

# Carers delivering outstanding service

A home care agency working in Deal and Dover has become the only one of its kind in the district to achieve an Outstanding rating from the Care Quality Commission (CQC).

Inchwater Home Care in Maison Dieu Road, Dover, was inspected by the regulator, particularly looking at safety, effectiveness, care quality and leadership.

On September 29 and 30, the inspector interviewed the manager and nine members of staff, looking at five people's care plans and the associated risk assessments, as well as a range of other records including staff induction records, training and supervision schedules and staff rotas. It led to the highest rating being awarded.

It places the personal care company in the top 1% of agencies in the UK.

The report says: "People, their

relatives and other stakeholders all told us that Inchwater Home Care provided an excellent service.

"The registered manager and the provider were committed to providing high quality, person-centred care.

"Staff working in the provider's office also provided hands on care and everyone shared this vision of a bespoke service with people at its heart."

The inspector also noted that staff were always on time. They were exceptionally kind and caring and went above and beyond to ensure people received the care they needed.

Managing director Paul Watts said: "I am absolutely thrilled to see that the exceptional work our caregivers and office team provide has been recognised by the CQC.

"Last year, we were awarded Top Home Care Provider (Kent)

which was excellent because it came from our clients voting for us.

"This new rating is our regulatory body saying they also have understood our mission to provide the highest quality of care."

CQC established their new rating system in 2014 and there are only five home care agencies in the whole of Kent who have achieved their highest rating of Outstanding.

Care manager Maddie Watts said: "It is a genuine pleasure to see that the hard work and commitment from everyone at Inchwater has been recognised in these ratings which acknowledge excellence in the care sector.

"I am very proud of our caregivers, who continue to demonstrate their care and compassion daily."

Inchwater Home Care has recently opened an office in Folkestone and is recruiting locally.



Caregivers from Inchwater Home Care celebrating their 'Outstanding' success

# Annual fund will help deliver affordable homes for first-time buyers

A new annual fund to help build more affordable homes for first-time buyers means Dover and Deal will receive half-a-million in the first year.

It was announced on December 23 that the two towns will get £508,829 from the 2016/17 Community Housing Fund's £60 million pot.

The cash, raised through

higher stamp duty on second homes, will help local groups deliver affordable housing aimed at first-time buyers in response to the problem second homes can cause in reducing supply.

Dover and Deal MP Charlie Elphicke said: "It's great that Dover and Deal are getting help to build more homes for first-time buyers.

"We've worked hard to get thousands more homes in our area. Yet still, young people are finding it too hard to get on the housing ladder.

"It shouldn't just be an aspiration, it should be the norm.

"That's why I'll keep fighting to help first-time buyers in Dover and Deal."

One third of the funding –

almost £20 million – will be allocated to local authorities in the South West as that is the most popular region for second homes in England. It accounts for 21% of all second homeownership.

The South East will receive the second highest amount out of nine regions, about £11 million. The North East will receive the smallest sum of £1,314,600.

The first year of funding will be used for business planning and providing staff to review local housing needs.

Funding for the next year must be used to deliver housing for local people.

The Mercury has asked Dover District Council how the money will be administered, but at the time we went to press, the council had not met to discuss the fund.

The number of new builds started in Dover and Deal in 2015 was 394, almost double the UK average of 222.

Mr Elphicke recently visited Connaught Barracks in Dover, where 500 homes are being built. Many will be starter homes for first-time buyers.

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