

★ Essex Care Sector Awards ★

The Prospers 2023

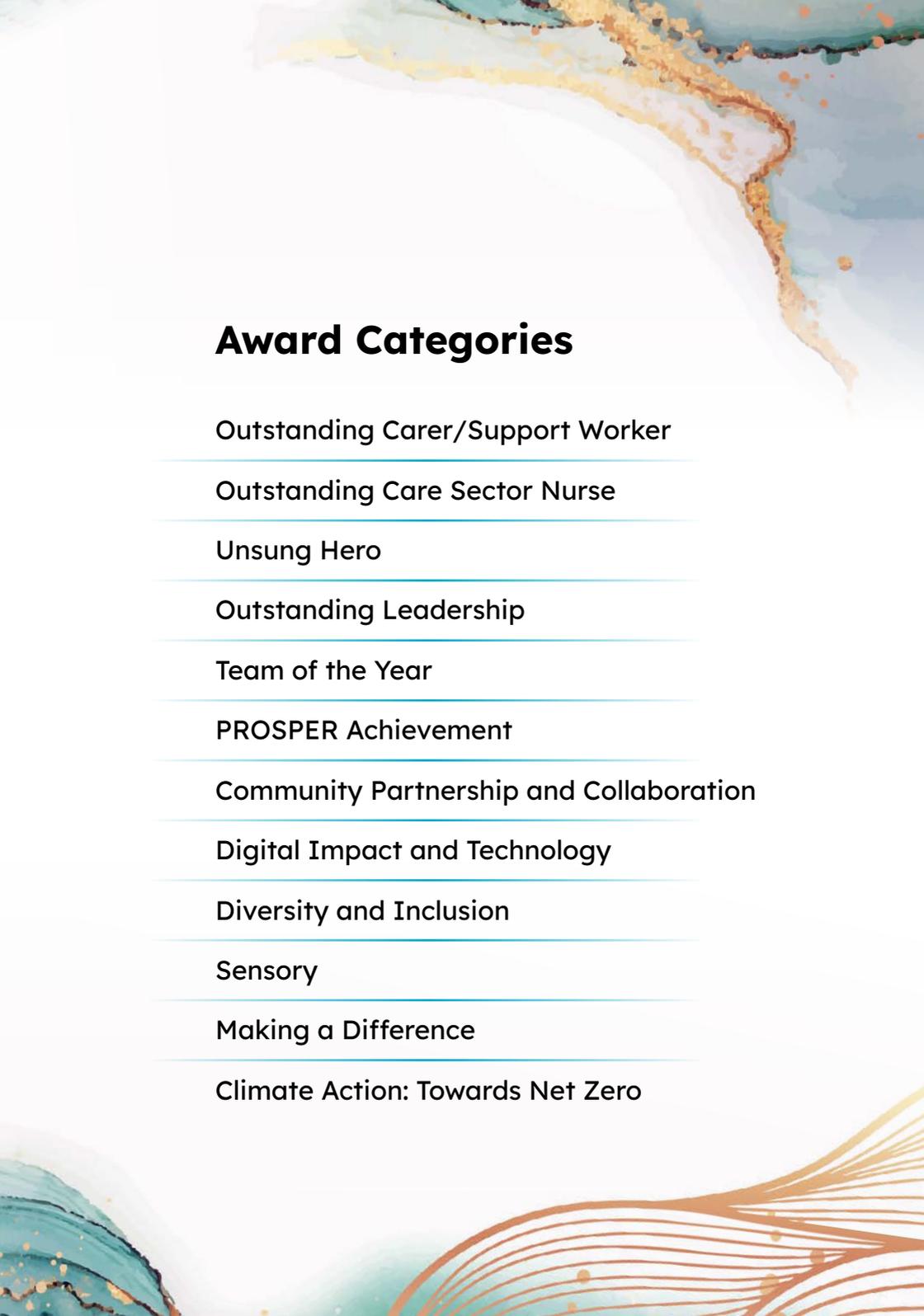




We are delighted to host the sixth Essex Care Sector Awards ‘The Prosperers’, a celebration of innovative practice and outstanding achievement across the care sector and we hope you have enjoyed the afternoon.

The Essex Care Sector Awards showcases the hard work and dedication carried out in the care sector throughout Essex. All finalists impressed our judges with the high standard of nominations.

Thank you for all your hard work and the difference you make to peoples lives.



Award Categories

Outstanding Carer/Support Worker

Outstanding Care Sector Nurse

Unsung Hero

Outstanding Leadership

Team of the Year

PROSPER Achievement

Community Partnership and Collaboration

Digital Impact and Technology

Diversity and Inclusion

Sensory

Making a Difference

Climate Action: Towards Net Zero



Outstanding Carer/ Support Worker Award

This category recognises an individual who consistently provides good quality care, compassion, creativity, dedication and has a willingness to learn new skills and go the extra mile.

 Winner

Megan Kirkham, Peabody

Megan has made a huge impact on her client's life, wishes and goals, she has formulated plans together, the impact of which have been life changing for the individual she supports. Their testimony demonstrates the outstanding difference Meghan has made "The most significant thing Megan has done for me, and the main reason I would like to nominate her for an award, is she has been there every step of the way for me. Megan was there to help and stop me from giving up on it, [her support] is absolutely life changing for me"

 Highly Commended

Alexandra Kelly, Silverpoint Court

Charice Dawson, Corner Lodge



Outstanding Care Sector Nurse

This award recognises and celebrates nurses employed in Nursing Homes, who go above and beyond their everyday roles to provide excellent care, leadership, and inspiration to their colleagues and residents. An individual who strives to be a role model for others whilst achieving the highest standard in their area of clinical practice and making a significant contribution to the quality of care received by Residents.

