbours.

Visitor hours are restricted to between 9:00 AM and 6:00 PM to minimise disruptions, with out-of-hours visits allowed only in emergencies or by special arrangement with the management team. Professional meetings, whenever possible, are conducted off-site, and if a visit to the home is necessary, it is scheduled within these designated hours to align with the home's Good Neighbour Policy.

Day-to-Day Operations and Environmental Controls:

Daily routines are designed to maintain a quiet, family-like atmosphere.

Service users are supported to follow consistent routines, which help reduce anxiety and prevent behavioural outbursts that could lead to noise disturbances. Staff work closely with the adults to encourage respectful behaviour, both inside the home and within the local community.

Where necessary, adults are supervised when moving in and out of the home to ensure that they remain safe and act responsibly. For young people who may be more prone to distress, staff are trained to intervene early with calming techniques, reducing the likelihood of loud outbursts.

Special attention is given to the environmental setup of the home. Soft furnishings and appropriate spatial arrangements are employed to mitigate sound transmission from inside the home to the outside environment. This creates a buffer between the activities within the home and the surrounding neighbourhood, ensuring that noise levels remain at a minimum at all times.

Special insulation has been installed in wall and part of ceiling to reduce noise transmission to surrounding properties.

Community Engagement and Good Neighbour Policy:

Maintaining a positive relationship with the local community is a key priority for the applicant.. As part of our Good Neighbour Policy, regular communication with neighbours is encouraged, and they are provided with direct contact information for the home's management team in case of concerns. Community feedback is welcomed and taken seriously, with any issues addressed promptly.

The home also participates in local community events to foster positive relationships and to demonstrate its commitment to being a responsible and considerate neighbour. This engagement helps promote understanding of the home's mission and reassures the community that the well-being of both the residents and the neighbourhood is being actively managed.

Reporting and Accountability:

The management team maintains a thorough log of all potential noise incidents. This includes recording any community feedback, staff reports of behavioural incidents, and the actions taken to resolve them. Monthly reviews of these logs ensure that any recurring issues are identified and addressed through adjustments in staffing, training, or environmental controls.

In the event of a significant noise disturbance, a formal investigation is conducted, and corrective measures are implemented swiftly. This includes reviewing the residents Positive Behaviour Support Plan, providing additional staff training, or enhancing the home's environmental noise controls.