

Care awards recognition for Trowbridge disability service manager

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The team at a Trowbridge disability service are celebrating further awards recognition – this time for a member of their team.



Samantha McCrindle, Local Service Manager at Sanctuary Supported Living's Shaftesbury Court in Trowbridge, a CQC-rated 'outstandingly well-led' residential care home for people with physical and learning disabilities, has been shortlisted at the South West region of the Great British Care Awards 2021, after being nominated by her colleagues.

The Local Service Manager has been recognised for her hand-on approach, working alongside her team to support people with learning disabilities, physical disabilities and acquired brain injuries. Despite the challenges of the pandemic, she successfully led a complete decant of residents and staff to an alternative registered location in Devizes in 2019, to allow for a dramatic £2.8m makeover of the service. She then accomplished a Covid-safe move back to the re-developed site in late 2020, maintaining a positive attitude throughout and achieving a mammoth task with minimal disruption to the day-to-day care and support and routines.

Following the residents' return, Shaftesbury Court was rated as 'outstandingly well-led' in a recent CQC inspection and 'Good' overall. Staff specifically shared their positive feedback with the inspectors about the support they'd received from Samantha throughout a difficult year, something which was also recognised with a Sanctuary staff award for excellent leadership and commitment to the service in 2020.

This is the second awards success for the Shaftesbury Court team, as the residential care home has also been named as a finalist in the 'Healthy Homes' category of the 2021 Inside Housing Development Awards, following the extensive remodelling and refurbishment work.

Claire Irwin, Deputy Head of Service, said: "I'm absolutely delighted that Samantha has been shortlisted for the Great British Care Awards. She puts people's wellbeing at the heart of everything she does for both the residents and the team she leads and it's wonderful that she's being recognised in this way'.