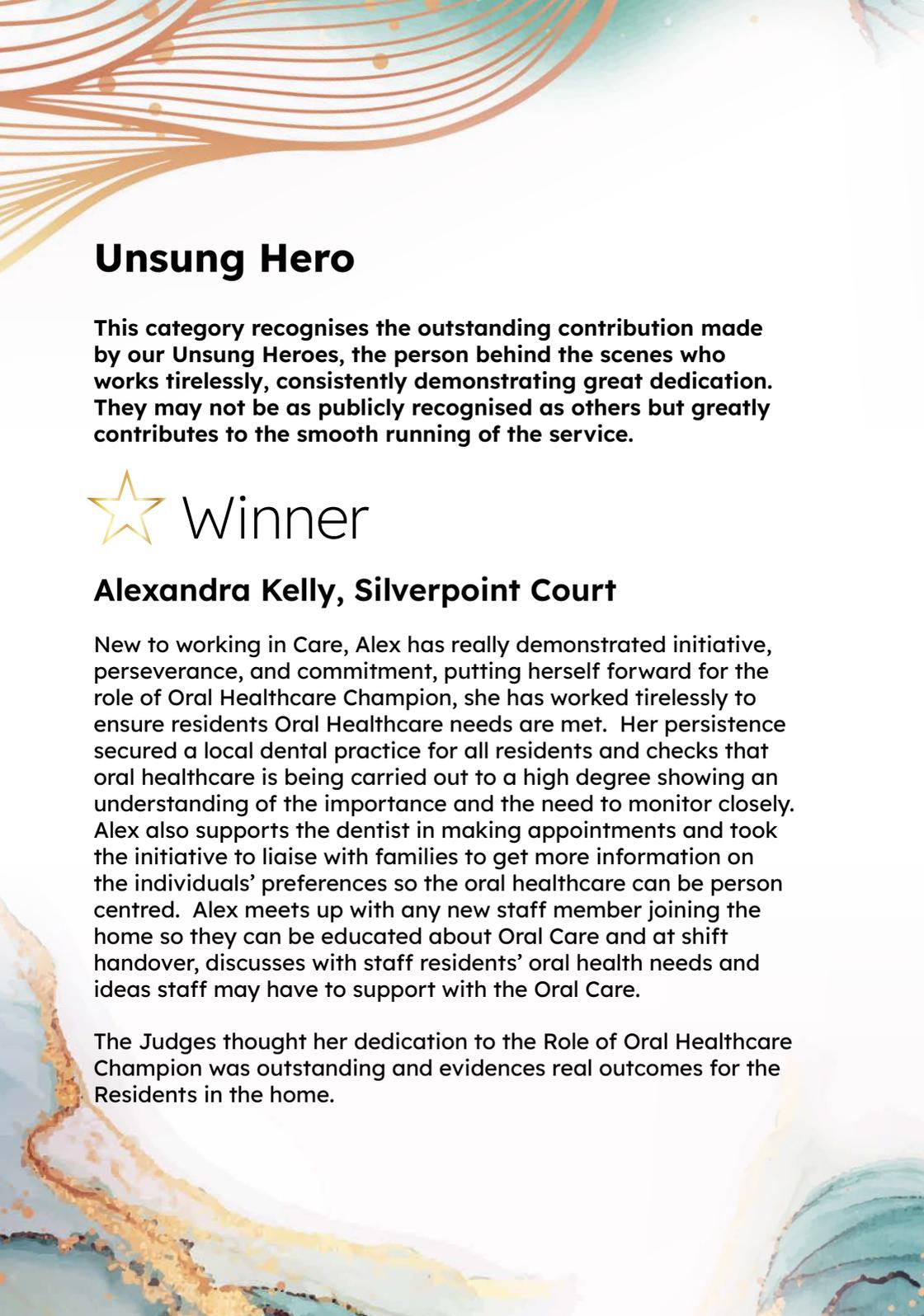


Vilma Duncil, Manor Lodge

Vilma is a steady influence in the home and very well respected by staff and residents. She ensures that things are done meticulously, carefully, and properly. She is a role model guiding and motivating colleagues and helping them to progress in their own careers. She helped staff to view the pandemic as a fantastic opportunity to learn and improve and helped the team to gain the confidence to address an issue and overcome it. Vilma has gone over and above in supporting new members of the team from overseas, with a 'getting to know you' questionnaire which helped Vilma and her colleagues understand and support their new team members, to checking their accommodation before they moved in and helping them with basic tasks such as knowing where to buy a pint of milk or how and where to catch the bus. Vilma has been able to assist every new member of her team adjust not just to a new job but living in a new country too. The Judge's stated Vilma was aspirational and an outstanding advocate for the Nursing profession in Care homes.



Anish Philip, Hatfield Peverel Lodge



Unsung Hero

This category recognises the outstanding contribution made by our Unsung Heroes, the person behind the scenes who works tirelessly, consistently demonstrating great dedication. They may not be as publicly recognised as others but greatly contributes to the smooth running of the service.

 Winner

Alexandra Kelly, Silverpoint Court

New to working in Care, Alex has really demonstrated initiative, perseverance, and commitment, putting herself forward for the role of Oral Healthcare Champion, she has worked tirelessly to ensure residents Oral Healthcare needs are met. Her persistence secured a local dental practice for all residents and checks that oral healthcare is being carried out to a high degree showing an understanding of the importance and the need to monitor closely. Alex also supports the dentist in making appointments and took the initiative to liaise with families to get more information on the individuals' preferences so the oral healthcare can be person centred. Alex meets up with any new staff member joining the home so they can be educated about Oral Care and at shift handover, discusses with staff residents' oral health needs and ideas staff may have to support with the Oral Care.

The Judges thought her dedication to the Role of Oral Healthcare Champion was outstanding and evidences real outcomes for the Residents in the home.



★ Highly Commended

**Dr Mohammad Aslam, Murree Medical Centre
& Mundy House**

Jernalyn Ramos, Filcare Ltd

★ Commended

Kevin Speck, Cunningham House

Diane Sargeant, Old Shenfield Place



Outstanding Leadership Award

This category recognises an individual who has provided great leadership and support, is able to communicate well, acknowledges and encourages staff to make a positive contribution to the service and has had a positive impact on the recruitment and retention of staff and is an inspiration to the staff team.

