

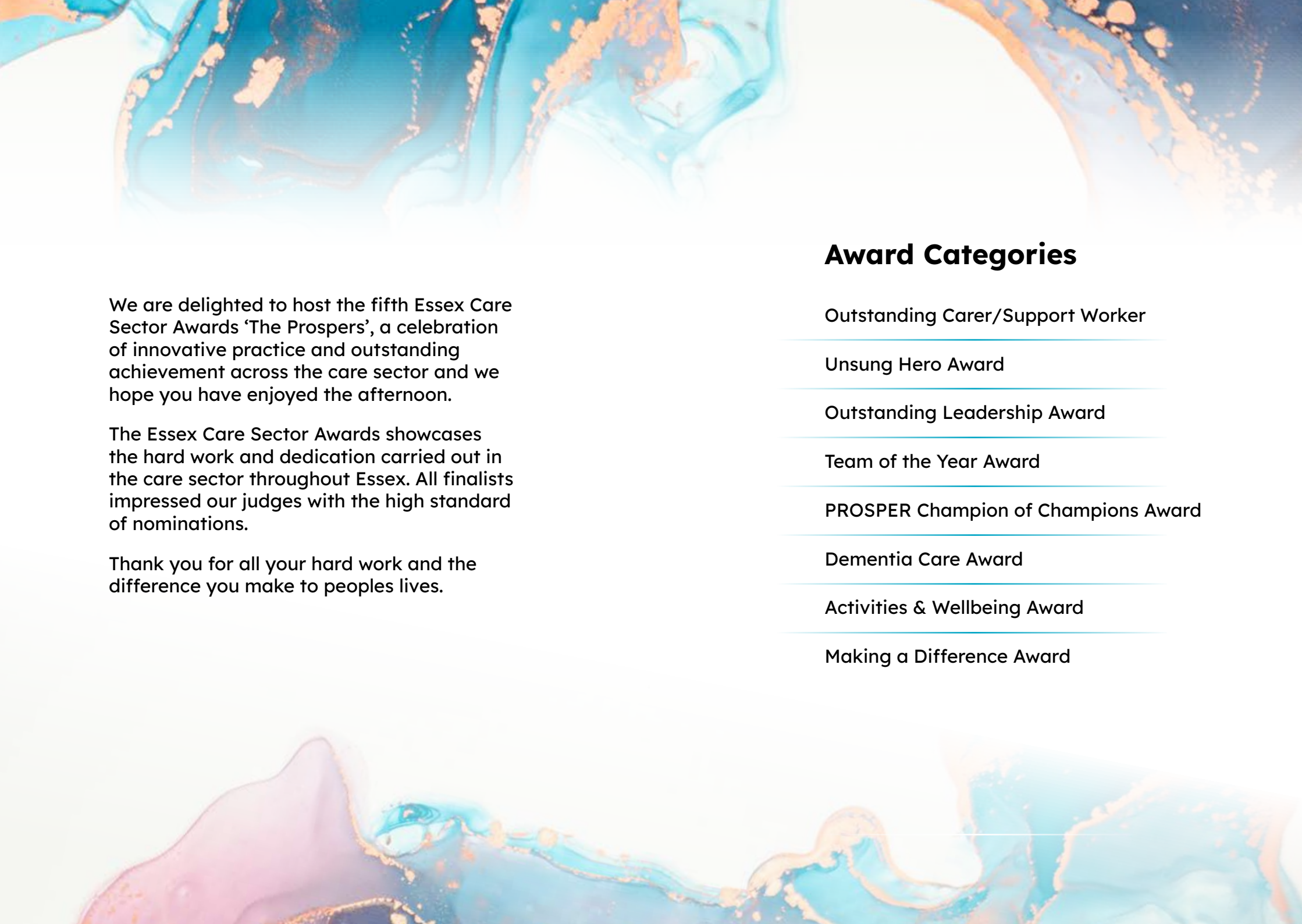


★ Essex Care Sector Awards ★

The
Prospers
2022



Essex County Council



We are delighted to host the fifth Essex Care Sector Awards 'The Prospers', 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

Unsung Hero Award

Outstanding Leadership Award

Team of the Year Award

PROSPER Champion of Champions Award

Dementia Care Award

Activities & Wellbeing Award

Making a Difference Award

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

Gaby Kershaw, Bluebird Care (West)

Gaby, a Senior Carer, has gone the extra mile, she has bridged the gap between the office and care staff, organising team building exercises where everyone could 'let their hair down'! Her commitment and support to fellow colleagues really shone through, when one of the carers had a car accident Gaby went above and beyond to go out to the scene and ensure the carer was ok and gave her the support she needed. Gaby was on maternity leave when the pandemic started and offered to do customer's shopping in her own time and completed her keeping in touch days to help through the tough times. Gaby's passion for her role is clear to see, she took on an additional role as care champion and has an outstanding knowledge of her role and is an inspiration to others, mentoring new carers and transition them into their role.

