

# TH RESIDENTIAL SERVICE

ROOM 2 FIRST FLOOR, MAIN ROAD  
MIDDLETON CHENEY  
BANBURY  
OX17 2PW



**PROPOSED CHANGE OF USE OF HEALTH CENTRE TO RESIDENTIAL ASSESSMENT CENTRE AND CHILDREN'S HOME INCLUDING ALTERATIONS TO ROOF, INSTALLATION OF DORMERS, SINGLE STOREY REAR EXTENSION AND OTHER ALTERATIONS AT 82 ST. PHILIP'S DRIVE, HASLAND, CHESTERFIELD, S41 0RG – PLANNING APPLICATION REF. CHE/24/00658/FUL**

## **To Whom It May Concern**

I write as Director of THR Services Limited, operating as TH Residential Service, to introduce the company, explain our role in the above proposal and set out how the proposed residential assessment centre and children's home would be operated.

## **Context - Update to Previous Information**

I previously wrote of these matters in my note of 17<sup>th</sup> October 2024. This note expands upon information previously provided in the hope that it will provide further clarity and reassurance to Councillors, Council Officers and local residents.

## **TH Residential Service – Who We Are and What We Do**

TH Residential Service provides high quality in-home residential care and support across a variety of settings to allow people of all ages and needs to live fulfilled, happy lives with dignity in comfort and security. These services are delivered through contracts with public sector agencies and local authorities and directly with individuals in need of support and their families. Our services include: personal care; meal preparation; domestic chores; medication; finances; support with socialisation. Further details of our services can be found on our website: [www.thresidentialservice.co.uk](http://www.thresidentialservice.co.uk)

## **Our Team**

I am a qualified social worker and have been supporting people with complex needs for nearly 20 years. I have particular experience working with children and young adults. At the heart of TH Residential Services are people who share my compassion and dedication to help those who, through no fault of their own, have been less fortunate, may be vulnerable, but are deserving of love and support so they may lead happy and fulfilled lives.

Our team members offers a range of skills and experience, professional expertise and qualifications, including clinical practice. Many are required to hold professional accreditations with ongoing obligations for professional development.

# TH RESIDENTIAL SERVICE

ROOM 2 FIRST FLOOR, MAIN ROAD  
MIDDLETON CHENEY  
BANBURY  
OX17 2PW



Regardless of their role, they are all dedicated to achieving the best outcomes for those individuals in their care.

## **This Proposal**

TH Residential Service has worked in partnership with Dr. Kemp, as the owner of the property, to develop a proposal to allow the re-use of the former GP surgery in a way that would continue to make a positive contribution to meeting the needs of the community.

There is unmet need for additional clinical assessment capacity and long term residential care places for children and young adults within Chesterfield Borough. This means that the local health and social care services, delivered by or on behalf of Derbyshire County Council and the NHS, are faced with difficult choices as to which children should be prioritised to have their needs assessed and met, and potentially remain in unsuitable or less-than-optimum residential settings.

These proposals are therefore not speculative. The need is known. The local health and social care services have a requirement to expand capacity to deliver clinical assessment and long term residential care places to ensure it is able to meet statutory obligations. Those obligations exist so as to ensure that the needs of children and young adults are met.

Some clinical assessment capacity and long term residential care places are provided directly by the local health and social care services within facilities that are owned and operated directly. It is also commonplace for private providers, such as TH Residential Service, to work in partnership with state-operated local health and local care system to deliver the required services. It can be difficult for the local health and social care services, working within budgetary constraints including limited capital budgets, to expand or build new facilities. It is, consequently, long-established practice for services such as those to be delivered by this proposal, to be contracted to private providers. All facilities, whether owned or operated directly by the local health and social care services or independently, must operate within the terms of, and in strict accordance with, the same rules and regulations.

## **Licensing and Regulation**

This proposal will meet all relevant care, accommodation and licensing standards. Both the assessment centre and children's home will be licensed, and subject to regular inspection by, Ofsted. Licensing extends to the identification of named individuals responsible for their day-to-day management.

# TH RESIDENTIAL SERVICE

ROOM 2 FIRST FLOOR, MAIN ROAD  
MIDDLETON CHENEY  
BANBURY  
OX17 2PW



## The Children In Our Care

Each child will be received and cared for as an individual. They will each have a bespoke, individual care plan, designed and delivered to best meet their needs. As each individual child will be unique, there will never be a 'typical' child or a 'standard' care plan.

This proposal has, however, been specifically designed to accommodate children with learning disabilities and sensory challenges. The children may express one or more of the following (this list is not exhaustive):

- Autistic Spectrum Condition
- Downs' Syndrome
- Attention deficit hyperactivity disorder (ADHD)
- Intellectual disability
- Learning disabilities

The children may have complex needs. Their needs make them, in health and social care terms, to some extent 'vulnerable'. This should not, however, be equated with 'disruptive', 'unruly', 'abusive', 'anti-social' or other by default negative connotations. Conversely, due to the staffing ratio and close supervision, the children's behaviour is positively influenced and in no way detrimental to wider amenity.

