


CQC INSPECTION Second Consecutive Report With NO Recommendations

 Care Quality Commission		Inspection Report
<i>We are the regulator: Our job is to check whether hospitals, care homes and care services are meeting essential standards.</i>		
Sunnyside House Limited		
130 High Street, Aveley, South Ockendon, RM15 4BX		Tel: 01708861201
Date of Inspection:	19 February 2013	Date of Publication: March 2013
We inspected the following standards as part of a routine inspection. This is what we found:		
Consent to care and treatment	✓	Met this standard
Care and welfare of people who use services	✓	Met this standard
Management of medicines	✓	Met this standard
Staffing	✓	Met this standard
Complaints	✓	Met this standard

The Care Quality Commission made an unannounced visit to Sunnyside House on 19th February 2013.

During their thorough all day visit they audited Sunnyside House on different essential standards and would reach one of the following judgements in each outcome looked into:

a.) Compliant b.) Minor Concern c.) Moderate Concern d.) Major Concern

We are proud to announce that we were judged as **“Compliant”** in all 6 Outcome areas for the second year running.

This is the best possible outcome available to us and we would like to thank and congratulate our Management team, Stacey Linnen and Natalie Bissessur as well as our entire staff team and group of service users for their contribution to this achievement.

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**INVESTORS
IN PEOPLE**

We are pleased to announce that we have been awarded our Investors in People standard. Below is the press release from IIP regarding this achievement.

Working together wins awards

Putting its people first has enabled an Essex-based organisation to gain a nationally accredited award.

Sunnyside House, Aveley - an innovative independence training home which specialises in preparing up to 14 adults with learning disabilities for independent living was awarded the Investors in People Standard for the way they support and motivate their team.

The investors in people framework, which is suitable for organisations of any size and in any sector, transforms business performance through people, helping companies to achieve their objectives by targeting specific priorities within the organisation.

Andrew Azzopardi, Managing Director at Sunnyside House, which has some 25 employees, said "After winning several awards in the Social Care industry at District, County and more recently National awards, our next target was to achieve recognition against the Investors in People standard and are very proud to have achieved this".

Organisations that have achieved the investors in People generally have lower staff turnover and sickness rates, lower recruitment costs and a reduced likelihood of litigation. In addition, they tend to have increased levels of profitability, employee engagement and productivity.

John Telfer, Managing Director of Inspiring Business Performance Ltd (IBP), the organisation that delivers Investors in People for London and the South, said: "Sunnyside House Should be congratulated for the way in which management and staff have come together to produce real results. I hope other organisations in the industry will look to them as a great example of what can be achieved".

To find out more about IBP and the benefits of Investors in People, visit www.inspiringbusinessperformance.co.uk, email info@ibp.co.uk or call 0800 612 3098.

Sunnyside Management Structure

With an aim to improve our management structure and to further our learners to independent living, we have recently made some changes to our managerial positions. These changes have included appointing Stacey Linnen as our Home Manager. Stacey has stepped in a number of times in the past as Acting Manager and has gained a tremendous amount of experience, knowledge and confidence in her time with us. She is also renowned for her honesty and well respected by our learners, family members and health care professionals as well as our very own staff team.



Stacey has been at Sunnyside since we opened in 2008 and worked her way up from a Support Worker to Senior Support, Deputy Manager and now Home Manager. She has always shown great enthusiasm for the job and wants the best for all of our My Life learners at Sunnyside House as well as a motivated staff team.

We wish her all the best in this role and look forward to seeing what we can achieve under her guidance.

Marilyn's Move On



We want to say good bye and best wishes to Marilyn who although spent a short time with us at Sunnyside house, managed to benefit from our My life programme.

Marilyn has now moved on to supported living and is enjoying her new surroundings.

Catch up with Gavin...



Since I've been at Sunnyside House I have been so happy. I feel so happy being here with all the staff and service users, and I have enjoyed it.

I enjoyed the food and its nice to have staff I can trust to deal with my money.

The Sunnyside staff have helped me to move in to the training flat and develop my independence and new skills, such as budgeting and I'm loving it.

Gavin is currently working through his 'Transition Flat' and 'Citizenship' modules and is progressing well towards his aim of living independently in the community.

New My L.I.F.E Structure

We are pleased to inform you of a few improvements to the My L.I.F.E programme and the way its delivered, which we feel will benefit our learners who use the programme. This will give more structure and enable all learners and tutors to know what is happening monthly in advance. The programme is separated into practical and theory sessions. Our learners will now be more aware of what subject is going to be covered in each session and had set times each week when they will be in sessions.

We have now designed a curriculum to help guide the tutors and learners through each individual module. We want to ensure every beneficial aspect is utilised. In order to achieve this we have begun the process of reviewing each module and creating lesson plans accordingly.

In one of our weekly service users meeting we also discussed how the service users felt with the title 'service user' and we agreed that 'Learners' was a more relevant term to use. So we are pleased to say that all those enrolled in to the My L.I.F.E. Programme and are now called 'My L.I.F.E Learners'.

Another change to the structure is that we now have in place a dedicated My L.I.F.E tutor, who no longer works within the home and is a full time My L.I.F.E member of staff. Katie Bunker who was a Senior Support member of staff within the home and who has great experience with all of the learners has reached out to be our 1st full time tutor. We feel this will really help with the progression of the programme with the learners as Katie's sole attention is now on the My L.I.F.E. project.

We recognise this as something to be very proud of, especially seeing as this is the second consecutive report where we have been rated as compliant in all areas.

We would again like to take this opportunity to thank everyone who played their part in producing this successful report, and we hope the good work continues.

Some quotes from the report include.....

Staff have been well trained and we saw that they had a good understanding of people's individual needs.

People were treated respectfully, their individuality and diversity understood.

People enjoyed good levels of activity and were able to get out and about in the local community.

One person told us, "Yes the staff are very kind." Another person told us, "They help us here."

Sunnyside House is a home that promotes independence at all times.

People who use the service are offered a training scheme called 'My Life' which encourages and assists them to achieve a higher level of independence.

We spoke with people that used the service and they told us, "The staff are always good here, they help me."

People using the service told us that they would approach the manager or staff if they had any problems. One person told us, "I know I could tell them anything".

The full report is available to view on our website www.sunnysidehouse.co.uk



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