



*Saturday 14<sup>th</sup> October 2017*

6pm ↻ Lansdown Stand, Ashton Gate Stadium, Bristol BS3 2EJ

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## 2017 AWARDS CEREMONY

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## WELCOME

Care and Support West first launched its annual Awards process in 2013 with just a handful of nominations and an Awards Ceremony which had 70 or so guests. Tonight we reach our fifth year and can truly celebrate with over 60 finalists from 160 nominations.

It is important that we regularly tell staff how great they are and remind them and ourselves that every day they 'go above and beyond' what their various job descriptions and their employers ask of them. Tonight we will celebrate the work of individual staff members who have demonstrated outstanding excellence in the social and health care sector through their dedication to and passion for caring. They do this without asking for extra recognition – they do it because they care and want to support vulnerable people and enhance their lives.

Tonight we hope they will enjoy being in the spotlight for a change. We can literally and metaphorically applaud everything they do because without their loving generosity the care sector would find it hard to carry on.

THANK YOU TO ALL FINALISTS.

Best wishes for a superb evening!

**David Smallacombe & Len Collacott**  
CEO & Chair of Care and Support West

## VIP GUESTS



### David Lloyd

David is an actor, writer and broadcaster who is best known for his role as Graeme in Tony Robinson's award winning kids TV series Maid Marian And Her Merry Men. He has appeared in a host of other programmes including 'Allo 'Allo, The Young Ones, East-Enders, Casualty, Brookside, The Bill and Waking The Dead. He has also written for EastEnders and Casualty, as well as over 60 episodes of the BBC drama series Doctors. He is a regular contributor to BBC Radio Bristol, and for nine years was the voice of Ashton Gate as matchday announcer at Bristol City Football Club.



### Laura Rawlings

Laura is best known for her weekday show on BBC Radio Bristol. After her first radio assignments in community radio, starting as a volunteer, getting a job as a Station Manager and then an Editor in Yorkshire, Laura picked up some awards and found her way into the BBC as a reporter, rising through the ranks to her own show on BBC Radio Bristol. Away from radio - family's really important to Laura and from a young age she's been actively involved in caring for various relatives. Most recently, her parents had a serious car accident and Laura's been caring for them and her Gran.

## Menu

### Starter

*Truffle infused leek and potato soup  
Crab, salmon and spring onion fish cake with  
micro herbs and sweet chilli dressing*

### Main

*Pan-roasted maize-fed Chicken Breast, goose  
fat roasted potatoes, seasonal vegetables and  
sundried tomato sauce  
Baked Salmon Fillet, sautéed new potatoes,  
green beans and chive sauce  
Spinach & Ricotta Tortellini, green pesto and  
wild rocket salad*

### Dessert

*Raspberry Pannacotta with air dried  
raspberries, raspberry coulis and biscotti  
Fresh Fruit Salad*

### Tea & Coffee

## JUDGES



### Mik Alban

Mik has worked in the sector for over 20 years with a variety of operational management and service development roles. He has been working with C&SW since 2008 as a Development Director with a focus on supporting and advising, as well as understanding and representing providers.



### Zak Aravantinos

Having entered the sector in 2011 fresh from university, Zak's business model which includes Access Your Care, KeysafeMan and CareHub support services have received national recognition for being both adaptive and responsive to challenges facing the sector daily.



### Emily Bladon-Wing

Emily is a Consultant Clinical Psychologist who founded Community Therapeutic Services in 2006 with her husband David. CTS provide bespoke residential care and supported living for people with Intellectual/learning disabilities, autism and mental health needs.



### Richard Deverson

Richard runs the Operations Team at Windmill Care delivering residential care services and employing over 140 staff in two homes. He says, "Developing the team and recognising outstanding care is critical to retaining staff in a happy and successful organisation – and one of the biggest challenges."



### Julie Edwards

Julie has worked in care for over 20 years and has been a previous award winner. She promotes a new approach towards dementia care where peoples' feelings matter most and looks for staff with compassion, looking to create a home environment where everyone, including staff, need to know they can be themselves.



### Barbara Harris

Barbara has developed and now runs Care2Improve - a robust Quality Assurance service for residential, nursing, domiciliary, day services and supported living care environments. She has been a key player and director with Care & Support West for a number of years.



### Kath Horne

Kath has had an extremely rewarding, varied and interesting career to date within the NHS, starting over 23 years ago as a Healthcare Assistant. She is personally motivated by a drive for improvement and transformation in primary care, delivered with strong governance and effective management.



