



Press Release

Immediate Release

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### **Fairways Celebrate Excellent PAMMS Audit**

The team at Fairways are celebrating after the social care service achieved an 'Excellent' rating from the recent PAMMS audit which was conducted by Suffolk County Council.

Provider Assessment and Market Management Solution (PAMMS) is an assessment tool, designed to help assess the quality of care delivered by care providers. Following a recent PAMMS inspection by Suffolk County Council, the Fairways team are thrilled to have scored Excellent in every section.

This inspection evaluates the quality of social care services, focusing on aspects such as care planning, resident experience, team training, knowledge, care environment, equipment, and leadership. During the inspection, assessors spoke with residents and team members, gathering valuable insights about our Fairways service.

The service, on Swan Lane, in Westerfield, received an Excellent rating across all five domains; Involvement and Information, Personalised Care and Support, Safeguarding and Safety, Suitability of Staffing and Quality of Management.

Fairways is part of the Cygnet Social Care division and is an 8-bed, specialist residential service supporting adults with learning disabilities and associated complex needs who may have behaviours that challenge.

The home provides longer term placements for individuals who require round the clock care and support.

The report read: "Care plans are individually tailored, person centred, include appropriate information on the person's preferences and views and clearly evidence that they were involved in the decisions about how their care and support is to be delivered.

"Service users are treated as an individual and their diversity is respected and their privacy, dignity and independence is maintained and upheld at all times. They are treated with kindness, compassion and empathy."

Assessors said people are always placed at the centre of their care and are provided with appropriate and adequate information to enable them to make informed decisions about the care and support they receive.

It also highlighted that residents are supported to enjoy a variety of activities and social opportunities and the service follows best practice in relation to safeguarding, and that staff have the right knowledge, experience, qualifications and skills to provide effective care and support.

Service manager Suman Dewan said: "I am incredibly proud to share the fantastic news about achieving an excellent rating in our recent PAMMS audit. This accomplishment reflects the dedication and hard work that has gone into preparing for this evaluation.

"Obtaining an excellent rating in the PAMMS audit is not just a personal achievement; it's a testament to the entire team's commitment to quality and excellence. From meticulously following the standards to ensuring that every detail was in place, this success showcases our collective effort and determination.

"The audit process can be challenging, with its rigorous standards and thorough evaluations which span several days over the couple of weeks. However, the preparation we undertook was thorough and strategic. We focused on enhancing our practices, ensuring compliance, and continually striving for improvement.

"Receiving an excellent rating not only validates our hard work but also motivates us to maintain and elevate our standards even further. It reassures me that we are on the right path. I sincerely believe that this achievement will serve as a foundation for future successes, fostering a culture of excellence within our Fairways team.

"I am truly grateful for the support of my team and everyone who played a role in this journey. This achievement is a reminder that teamwork and dedication over time yield remarkable results. I look forward to building on this success and continuing to strive for excellence in all that we do!"

Deputy manager Nazeera Koya added: "Person-centred planning is at the heart of everything we do, based on each individual's specific need.

"Our team has been fantastic on a daily basis ensuring residents are kept safe and checking on their well-being.

"The positive results from the PAMMS inspection highlight all of our commitment to providing high-quality care at Fairways. We are proud of the team's dedication and the supportive environment that is offered to our residents."

In order to show the appreciation for job done well, managers organised a barbecue for both the residents and the staff.

Nazeera added: "There was plenty of food and we also had musical chair game for the staff.

"It was really a fun filled day for everyone involved."