 **Winner**

Heather Choat, Halstead Hall

Heather has demonstrated outstanding leadership qualities and with a deep understanding of what makes a great care home, her passion and energy have been the driving force that has seen Halstead Hall excel at an incredible pace. In just over 12 months her hard work has brought a failing service up to CQC Good. Heather introduced clear initiatives for both staff and residents which have made an impact on wellbeing and re-kindled staff enthusiasm for their work. Her weekly 'Pulse' group, where she gathered staff representatives to update them on changes, helped staff to be empowered and part of the change. Heather has ensured Residents are engaged in a myriad of activities and have become a central part of decision making. Heather and her Team have proved with hard work, dedication, and a truly caring ethos, you can turn a seemingly 'lost cause' into an amazing success that is genuinely changing people's lives. It is Heathers outstanding leadership that has enabled this to happen.

 **Highly Commended**

Kerry Toulson



Team of the Year

This category celebrates a team of people for their outstanding contribution to care services. A team who has gelled together and worked as one to deliver the best outcomes for the people they provide a service to. They have demonstrated outstanding commitment and are open and innovative in their approach.

Winner

My Life Choice

The team at My Life Choice, who are a specialist provider supporting adults with learning disabilities re-integrate back into the community after prolonged periods in secure hospitals, have demonstrated how their skill, patience and dedication have transformed the life of an individual who has successfully transitioned back into the community and made astounding progress despite many professionals saying there was a high chance this type of care would fail for the individual.

The Judges stated this was an amazing piece of work with an individual who required a very complex support package, the team where able to make this happen where so many others had failed.

Highly Commended

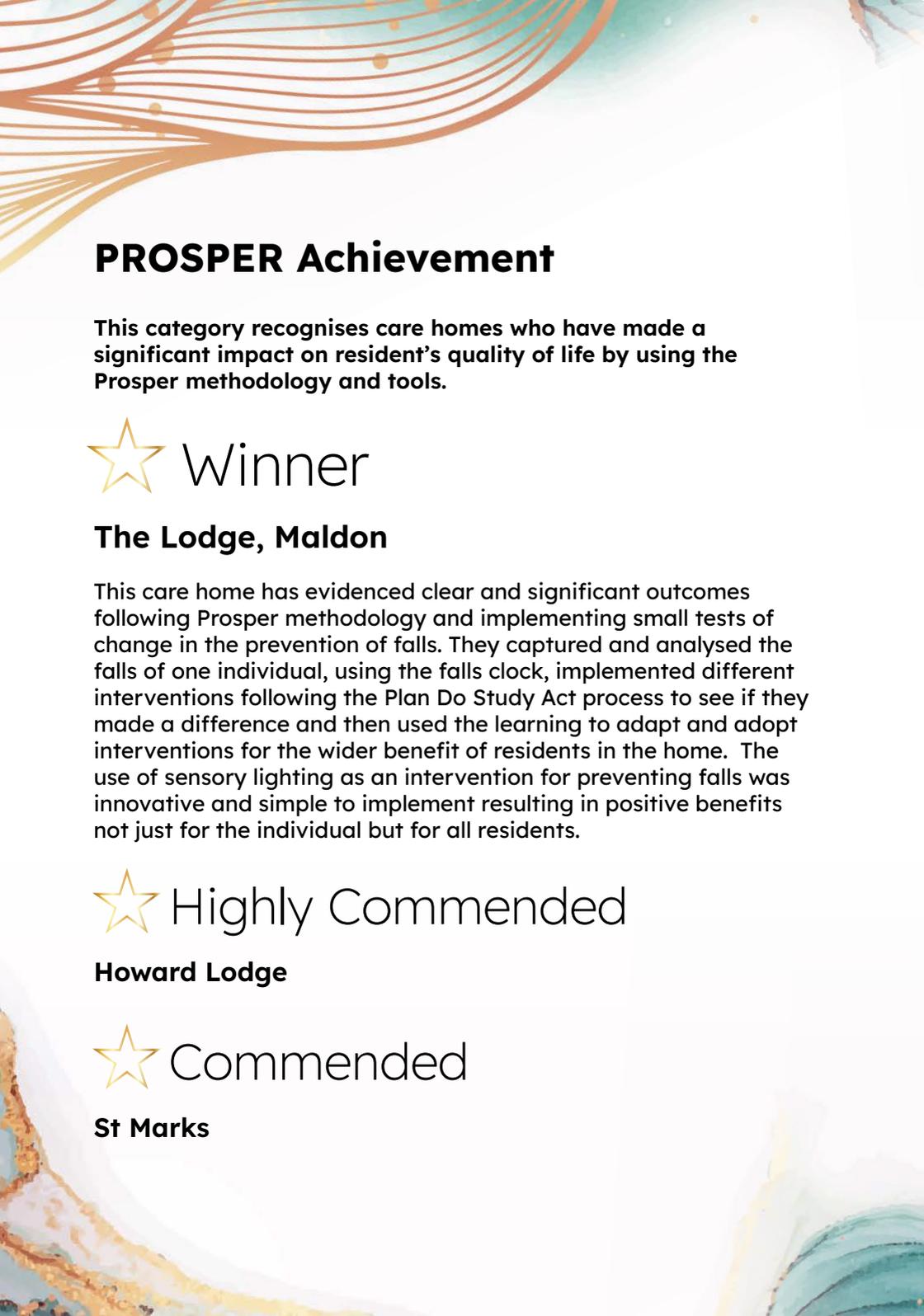
Mundy House

Commended

Home Instead - Chelmsford

Corner House

Cherry Wood Grange



PROSPER Achievement

This category recognises care homes who have made a significant impact on resident's quality of life by using the Prosper methodology and tools.

 **Winner**

The Lodge, Maldon

This care home has evidenced clear and significant outcomes following Prosper methodology and implementing small tests of change in the prevention of falls. They captured and analysed the falls of one individual, using the falls clock, implemented different interventions following the Plan Do Study Act process to see if they made a difference and then used the learning to adapt and adopt interventions for the wider benefit of residents in the home. The use of sensory lighting as an intervention for preventing falls was innovative and simple to implement resulting in positive benefits not just for the individual but for all residents.