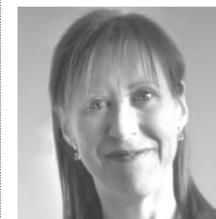
### Deborah Ivanova

Deborah is Deputy Chief Inspector of Adult Social Care in London and the South. Previously, she was Head of Regional Compliance at CQC and as a qualified social worker her posts have included inspecting learning disability services, managing residential services, respite project worker and care assistant.



### Angela Roberts

Angela is a senior HR consultant specialising in the social care sector. Having worked as HR Director for a large local provider she has wide experience of the sector and a passion for focusing on the great work done on a daily basis by so many people across a wide variety of services.



### Debbie Sorkin

Debbie is National Director of Systems Leadership at the Leadership Centre, an independent charity with close ties to the Local Government Association, where she is responsible for a national Systems Leadership programme that is supported by (amongst others) social care organisations, the NHS, public health and local government.

## FRONT LINE WORKER AWARD

### Day Services Worker



#### Valantina Cavallini

Valantina has used her personality to ensure that people from all walks of life are connected with in a positive way; she embodied the project by seeing the person behind their functionality and has also worked consistently with a smile; something reflected in the positive feedback received about her.



#### Nicola Morgan

Nicola has been nominated by several people and clearly sees the people beyond the paperwork. She is described as having a passion for her work, giving time and her patience to engage with people and to support them to be engaged.



#### Jo Wright

Jo brings a 'can-do' attitude to enabling and supporting people to work in a real commercial setting that is at the same time therapeutic and person-centred.

### Front Line Nurse



#### Tracy Cox

Tracy helped a service user that was having surgery and in hospital. The hospital staff were not talking to the service user directly or involving her with her care. Having seen Tracey act on her behalf the service user now feels confident to make their concerns known in future.



#### Sarah Saunders

Sarah is passionate about working in the adult care sector at a time when newly qualified nurses do not see this sector as a career choice. She is always looking to enhance her skills and knowledge and enjoys teaching other care staff and student nurses - a true ambassador for adult care RNs.

### Supported Living Worker



#### Joy Sanders & Abigail Bennett

These two individuals support the same person and have been nominated although under separate applications, for the same reasons. They have shown outstanding commitment to their job roles, focusing on the needs and outcomes not only for the person they are supporting, but also the family as a whole. They have stayed true to their long term vision of getting the individual out of their bedroom (which they had not left for five years) and involved with many day to day living activities. Their efforts have worked to bring the whole family closer together.



#### Maya Gibbs

This individual can only be described as a shining example of what service users, fellow co-workers and peers need, to make every day not only productive but also rewarding. At just 18 she is liked and respected by all her peers and demonstrates all the attributes to make a long term career in this sector.



#### Matthew Iles

Matthew represents an important addition to the life of one person he supports and in this he exemplifies a number of standout qualities. He not only supports the individual but also their family. He has supported the person to get a job as a gardener and helps him to do the work and maintain this job.



#### Jenny MacSharry

Jenny goes above and beyond in making a difference to people's lives by thinking outside of the box to engage with individuals. She allows individuals to interact with her own pets including horses and dogs which is very well received by service users who may otherwise have been secluded.

## FRONT LINE WORKER AWARD

### Domiciliary Care Worker



#### Anna Chrzastowska

Anna has obviously touched the lives of this family and made a difference to all of them. The mother describes how she shows tremendous love and understanding and describes Anna as being a vital lifeline, allowing them the peace of mind to know the person caring for their child is capable.



#### Lucy Jefferies

Nominated by at least two service users with heart-warming accounts, Lucy has obviously been able to touch the lives of the people she supports in a way that matters to them. "She leaves me looking forward to my day," said one user. She is truly making a difference.



#### Sonia Pastyrikova

Sonia is excellent with everyone she comes into contact with, whether that is a service user, a family member or staff. To quote her Care Manager: "I have worked in the care industry for 25 years and have never known someone receive as many compliments as Sonia".

### Personal Assistant



#### Nikki Clement

Nicola works unobtrusively in terms of routine daily tasks, also doing what the person supported would do if she were physically able. She is selfless in the support she gives but is professional throughout, being an enabler whenever she can, showing humour and kindness; making her 'a paragon of a carer'.



#### Nigel Gregory

Nigel was nominated by his daughter, who was very clear about what she wanted to say. Nigel provides 24/7 support for his daughter, not least as they have no other carers to help. "He has given up his life for me..., I'd like something to make him smile".