The Judges said "Gaby goes above and beyond on so many levels, she shows dedication to the role and takes the time to make sure people are ok. A really outstanding nomination"

★ Highly Commended

Grace Morgan, Bluebird Care (Southend & Rochford)

Grace is new to care and was described as being an exciting whirlwind of fresh air to all the staff and customers alike. She brings a smile to everyone's face; customers sing her praises daily and there have been floods of compliments for Grace. She gave every single customer she visits a little Christmas present, something they use regularly, for example one customer had a hole in her socks so Grace donated her some new fluffy socks. During her rounds, she also took a set of Christmassy props with her, taking some brilliant selfies with all of her customers, which they all really enjoyed! But there has been one customer whom Grace has really made a big difference, Grace's bubbly attitude has encouraged the customer to leave the home and go for walks in the community for daily exercise and companionship. They regularly play the piano together and have made some very moving films showing off the new songs they've learnt.

The Judges said Grace's nomination really emphasised innovation and outstanding contribution, a role model for Care as a career for the younger generation.

★ Commended

Chrisanto Mendiola, Godden Lodge

Luliana Botoc, Bluebird Care Mid Essex

Karen Smith, The Bungalow, Hamelin Trust

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 1 - Staff

Annesta Horrocks, Edensor

Ann has worked at Edensor Nursing Home for 29 years and has been described as the most dedicated and caring individual who is the best person in Essex for her compassion and commitment she shows to the people she cares for. She is a real Unsung Hero who during the pandemic and lockdown stayed at Edensor for several days to ensure the best care was delivered to residents. If a night shift had a last-minute cancellation she would step in and cover the shifts. She sees how effective teamwork makes a difference, notices when people need extra support and can always be relied upon. Annesta often spends time with residents who are at end of life on her days off, showing dedication and going above and beyond to care for her residents.

The Judges said “Annesta demonstrates dedication and has made an outstanding contribution to the home and the care of residents, a real Unsung Hero”

★ Highly Commended - Staff

Faye Longmuir, Bluebird Care Mid Essex

Commended - Staff

Costel Dascalu, Millard House

★ Winner 2 - Volunteer

John Hayles, Rosedale Court

John was selected by the judges due to his exceptional contribution as a relative of a resident from Rosedale Court. John has donated a specialist chair to the home to enable other residents to access the outdoors and enjoy group activities. During the pandemic he initiated and ran a supportive group for relatives using the WhatsApp platform, keeping them updated on changing guidance and going above and beyond to support others during this difficult time. John is extremely supportive to the home in a number of ways, such as attending relative meetings, supporting the manager and generally being a generous individual, during the pandemic he ordered pizzas to be delivered to all the staff including those on night shift!

The judges said “John had made an exceptional contribution to the home and was truly worthy of being an Unsung Hero”

★ Highly Commended - Volunteer

Ann Davies, Corner Lodge

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

Muhammed Neelilyath – Manager, Edensor

Muhammed's style of leadership impressed the judges with his open-door policy, supporting and inspiring staff to share their ideas and progress with their development. He supports implementation of his staff's ideas that deliver the best outcomes for their residents and the whole home. His staff report he leads from the front and will be in or around the home whenever they need him. His passion and support for the care of his staff and residents goes above and beyond, he always has the best interests of his staff at heart. Muhammed has been described by staff as 'the most caring passionate and supportive manager'.

The Judges said "this was an exceptional nomination with testimonials from both staff and families."

★ Highly Commended

Lisa Welsh - Manager, Marmora Care Home

Joan Sirrett – Sonnet Care Homes

Team of the Year

This category celebrates a team of people for their outstanding contribution to care services. A team who have 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

Home Instead Chelmsford

Home Instead impressed the judges with their thinking outside of the box culture and their dedication to supporting the local community. They have raised funds for local charities, collaborated with other local organisations to raise and deliver Christmas presents to the elderly and have opened a menopause support group at a local café. Their community officer held online knitters and stitches sessions to support the wellbeing of local community members through the worrying times. They have raised awareness of potential scams and have also increased the number of dementia friends by holding workshops. Overall, their dedication and contribution to their local community is outstanding.