 **Highly Commended**

Howard Lodge

 **Commended**

St Marks

Community Partnership and Collaboration

This category aims to recognise a provider who has worked in partnership with other organisations or the wider community such as community health providers, ICB's, specialist health services, Schools, Scout groups, Church groups, voluntary sector, Charities, or other care providers to achieve the best outcomes for individual(s), integrating their service into the local community or wider system

★ Winner

Colne View – Kim Richardson

Colne View has a mission to help make Halstead a dementia-friendly town, extending the services available at Colne View to those living in the community, something that has been spearheaded by Kim Richardson, Senior Customer Relations Manager at Colne View. Kim's dedication, innovation, and support of those living with dementia in Halstead is unmatched. By working to create accessible and inspiring spaces for those in the local community and beyond, such as Dementia Friendly Cinema screenings and a Community Choir which is inclusive for people with Dementia, she has made a difference to countless lives. She continues to be the driving force between creating local professional and creative partnerships to ensure that those living with dementia are understood and supported.

★ Highly Commended

Home Instead Clacton, Frinton & Walton

★ Commended

Corner Lodge & Inclusion Ventures



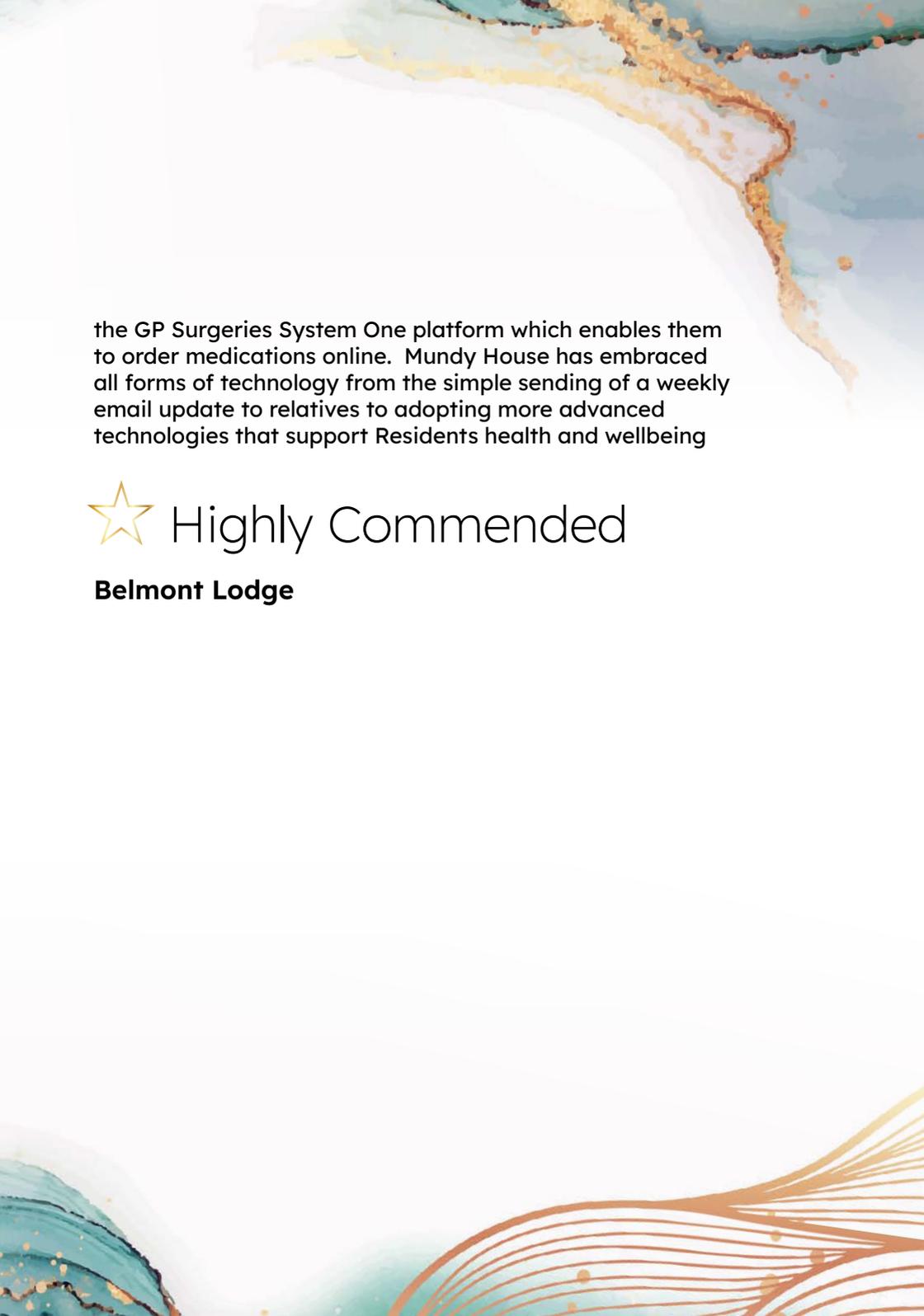
Digital Impact and Technology

This category recognises providers who have embraced new technologies and used digital solutions to keep the people they provide a service for, safe and well. Connecting workforces, individual(s) or strengthening relationships with partner organisation through technological and digital solutions, which could be aimed at prevention, maintaining independence, improving wellbeing, early identification of deterioration or making improvements in how the service is run.



Mundy House

Mundy House has embraced a wide range of new technologies and digital solutions which has supported resident's wellbeing and demonstrated measurable outcomes. By using digital technologies such as Rainbow Tablets and the OOMPH on Demand online service their resident's wellbeing has improved and residents are engaged in meaningful and physical activity. Mundy House whole heartedly adopted the WHZAN technology to monitor residents' health with baseline observations sent directly to the GP surgery, this has seen hospital admissions reduced as they were able to identify unwell symptoms early on, enabling the appropriate treatment to be started before symptoms escalated to an emergency. The home also accesses



the GP Surgeries System One platform which enables them to order medications online. Mundy House has embraced all forms of technology from the simple sending of a weekly email update to relatives to adopting more advanced technologies that support Residents health and wellbeing

 Highly Commended

Belmont Lodge





Diversity and Inclusion

This award gives recognition to provider organisations and individuals who promote the values of diversity and inclusion. Demonstrating a commitment to the spirit of diversity and inclusion, through behaviour, positive interaction, leadership, and exceptional efforts to promote an inclusive environment for all. Promoting a culture of honesty and sensitivity when talking about difficult conversations, creating a sense of safety and openness for staff, the people they provide a service to and their families.