### Care Home Worker



#### Jodi Moore

Jodi has been with AbleCare Homes for a long time, starting as care assistant and working up to a senior position. She is an excellent team leader, able to work with younger staff building their confidence. She uses her sensory skills to help and support people with health and mental health issues.



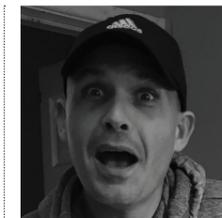
#### Ryan Williams

Ryan takes time out to ensure people have fun and is effective in doing this. He understands the needs of people, putting people first to deliver high quality care making a difference to their lives through dedication and determination as shown with the evidence received.



#### Tracey Young

Tracey shows compassion and care, delivering training sessions to staff to ensure working practice is of high quality. The accommodation at the home has recently increased greatly and Tracey quickly adapted to the situation during the time of major refurbishment.



#### Jay Webster & Leanne Wiltshire

These are a sister and brother of the person they support and they took over the person's care when their Mother could no longer continue. They both have families and their own full-time jobs but have clearly worked together to provide seamless care, including personal care and crucially involved the person in their social lives. They refuse to have their sibling placed in care. The nominator said, 'My life would be mundane without them both; they ensure I live a full and interesting life, I love them'.

## FRONT LINE WORKER AWARD

### Ancillary Worker



#### Nikki Cramb

Nikki leads her team to recognise the importance of their role and to set the highest standards. She works closely with users, involving them in cleaning their rooms and has undertaken training to gain the skills needed to work closely with people living with dementia.



#### Ken Sharland

It is really clear that Ken is an important part of CTS and well respected in the service. Not only is he responsive and prompt but innovative too. He uses his skills to create living spaces that promote people's independence and works with people well.



#### Laura Warrant

In a demanding role as coordinator, Laura clearly takes the challenges in her stride. She is competent and ambitious but uses this energy and commitment to focus on individualised solutions for people, going out of her way to find support that makes people's lives better.

### Volunteer



#### The Blossom Project

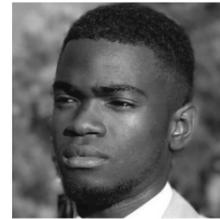
This team support people with dementia by providing regular companionship and stimulating engagement. All involved learn from one another and so collectively make a mutually supportive environment.



#### Jane Gregory

Jane is 'a wonderful listener' and 'has patience, understanding and empathy with the group'. Her boundless energy and positivity are greatly appreciated. Her commitment, dedication and love for what she does alongside running her own business, are commendable. She is clearly consistent and reliable.

### Apprentice and Work Experience



#### Obed Adomako

Obed embraced the work from day one and impressed colleagues with his person-centred work and conscientiousness. He also shows his commitment in his college work and embraces extra-curricular activities to further his learning.



#### Georgia Parish

Georgia found care almost by accident but it was clearly a happy accident, enabling her to find her career but also put her kind and caring nature to excellent use. Georgia is frequently referred to as 'dedicated' but also has a wisdom and empathy belying her youth.



#### Keira Reddick

From a role as housekeeper to apprentice, and despite being a naturally reticent and quiet person at work, Keira has enhanced the lives of so many people, showing a confidence beyond her years. Her nominators also commented on the quality of her academic work.



#### Penny Worland

Penny clearly makes a substantial contribution to people's lives in ensuring food mirrors interesting events or places in the world, giving food themes and so making eating a communal and fun activity.

## REGISTERED MANAGER AWARD

### Domiciliary Care



#### Stacy Ibiks-Ibikunle

Building and maintaining quality in Home Care services, in the face of continuous budget cuts, is one of the most difficult jobs in social care. Stacy has not only managed this, she has motivated and encouraged her staff to achieve an 'Outstanding' CQC rating, demonstrating the quality of her leadership.



#### Nicola Norville

If a key component of leadership is supporting the people around you to develop their potential, Nicola is an outstanding leader. It speaks volumes that one of her staff was amongst the people nominating Nicola, citing the support and encouragement that had enabled her to develop her career.

### Supported Living Manager



#### Donna McGauley

Embodying Dame Denise Platt's words that 'social care, when delivered well, has the power to transform people's lives', Donna's values shine through and are emulated by her staff. Even external professionals notice the difference that Donna makes: with the best interests of her service users at heart.



#### Nicola Stanworth

Nicky is calm, supportive and professional; and has raised standards amongst the staff with whom she works, not least in relation to the processes involved in supporting people with learning disabilities. She is one of those rare people who make partnership working a reality across the board.