## Why Will Children Come Into Our Care?

The children who will come into the care of our team of specialist, clinically trained support workers and managers will do so for a variety of reasons. These may include the following (this list is not exhaustive):

- Their birth families remain supportive of the child but are unable to meet their needs
- Their birth families are not supportive of the child and unwilling or unable to meet their needs
- The child has no living relatives able or willing to support their needs
- The child has been removed from an abusive or other unsuitable setting

The placement of a child into a care setting may be voluntary or may be as a consequence of a Court Order. Regardless of the reason, the child will be treated with the utmost respect and care.

# TH RESIDENTIAL SERVICE

ROOM 2 FIRST FLOOR, MAIN ROAD  
MIDDLETON CHENEY  
BANBURY  
OX17 2PW



## How Will We Help The Children?

The GP surgery would be converted to provide two facilities, each of which would provide a distinct type of residential care and support. 'Property 1' would be a three- bed facility to be used for emergency placement/assessment. 'Property 2' would provide longer term accommodation for up to five children, plus carers. Both of the properties would be registered with Ofsted. TH Residential Service would be the 'registered operator', responsible for the day-to-day operation and management of the both the residential assessment centre and the children's home, as well as the delivery of all the daily care needs of the children. This registration would be reviewed on an annual basis. The properties would be subject to regular inspection, in accordance with Ofsted's procedures.

### 'Property 1' – Assessment Centre

The purpose of the Assessment Centre would be to allow the specific needs of the child to be identified, an individual care plan to be prepared, any initial or ongoing health or therapy needs to be delivered, before being placed in appropriate longer term care.

Children would come to the Assessment Centre for a variety of reasons and from a variety of settings, as set out above. The maximum capacity of the Centre will be three children. This would allow sibling groups to remain together, but also unrelated children to be accommodated.

Children would stay at the property for a relatively short period time during which their specific needs would be assessed. The maximum period of assessment is typically 12 weeks.

The 'assessment' is undertaken by the clinically-trained care workers and managers who remain at the property throughout the day and night. This allows for an holistic '24/7' assessment of each child's needs, which are then delivered through an individual care plan. In most cases, the child will have received some attention from the health and / or social care system prior to their arrival at the Assessment Centre, so there will be some prior knowledge of their needs.

The design, layout and management of the Assessment Centre is intended to provide as much of a home-like environment as possible. To that effect, the children will be cared for in a family-type setting. The children will socialise, eat and be cared for in the same way as any children are in a family home, to the extent possible based on the individual child's needs. Some children may thrive in the company of others, whilst some may prefer a greater level of independence and solitude.

Each child's individual care plan will identify the optimum ways in which the child can be helped. As with any child, there may be times when an individual child is upset or in distress.

# TH RESIDENTIAL SERVICE

ROOM 2 FIRST FLOOR, MAIN ROAD  
MIDDLETON CHENEY  
BANBURY  
OX17 2PW



It should not be assumed that any such upset would by default be expressed verbally or generate noise (shouting, screaming, crying). When a child is upset or otherwise in need of special attention, and that upset can not be immediately resolved, it is typical for the child to be encouraged or taken inside, so that their distress may be resolved in a protective, known environment, which might be their room or one of the communal spaces. In no circumstances would a child be left in the garden area in distress and unattended.

It is not uncommon for children in such assessment settings to form close bonds with their carers, sometimes reflecting an underlying need for love and affection that may have been missing from their childhood to date.

At the end of the period of assessment, when the child's needs have been fully reviewed and needs identified, through co-operation and liaison with agencies across the health and social care system, they are placed in residential settings that will best meet their needs. These can include (this list is not exhaustive):

- Foster Care
- Children's Home
- Full time family-led care with support
- Part time family-led care with support

## **'Property 2' – Children's Home**

The Children's Home would provide longer term accommodation for up to five children, plus carers. The property has been specifically designed to accommodate children with learning disabilities and includes a sensory room.

Each child would have their own bedroom with ensuite bathroom. There would be a communal lounge as well as kitchen and dining area.

Each child would have an individual care plan.

The home would be decorated and managed so as to provide a family-type environment. The accommodation would be welcoming and 'homely'; the property would not provide 'institutional'-type care.

Daily routines would be similar in many ways to a family home. There would be trips away from the property. Staff would take children out for various activities/hobbies of their choice, which can include swimming, football, gymnastics, dance, go-karting etc, carefully selected and planned to best meet the child's needs. Some children may attend school, most likely in a Special Educational Needs setting, or may benefit from educational courses delivered within the home. Staff would be responsible for off-site transport.