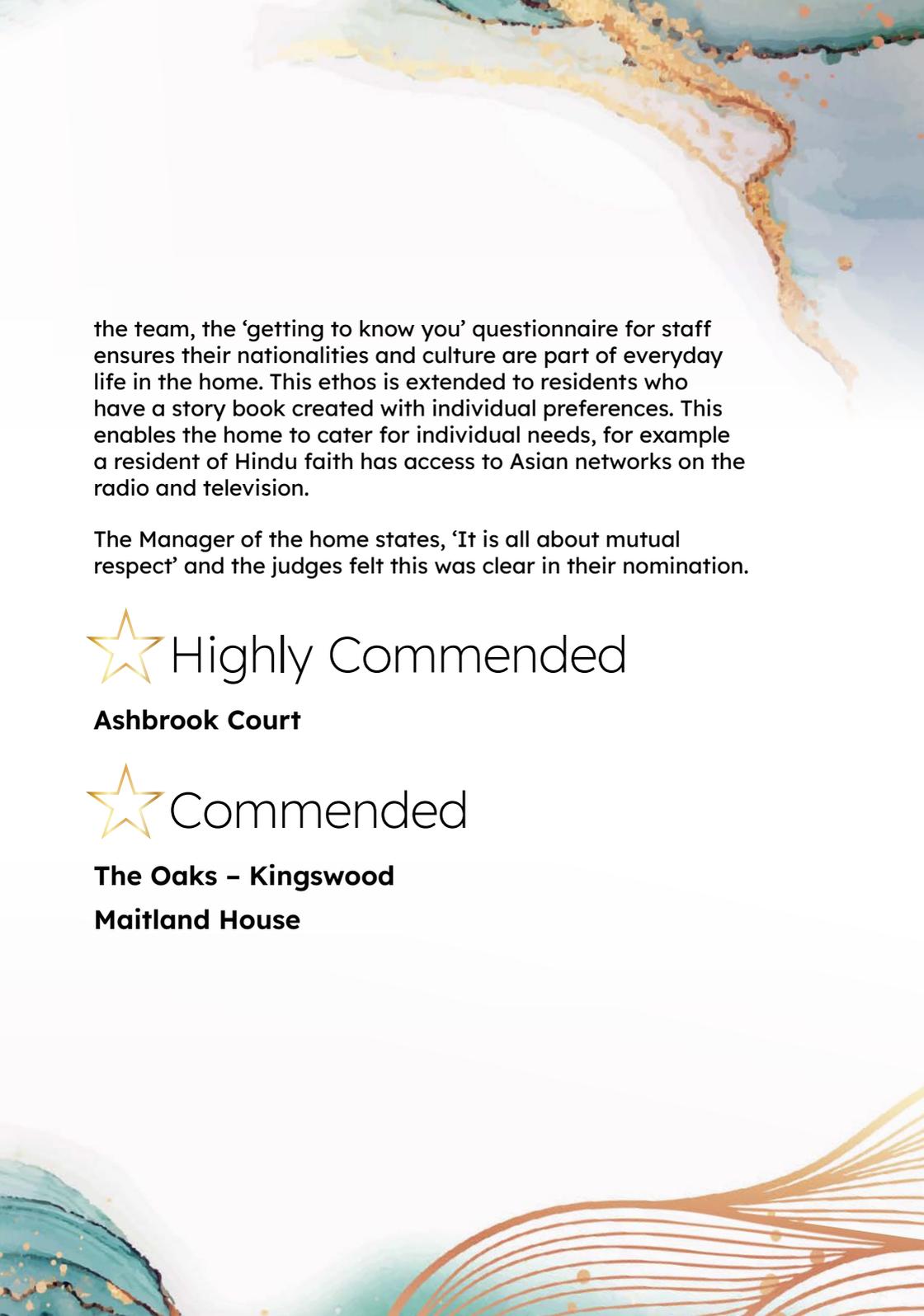
 Winner

Mountfitchet House

Diversity and inclusion is an integral part of the successful day-to-day running of Mountfitchet House. Harmony and inclusiveness are promoted throughout the home. Everyone is treated as an individual and personal expression – cultural, religious, lifestyle – is encouraged and celebrated, especially through special days and events, like last summer which saw colleagues from Mountfitchet House attend London Pride, or when the home celebrates Diwali and other national celebrations from across the world and different faiths.

The home reaches out to staff and residents to find out more about them, with 20 different nationalities making up





the team, the 'getting to know you' questionnaire for staff ensures their nationalities and culture are part of everyday life in the home. This ethos is extended to residents who have a story book created with individual preferences. This enables the home to cater for individual needs, for example a resident of Hindu faith has access to Asian networks on the radio and television.

The Manager of the home states, 'It is all about mutual respect' and the judges felt this was clear in their nomination.