The judges said, "We liked how the team had expanded on their everyday duties with out of the box thinking."

★ Highly Commended

Longfield

Swan Care, Rapid Response North

★ Commended

St.Lukes Hospice

Dudbrook Hall

PROSPER Champion of Champions

This category is awarded to a PROSPER Champion or team of Champions who drive the home forward using PROSPER tools and methodology, whilst continuing their daily job role. An individual champion, or team of champions, who have improved resident's quality of life, in the home, through leading team work and innovation.

★ Winner 1

Shammy Dube – Howard Lodge Care Centre

Shammy has embraced the Prosper project since the Home joined 4 years ago. She has constantly sustained the use of the Prosper methodology throughout the pandemic despite some tough and difficult times. Shammy champions Prosper throughout the whole home and facilitates an overarching aim for the home as well as individual aims for the unit where she is team leader. She has even used the methodology and resources to support other initiatives such as the implementation of the Namaste Care ethos. Shammy's office has an array of Smart Aim posters, PDSA worksheets and her monthly dashboards which show great improvements in all 3 areas of focus: falls, pressure ulcers and UTI's.

The Judges said "Shammy strives to embed the Prosper Methodology at Howard Lodge and really leads on the project"

★ Winner 2

Samantha Potter - Maldon Lodge

Samantha has been a PROSPER champion since 2015 and her innovative and creative work has had a positive impact on empowering staff and reducing the incidence of UTI's for residents within the home. She has held supervision sessions for staff to help increase their awareness and understanding of UTI's. Her innovative ideas to increase hydration include remember me reminisce session, drink the colour of the flower, snap food cards, making their own orange juice, past-time drink sessions and 'drink & ladders' games. Samantha has fully embraced her role as a Prosper Champion.

The Judges said "Samantha encompasses what the word Champion means in every essence"

★ Highly Commended

Mundy House

★ Commended

Pepa Georgieva & Dale Gould, Edensor

Dementia Care

This award recognises the provider who has demonstrated a proactive and person-centred approach to supporting individuals living with Dementia and is able to evidence a good understanding of the challenges they face and how they have improved their wellbeing.

★ Winner 1

Edensor

The staff at Edensor take the time to really get to know each resident and fully understand their lives so they can engage them with experiences that suit their interests and skills. Edensor has embedded the principles of Montessori Dementia Care and seen a remarkable improvement in residents independence, for instance they supported a resident to be more independent with their own personal care by labelling the contents of each drawer and breaking down tasks into small cue cards. Another resident said she would love to have a cat and so a little kitten called 'Dave' came to live at the home, this resident now takes overall responsibility for looking after Dave daily. Residents are encouraged to help with the running of the home as they would their own, helping with laundry, serving dinner or mopping the floor, giving them a sense of purpose. The home has also introduced a breakfast buffet so residents can help themselves and come to the dining room when they want to rather than fitting in with set times. There is an indoor sensory garden to provide a tranquil and calming environment, as well as the Residents vegetable garden and Vintage Train Carriage. Staff really go above and beyond to support residents living with Dementia, they even turned the TV into a virtual aquarium which started up conversations between residents.

The Judges said "there is lots of evidence demonstrating a very person-centred approach, which the whole home has adopted through embedding the Montessori ethos. In a world of virtual technology, it is lovely to see the home adopting a real-life cat"

★ Winner 2

Rosedale Court

Staff at Rosedale Court really go the extra mile to provide personalised Dementia care, taking the time to learn about a person's background, culture, past and present hobbies and their current ability to continue them. This includes the introduction of the 'my day' notice board within resident's rooms, which provides a quick reference to meaningful information about the resident to enhance staff engagement and keep it personal.

Their use of the Montessori approach promotes resident's wellbeing and given them a feeling of inclusion as well as building their self-esteem. They have embedded the Namaste care programme which has helped create a restful environment through sensory touch and stimulation. A resident, with Dementia, who is a dedicated Muslim is supported by the home to practice his faith and perform his spiritual duties, he has even taught other residents to write in Arabic, something they have all enjoyed. For those residents who are able and like to feel included in the day to day running of the Home, various hand-on activities are available. such as tea / coffee trolley assistant, laundry helper, and for the men a Handyman co-worker. Plus, for those residents whose background was more clerical 'Home Manger' for the day interviewing new care staff giving them an insight to a career in care

The Judges said "the home clearly had a person-centred approach and were taken with the different meaningful occupations such as Resident Manager of the day. They catered for all residents even bringing a pony to a resident's bedroom!"

