

Trowbridge disability service manager wins regional award

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Celebrations are underway at a Trowbridge disability service as its registered manager has won a prestigious industry award.



Samantha McCrindle, Local Service Manager at Sanctuary Supported Living's Shaftesbury Court, a residential care home for people with physical and learning disabilities, won the Frontline Leaders Award at the South West regional finals of the Great British Care Awards

Samantha was nominated by her colleagues who recognised her hands-on approach, 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 care home in Devizes, to allow for a dramatic £2.8m makeover of Shaftesbury Court. She then accomplished a Covid-safe move back to the re-modelled building in late 2020, maintaining a positive attitude throughout and achieving a mammoth task with minimal disruption to residents' day-to-day care and support.

Following the residents' return, Shaftesbury Court was rated as 'outstandingly well-led' in an inspection by the Care Quality Commission (CQC) and rated 'Good' overall.

The Great British Care Awards judges commented; "Samantha is an experienced registered manager and very capable. [She] demonstrated how through effective leadership, communication and teamwork she has been able to manage the team through the challenges of a remodelling project at the home she manages and support residents, staff and families through the moving process even during a national pandemic."

Steve Coare, Area Service Manager for Wiltshire and Oxfordshire, said: "This is a well-deserved award for Samantha who has consistently put the wellbeing of the residents and her whole team at the heart of everything she does. She has always been a winner in our eyes and this award is testament to her hard work and dedication."