 Highly Commended

Ashbrook Court

 Commended

The Oaks – Kingswood

Maitland House



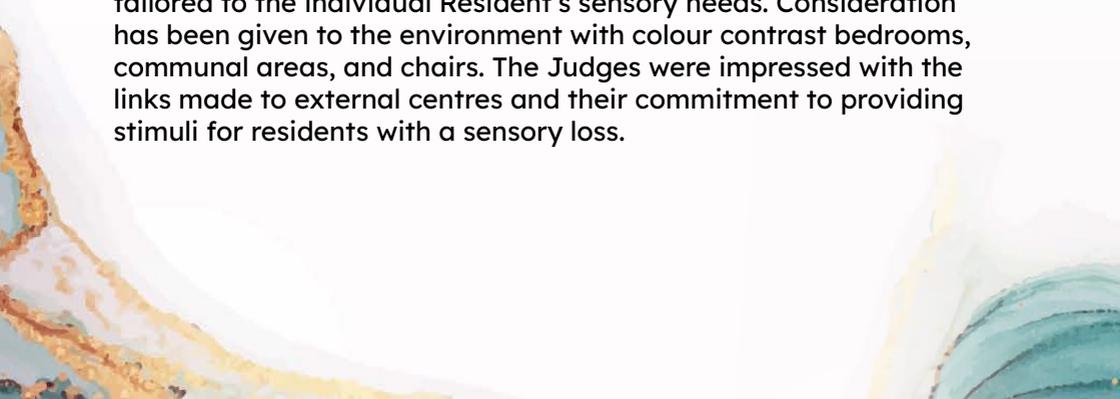
Sensory Award

This award celebrates a team who have demonstrated a proactive and person-centred approach to supporting individuals living with a sight loss, hearing loss or combined sight and hearing loss, and is able to evidence a good understanding of the challenges they face and how they have improved their wellbeing.

 Winner

Mundy House

Mundy House demonstrated a real commitment and focus to supporting people with a sensory loss, encompassing all the senses, touch, taste, smell, vision, and hearing. Their Sensory Champions have implemented projects such as a Namaste Care Room which provides a soothing and calming environment with aromatherapy, hand and foot massage, music, and soft coloured lights. They support residents who are blind to be able to maintain their physical strength with the use of exercise bikes and foot pedals, and offer other sensory measures to help identify things, such as smell or brightly coloured utensils for the partially sighted. For those who are hard of hearing they use the Sonido digital listener which amplifies sounds, and their activities are tailored to the individual Resident's sensory needs. Consideration has been given to the environment with colour contrast bedrooms, communal areas, and chairs. The Judges were impressed with the links made to external centres and their commitment to providing stimuli for residents with a sensory loss.



Making a Difference

This category recognises an individual or an organisation who have made a difference to the people they support, through innovative ideas, creative thinking or adopting new initiatives which take care to another level.

Winner

Honey Lane

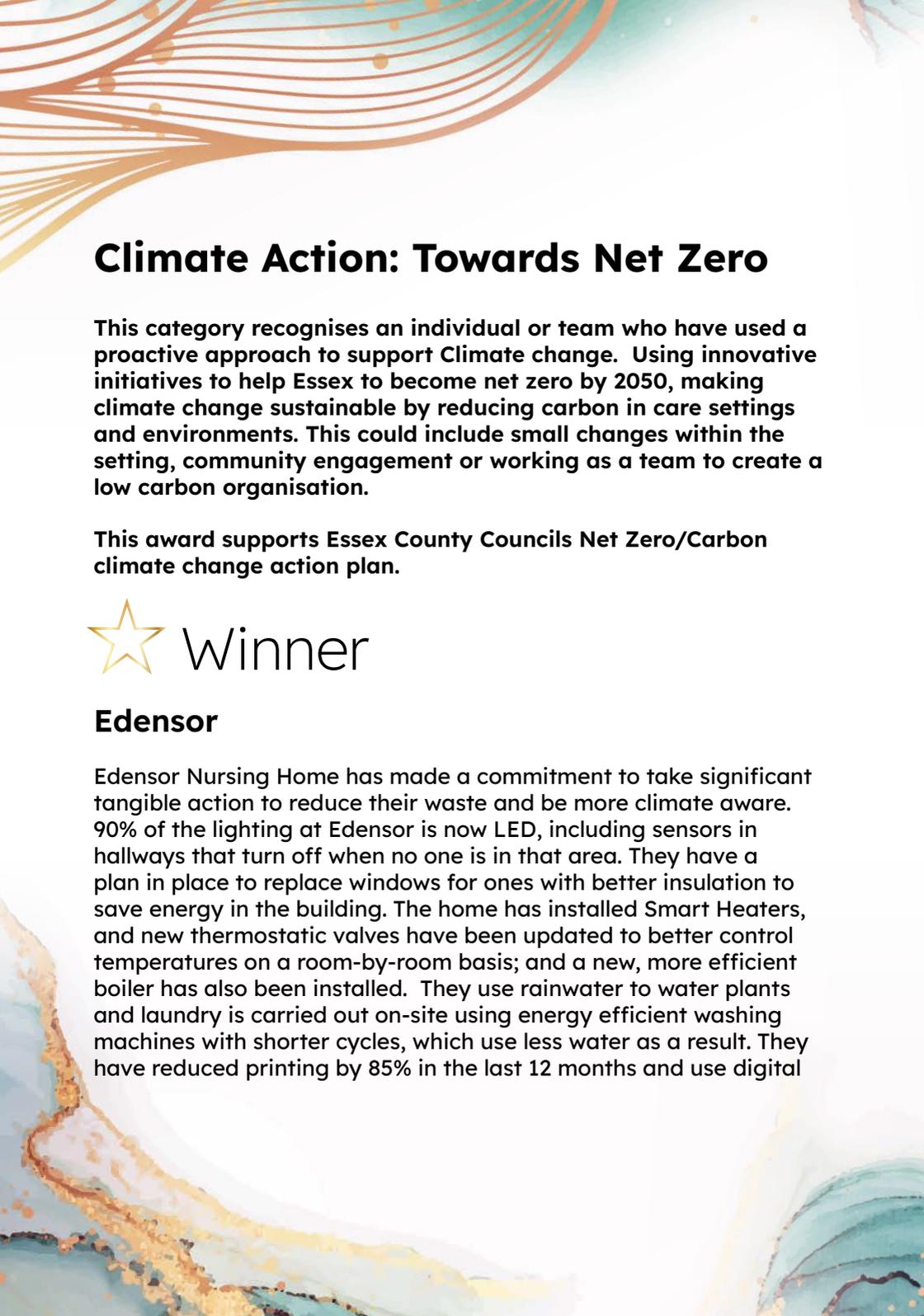
The team at Honey Lane care home, have a compassionate focus on improving the quality of life for their residents who have dementia. They seek out innovative partnerships, person-centred 1-2-1 and group care with specifically tailored sensory activities and stimulating day trips, the inspiring team ensures meaningful connections are made and sustained. The team looks for creative new ways to engage residents from an inflatable life size pub to day trips centred around places of interest, such as the Jailbreak Café, based at a former police station. The home also supports residents' families with training on dementia and a top tips guide on how to have a good visit with their loved one.