### Care Home



#### Maxine Cope

Maxine epitomises what good social care means, and she has demonstrated, over many years, just what it can achieve. She puts her service users at the heart of everything she does, so that residents get the best possible care that can be provided; and is genuinely innovative and creative in her approach.



#### Ashany Gujadhur

Ashany's goal is to deliver the best possible care. She has built up the service with passion and dedication, working with people living with dementia; and her encyclopaedic knowledge of the needs and requirements of each individual in her care, shows how she works tirelessly to make their lives easier.



#### Wendy Leaman

The key to Wendy's approach is the sign that she herself painted on the wall of her reception: 'Residents are not living in our workplace; we are working in their home'. She works tirelessly to put this maxim into practice, engaging residents in decision-making; whilst providing continuous support and encouragement to her staff.

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# SPECIALIST CARE AWARD

## Older People



### Ablecare Homes (Group)

The description of the diverse activities undertaken indicates personalisation, innovation and attention to wellbeing. There is excellent care, personalised to need but overall within a framework of promoting independence. The over-riding impression from the nomination is of a homelike, caring, and fun environment where staff members are well trained, motivated and dedicated to their work catering for their elderly residents.

### Dawn Mitsis

The nomination for Dawn stands out because it tells the story of a young woman who lacks confidence in herself but has demonstrated immense personal growth over the past year. This has been evidenced by her increasing skills as a leader on shifts, taking on new responsibilities, her understanding of and commitment to the residents, how she is innovative in developing activities to improve residents' lives and possibly more importantly as a mentor and support for new staff.



### The Care & Support Team at St Monica: Sandford Station

The principle of a purpose built community catering for the diverse needs of older people is great; in practice it takes the combined efforts of a dedicated team to create a living and successful environment where often polar opposite needs of individuals and couples can be met. The nomination for Sandford Station made clear how well the team do this. It talks of unwavering commitment, involvement, and great communications with questioning and listening in detail to residents.



## Disability Care



### Devon Hyatt

The nomination praises the practical front line skills deployed by Devon and is supported by letters of praise from members of a client's family for the way in which his care for their relative makes such a big difference: "It is all about Andrew" (the client)



### Ali Kinsella

The outstanding justification for this nomination is the enormous changes at Campania brought about by Ali Kinsella's since she joined as RM. Whilst she introduced a new focus within the home enabling clients to engage in activity, play a role in the community and 'be the best they can' has improved the lives of Campania clients, the overwhelming improvement for ABRD people in general has been Ali's work with Avon & Somerset Police.



### Manor Team

The nomination describes the ethos of providing their residents with the same opportunities for meaningful activities as experienced by 'anyone else' and for providing them with a positive and happy place to be, part of a family and a wider community. The manager and staff go out of their way to make this ethos a reality for residents and have embarked on some truly remarkable activities and projects.



### Dan Meadows

Dan's manager describes the quality of the support he gives, citing the compassion, dignity and determination to render experiences meaningful. Describing Dan's ability to work with colleagues and to mentor and highly regarded amongst his peers, she talks of a naturally gifted support worker and an "All round lovely guy".

# SPECIALIST CARE AWARD

## Palliative Care



### Beeches Team, St Monica Trust

The Beeches Team is a specific End of Life facility; and the nomination describes how the entire environment is geared to delivering excellent End of Life care. It describes a culture of "one chance to get it right", identifying a focus on the need for speed and transparency. The acknowledgement of clients' express wishes and the involvement of relatives allows them to deliver personalised care to a very diverse clientele.



### Tanya Pike

Tanya is committed to developing her skills embarking on L5 leadership and Management; she is able to coordinate care supporting not only the resident and family, but also the GPs and district nursing staff to provide the best possible care for a dying resident. "Tanya's .....many accolades and positive feedback from so many families experiencing the darkest of times mean she richly deserves this award"



### Robinson House, Brunel Care

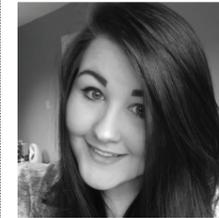
The nomination is based upon Robinson House's commendation within the Gold Standards Framework, a 'national Quality Hallmark award for EOL care. The framework is evidence based against 20 standards and is designed as a 'whole organisation' developmental tool. To go through such a framework is of itself a real commitment to providing excellence and to creating an organisation where excellence is the norm where staff.