★ Highly Commended

Marmora

Activities & Wellbeing

This award recognises the provider/individual or team who have taken a proactive approach to improving individual's wellbeing through meaningful activities that are person centred. Creating an environment where individuals are engaged, stimulated and fulfilled with all staff being involved in promoting and delivering person centred, meaningful activities.

★ Winner 1

Cherry Wood Grange

At Cherry Wood Grange Resident's wellbeing and happiness is underpinned by the whole team's dedication to creating and supporting meaningful activities. These regular opportunities focus on providing stimulating, person-centred 1-2-1 and group activities which enable residents to maintain the very essence of who they are as well as trying new things. From the resident who runs the sweet trolley, taking it from room to room and really flourishes in their role, to the Cherry Wood Grange Choir which is led by the residents and one resident who is supported to play the piano, their relative said *"if you look at the photographs of him playing the keyboard he was engaged and stimulated...it was a glimpse of his essence - music was his life."* The gentlemen in the home have formed a tight bond having been supported to enjoy activities together, with cinema afternoons including a beer and popcorn, trips out and special events such as the Remembrance Day service. For those couples living in the home, staff are dedicated to enable them to continue to spend quality time together with special regular meals and trips out together.

The whole team pulls together to ensure residents activities and wellbeing are at the centre of everything they do, even the maintenance person gets involved and has created a giant tenpin bowling alley in the gardens, a crazy golf pitch and putt for summer fun and a Tiki bar for cocktails, mocktails and BBQs

The Judges said "Residents individual wishes are taken to the next level, the residents are clearly the priority, and the nomination really made the home come alive, you could feel the people were real and made a lasting impression in our minds"

★ Winner 2

Marmora

Marmora care home have a whole home approach to activities and the team embraces individual resident's personalities, seeing the whole picture of an individual when introducing meaningful activities.

The team have introduced individualised personal plans to help individuals, through activity, to maintain their mobility and reduce anxieties around movement. A resident who uses doll therapy and carries her 'baby Charlie' with her everywhere, the staff encourage her to do exercises by involving baby Charlie, bouncing Charlie on her knee and lifting Charlie up and down, changing Charlie's clothes and passing Charlie back and forth to encourage her arm movements to maintain strength which has enabled her to continue to be independent with transferring. Another resident had always been a very busy man and needed the feeling to be 'needed' more than anything. He had always worked outside and had a passion for gardening and so he become the homes full-time gardener. Another believes she is the cleaner at the home, she used to own a hotel and loves cleaning.

The Home set up a Virtual Activity Social Hub with other care homes and their residents plan the activity they want to present. Residents are always at the heart of planning all activities, whether they are in the home or trips out to the theatre, a day at the beach hut or special events, it is the residents who suggest the menu, come up with ideas and make the decorations!

The Judges said “The Team have been inspired to look at things differently and let the residents be the ones to make the decisions.”

★ Highly Commended

Rosedale Court

★ Commended

Odelia De Oliverira - Okeley

Making a Difference

This category recognises an individual or an organisation for the impact they make to the individuals they care for. These could include helping people to stay connected, providing opportunities for meaningful activities, timely and responsive care, inclusive communication, and improvements.

★ Winner

Edensor

Edensor impressed the judges through their continued work using the Montessori approach to enable residents to access meaningful activities within a supportive environment. The opportunities they offer to residents are extremely varied within a range of environments, including offering access to the beach via their beach wheelchairs. Edensor demonstrated a personalised care approach was in place throughout, making a difference to residents lives every day.

★ Highly Commended

Marmora Care Home

★ Commended

Autism Anglia

Elmtree Court - Peabody

Bluebird Care Mid Essex



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, Clinical Commissioning Groups, CQC, Community Health providers and local colleges.

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
- 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
- Dementia Initiatives - Montessori for Dementia and Ageing, Virtual Dementia Tour, Dementia Interpreter Experience
- End of Life care project for Domiciliary Care and Learning Disability Services
- Prevention Enablement Model and Find Your Active Workshops



This information is issued by:
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