The judges were impressed with the variety of activities and established links with the community and how they support residents' families. Days are purposeful and filled with joyous events making a real difference to residents' quality of life.

Highly Commended

Elizabeth House

Mundy House



Climate Action: Towards Net Zero

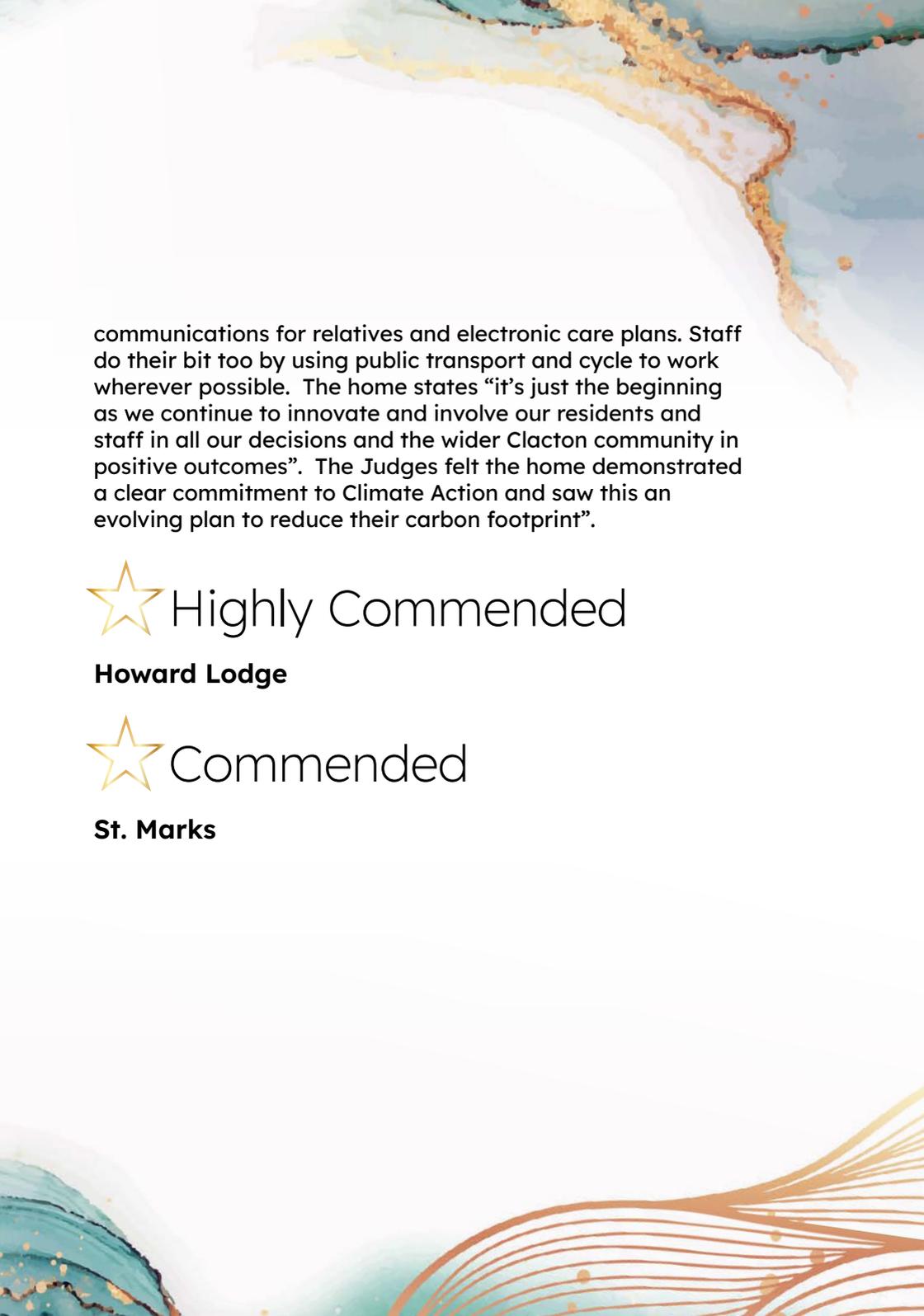
This category recognises an individual or team who have used a proactive approach to support Climate change. Using innovative initiatives to help Essex to become net zero by 2050, making climate change sustainable by reducing carbon in care settings and environments. This could include small changes within the setting, community engagement or working as a team to create a low carbon organisation.

This award supports Essex County Councils Net Zero/Carbon climate change action plan.

 Winner

Edensor

Edensor Nursing Home has made a commitment to take significant tangible action to reduce their waste and be more climate aware. 90% of the lighting at Edensor is now LED, including sensors in hallways that turn off when no one is in that area. They have a plan in place to replace windows for ones with better insulation to save energy in the building. The home has installed Smart Heaters, and new thermostatic valves have been updated to better control temperatures on a room-by-room basis; and a new, more efficient boiler has also been installed. They use rainwater to water plants and laundry is carried out on-site using energy efficient washing machines with shorter cycles, which use less water as a result. They have reduced printing by 85% in the last 12 months and use digital



communications for relatives and electronic care plans. Staff do their bit too by using public transport and cycle to work wherever possible. The home states “it’s just the beginning as we continue to innovate and involve our residents and staff in all our decisions and the wider Clacton community in positive outcomes”. The Judges felt the home demonstrated a clear commitment to Climate Action and saw this an evolving plan to reduce their carbon footprint”.