## Dementia Care



### Belvedere Lodge Team

The nomination for the Belvedere Lodge team stresses the improvement made since the manager took over and how, in embracing the new regime the staff members demonstrate huge effort and motivation. What stands out at Belvedere is the organisational development, the focus on leadership, person centred care and family involvement which puts the needs of people with dementia at the heart of the business, enriching and maintaining dignity.



### Lucy Cejku

The nomination describes Lucy's interaction with a specific client illustrating the material difference Lucy has made to this dementia client's life. The relative supporting the nomination states how Lucy is positive, calm and firm and works hard to give care that is absolutely tailored to the needs of the client. Importantly Lucy recognises difficulties or changes in behaviour and is proactive in changing care and taking appropriate action to make life better and easier for all.



### Stuart House Team

The Stuart House Team have been chosen as a finalist because of the glowing praise in the relative feedback that supports the nomination. Values and integrity are seen to be at the heart of Stuart House Performance. The nomination cites selflessness of staff with residents as well as openness and honesty, trust and confidence. The excellent connections between staff and relatives underpin 'person centred' care.

# ORGANISATION/TEAM OF THE YEAR AWARD

## Nursing Home



### John Wills House

From the moment you walk in you can feel the warmth and positivity which stems from the home ethos. Fundamental to the way the home works is the philosophy that “if we can’t take residents to an event, we bring it to them”.



### Meadowcare Home

“My step mother has been at Meadowcare for over two years. She has Alzheimer’s and does not understand all that is happening to her. We are continually impressed by the level of care that all of the staff give - her health and well-being are kept under constant review”.

## Residential Care Home



### Belvedere Lodge

The staff here have all worked with the new manager to change the entire home, quickly adjusting and striving hard to bring the home up to an excellent standard. The residents at Belvedere Lodge are reaping the rewards of a motivated and enthusiastic team.



### Manor Community Manor Road Team

The Home recently received an outstanding CQC report which goes to show how much their work and the effort they put in means to them all. Staff have enabled one resident to go to London to visit his Mum, organising his travel and planning protocols with him, his mum and support group.



### Osbourne Court

Shetland ponies? In the lift? No problem! Everyone who works at Osbourne Court is involved in care. A trip to the seaside is something everyone can remember and enjoy - so if residents can’t go to the seaside Osbourne Court will bring the seaside to them.

## Supported Living Home



### Freeways

It was impressive and heart-warming to hear how the team have developed communication with a client, who was then able to make an informed decision about how he wanted his end of life to be managed. His wishes were realised thanks to their efforts.



### Keynsham Supported Living Team

The team are dedicated to providing quality of life outcomes for the people they support, including helping people to identify employment opportunities, making new friends and having relationships.

## Domiciliary Care



### Home Instead Care

“The care givers here are without exception, professional, caring and good humoured. They provided support to both me and my mother, without which we could not have kept her at home as we wished”. Home Instead always strive to go the extra mile.



### Poppy's Homecare Ltd

A patient’s relative explained that her Mum wasn’t convinced that she had care needs, however she really enjoys seeing the carers each day. She said, “From my perspective I know that they will monitor her well-being and her medication, and that Mum has generally been healthier since Poppy’s have been in place.”



### Westbury Fields

The team collectively demonstrate ownership and pride in their work and positive role modelling is consistently cascaded to newer less experienced staff as they join the team. Staff often go that extra mile, visiting clients in hospital if there is no family support.

# OTHER AWARDS

## Employer Of The Year



### Sophie Chester-Glyn & Deian Glyn

Staff clearly enjoy working at the Manor Community and the fact that this application was supported by the whole staff team was impressive; particularly as the way the staff were treated made them feel valued and part of a family - the service users, the staff and their opinions really matter. Sophie and Deian are dedicated and committed to improving the service and have regular involvement in the running of the service to make sure this happens.



### Sam Hawker

What was so impressive about this nomination was the way Sam has focused on making her homes a great place to work. She has looked at a variety of different ways to attract staff and to grow her own talent. This has clearly been successful and the schemes which include apprenticeships, work experience and school students are clearly a great way of building a committed and caring staff group for the future of her services and the wider social care industry.



### Catherine Twine

Catherine clearly motivates and gets the best out of her staff. In a growing company she has retained a personal interest in the staff which they recognise and appreciate. Her focus on developing staff and giving people opportunities to learn and progress has been successful. The nominations, written by a number of staff all focus on how Catherine has given them respect, recognition and encouragement through investing in them and giving people a chance to take on a new career.

## Outstanding Contribution

To be announced

Interview

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