



Sunnyside House

Leading Independence Training Provider in the South East



Outstanding CQC REPORT



Sunnyside House Limited

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Inspection report

130 High Street
Aveley
South Ockendon
Essex
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Sunnyside House recently underwent their CQC inspection, we are very proud to announce that we have received an overall rating of **Outstanding** .

We wanted to share some of the highlights from the report.

"Staff were highly motivated, caring and compassionate, sharing a joint focus of supporting learners to receive a high-quality service and to be as independent as possible.

One relative told us, "I've never come across an organisation like this, five-star rating all the time."

Another relative said their family member, "Is just so happy there, you can't get more than that, if [family member] is happy we are happy...We are happy with everything, we work together, overall understanding of people's needs is very good."

Ratings

Overall rating for this service

Outstanding 

Is the service caring?

The service was exceptionally caring.

Details are in our caring findings below.

Outstanding 

Is the service responsive?

The service was exceptionally responsive.

Details are in our responsive findings below.

Outstanding 

To read the full report click the following link

<http://www.sunnysidehouse.co.uk/images/suns/misc/CQC2021.pdf>



Sunnyside Home Care

WE ARE HAPPY TO ANNOUNCE THAT WE HAVE BEGUN A NEW VENTURE..... SUNNYSIDE HOME CARE!

WE ARE NOW TRANSFERRING THE SKILLS WE HAVE LEARNED IN THE CARE HOME SETTING AND BRINGING THAT TO INDIVIDUALS IN THEIR HOMES WITHIN THE COMMUNITY. THE CARE WE PROVIDE IS DELIVERED WITH COMPASSION TO HELP SUPPORT THE INDEPENDENCE AND WELLBEING OF OUR CLIENTS, BOTH ELDERLY AND NON-ELDERLY PERSONS WITH DISABILITIES.

SUNNYSIDE HOME CARE PROVIDES A VARIETY OF HOME CARE SERVICES ALL COMMITTED TO COMBINING EXCELLENCE IN CARE DELIVERY WITH COMPASSION. AS A PERSON-TO-PERSON SERVICE, WE PROVIDE OUR CLIENTS WITH THE BEST CARE PROFESSIONALS AND THE HIGHEST LEVELS OF CLIENT SERVICE AND SATISFACTION.

WE ARE REGARDED AS A CLIENT-FRIENDLY ORGANISATION AND WE ALWAYS TRY TO BE FAIR AND HONEST WITH ALL THOSE WE INTERACT WITH. EACH AND EVERY SUNNYSIDE HOME CARE TEAM MEMBER IS VALUED BY THE COMPANY AND OUR TRAINING AND MANAGEMENT SUPPORT ENSURES THEY ARE WELL EQUIPPED TO PROVIDE HIGH LEVELS OF CARE TO OUR CLIENTS.

WE LOOK FORWARD TO HELPING AS MANY PEOPLE IN THE COMMUNITY AS POSSIBLE.

TO FIND OUT MORE ABOUT THIS NEW SERVICE PLEASE VISIT WWW.SUNNYSIDEHOMECARE.CO.UK

WE ARE RECRUITING

As a progressive company and one that prides itself on its knowledge of the care sector, we are always looking to work with the best people in the business. A fun, professional environment creates a great team and ultimately leading to a great service to our clients. If you are driven, enthusiastic, and looking for a rewarding environment, then come and be a part of the team.

We are currently looking to fill the following roles:

- Support workers, Senior Support Worker and a Domestic assistant within Sunnyside House
- Domiciliary Care Worker – Domiciliary Care
- Care Co-Ordinator, Senior – Domiciliary Care

JOIN
OUR TEAM

If you would like the opportunity to join our team, please contact us at care@sunnysidehouse.co.uk



THE PRIME MINISTER INVITES...

Our Home Manager Natalie and Home Care Manager Shane were both recently invited by the prime minister to a reception to thanks social care workers for their efforts in the covid-19 pandemic response at 10 downing street.

It was a privilege for them to receive this invitation and to have their efforts and sacrifice acknowledge during this difficult time.



Michael's Story

Hello, my name is Michael

I moved to Sunnyside in 2009 and since I have been here, I have done a lot of things to help me become more independent.

I learned how to get my provisional licences and started driving lessons.

I went to college, I travelled there by public transport bus and train, at first staff supported me then shadowed me and after I was able to do this independently.

I got a job working in a shop, I enjoyed moving boxes and stacking shelves. I also started volunteering at 'High Tea' this is a once-a-month meal for local residences in our area I help set up the tables and chair I also bake cakes and help prepare the meals I enjoy the food and company. I meet some friends which I am friends with online still. I like to go to Dis4U twice a week and work in their craft shop.

I attended My Life sessions, which help me become independent. We worked on all different things such as personal hygiene, cooking and all types of travel and so much more.

Now I am looking forward to moving into my own shared accommodation. I am looking forward to my new adventure and can't wait to live independently. I would like some staff to visit for a cup of tea sometimes, but I will be doing my own shopping, cooking, and cleaning. I know I can do this!

I would like to thank all the staff for what they have done to help me reach my goals.

Everybody at Sunnyside is so proud of the progress that Michael has made over the years, it's not always been easy for him, but he has never given up and we are happy that his years of hard work are paying off for him.

Michael will soon be moving into his own shared accommodation where he will receive minimal carer support. This is an amazing step for Michael and his journey towards greater independence and we look forward to seeing the progress that he will continue to make.

The work we do at Sunnyside always leads to progression, some progress in a matter of months, others can be years. Each individual has very unique and personal circumstances and events that happen in life that can speed up or slow down the progress. In Michael's case, even though he has been with us for many years he has not stopped progressing. The important lesson is that we continue moving forward towards independence.



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