 Highly Commended

Howard Lodge

 Commended

St. Marks





A bit about us

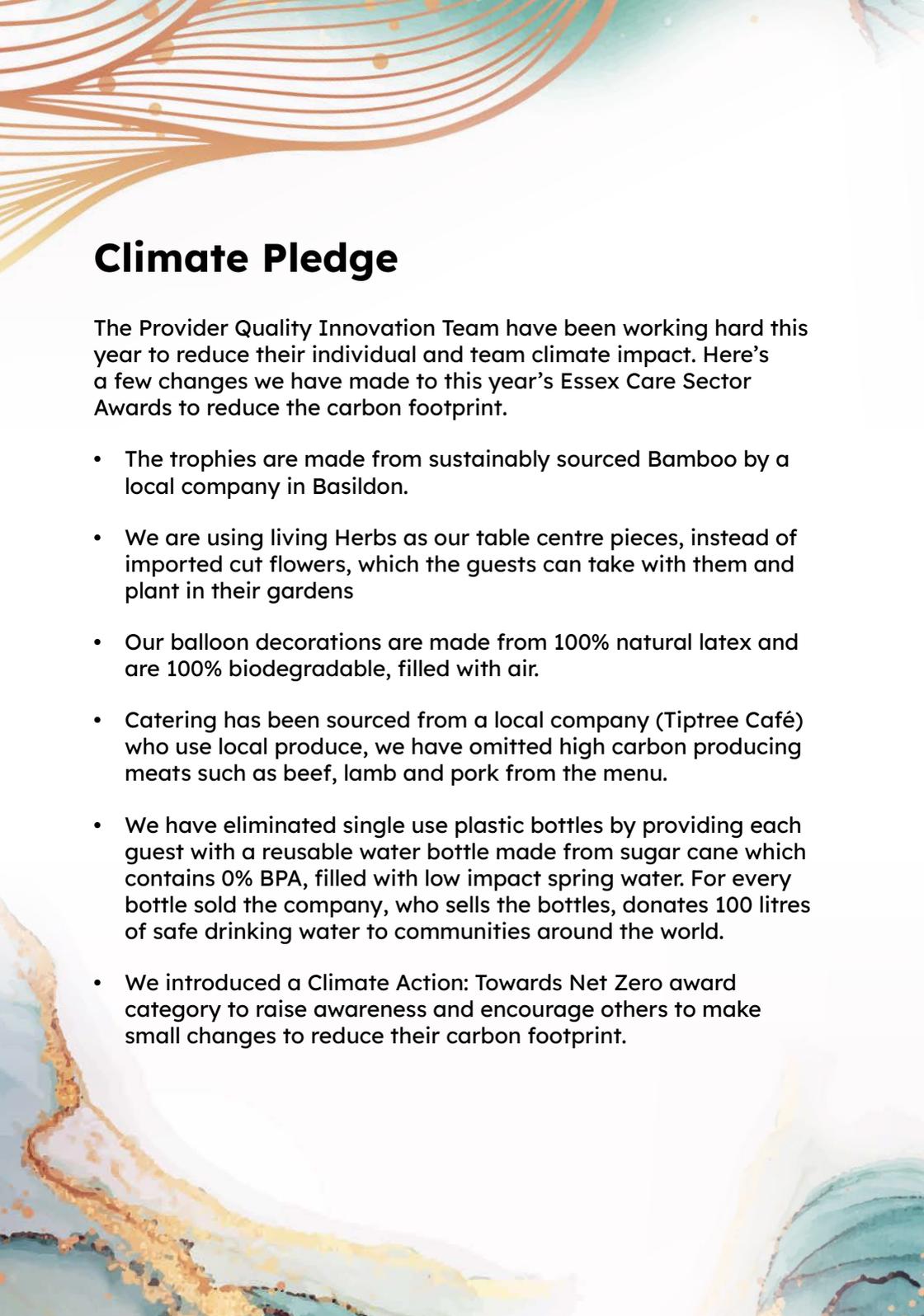
The Provider Quality Innovation Team looks at themes and trends across the care sector to identify common areas where care services may be experiencing difficulties or find it challenging to meet quality standards and whole system issues.

We look to find innovative ways to provide support, using best practice examples, linking with national initiatives and working in partnership with care providers, Integrated Care Boards, CQC, Community Health providers, local colleges, charities, and voluntary organisations.

Our programme of work includes:

- PROSPER for Older People in Residential homes/nursing care. Using Quality Improvement Methodology in the prevention of falls, pressure ulcers and UTI's
- PROSPER for Adults with Disabilities looking at Diet & Digestion, falls, and Dementia
- Ageing Well for Adults with Disabilities
- My Home Life Leadership programme for Residential, Domiciliary care services and Nurses working in Care Homes, Senior Care Staff Development Programme.
- Domiciliary Care training programme

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- Dementia Initiatives – Montessori for Dementia and Ageing, Virtual Dementia Tour, Dementia Interpreter Experience, Namaste Care for Advanced Dementia.
 - End of Life care
 - Prevention Enablement Model and Find Your Active Workshops
 - Continuous Professional Development for Nurses working in Care Homes



Climate Pledge

The Provider Quality Innovation Team have been working hard this year to reduce their individual and team climate impact. Here's a few changes we have made to this year's Essex Care Sector Awards to reduce the carbon footprint.

- The trophies are made from sustainably sourced Bamboo by a local company in Basildon.
- We are using living Herbs as our table centre pieces, instead of imported cut flowers, which the guests can take with them and plant in their gardens
- Our balloon decorations are made from 100% natural latex and are 100% biodegradable, filled with air.
- Catering has been sourced from a local company (Tiptree Café) who use local produce, we have omitted high carbon producing meats such as beef, lamb and pork from the menu.
- We have eliminated single use plastic bottles by providing each guest with a reusable water bottle made from sugar cane which contains 0% BPA, filled with low impact spring water. For every bottle sold the company, who sells the bottles, donates 100 litres of safe drinking water to communities around the world.
- We introduced a Climate Action: Towards Net Zero award category to raise awareness and encourage others to make small changes to reduce their carbon footprint.



This information is issued by:
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Provider Quality Innovation Team

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