TH Residential Service  
Room 2 1<sup>st</sup> Floor, Main Road, Middleton Cheney, OX17 2PW  
Phone: [REDACTED]

# TH RESIDENTIAL SERVICE

ROOM 2 FIRST FLOOR, MAIN ROAD  
MIDDLETON CHENEY  
BANBURY  
OX17 2PW



## Staffing and Management

Both properties would have staff present on a 24/7 basis. The number of staff required on site is regulated by legislation and licensing. Residential support staff would operate on the basis of 24 hours shifts, with Managers on site during daytime office hours only. The total number of staff on site would increase for a short time during staff hand-over/shift change. Staff hand-over/shift change would be staggered between the two properties.

Property 1 would have the following staffing team:

- A Manager (shared with Property 2, daytime only), a Deputy Manager (daytime only), 1 Senior Support Worker, 1 Support Worker.

Property 2 would have the following staffing team:

- A Manager (shared with Property 1, daytime only), a Deputy Manager (daytime only), 1 Senior Support Worker, 1 Support Worker.

Change over time (shift change) for Property 1 would be 7.30a.m. to 8am. Change over time (shift change) for Property 2 would be 8.15am to 8.45am.

The (shared) Manager and two Deputy Managers would arrive for 9am and leave at around 5pm.

These staffing arrangements and shift patterns would mean that all staff parking could be accommodated on the site.

The table below summarises which staff would be on-site during the day time and night time.

Job Title	Property 1 (Assessment Centre) Day time	Property 2 (Children's Home) Day time	Property 1 (Assessment Centre) Night time	Property 2 (Children's Home) Day time
Manager	X			
Deputy Manager	X	X		
Senior Support Worker	X	X	X	X
Support Worker	X	X	X	X
<b>Total Staff on Site</b>	3 plus 1 shared	3 plus 1 shared	2	2

# TH RESIDENTIAL SERVICE

ROOM 2 FIRST FLOOR, MAIN ROAD  
MIDDLETON CHENEY  
BANBURY  
OX17 2PW



Whilst the children would be provided with freedom and choice, given their needs children would not leave the site unaccompanied, rather any trips or visits away from the properties would be supported by staff at agreed care ratios.

Each and every one of TH Residential Service's staff is well trained, qualified to the appropriate level and receives on-going support to maintain their professional competency, and well as wider well-being.

In addition to being trained carers, members of the TH Residential Service team possess specialist skills and qualifications, allowing them to further support the personalised care and therapy for each resident, working with external specialists.

Our staffing teams have strict procedures in place so as to ensure clear and effective communication between colleagues, up-to-date understanding of the needs of all residents and effective 'hand-over' as part of shift changes. We have regular, weekly meetings within the staffing team and actively involve the children in our care in making decisions about how their homes are run. All of these procedures are focussed on helping to support the children and young adults to thrive.

## Visitors

The number of visitors to the properties will be low. For the Assessment Centre, this is because the staff members undertake the bulk of the assessment tasks. For the Children's Home, it is because the staff meet the daily needs of the children.

Due to the context of the services, it is rare for close family members or other relatives to visit an Assessment Centre. Where family contact is appropriate, this is typically undertaken away from the site.

Family visits for children in the Children's Home are also almost always undertaken away from the property.

There may be a need for the occasional visit by an representative of an external agency or a health care specialist to either property during the day time (never during shift change). This can include, for example, social services in the latter part of the assessment, when future placements are being agreed.

Consequently, the demand for parking from visitors will be limited and infrequent, and capable of being accommodated within the site.

# TH RESIDENTIAL SERVICE

ROOM 2 FIRST FLOOR, MAIN ROAD  
MIDDLETON CHENEY  
BANBURY  
OX17 2PW



## Deliveries and Collections

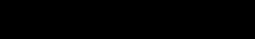
Just like any domestic property, the Assessment Centre or Children's Home may receive deliveries. There will, however, be no large-scale commercial deliveries. Laundry will be undertaken on site. Staff duties will include grocery shopping and cleaning. Subject to alignment with the child's needs, a child resident in the Children's Home might well, therefore, accompany a staff member to the supermarket. Refuse collection will be undertaken by the Council, the same as adjacent houses.

## Summary

I, along with the whole of the TH Residential Service team, are passionate about providing the best for the children and young adults the care of whom we have been entrusted with. We consider it is a privilege to have the opportunity to nurture those members of our community who are some of the most vulnerable and deserving of our support.

I hope this letter conveys the deep commitment that all at TH Residential Service have to making this proposal a success, in delivering a service that is greatly needed by the community and will help some of society's most vulnerable children and young people.

Should anyone have any queries or concerns as to how the two properties would be operated and the services we would deliver, they are most welcome to contact me.

  
Director  
TH Residential Service

12<sup>th</sup> February 2025