

Thursday, September 29th, 2016 – The winners of the inaugural Suffolk Care Awards stepped up to receive their trophies at an exciting celebration ceremony held in Kesgrave Hall, Ipswich

Eleven winners – selected from 31 category finalists – were chosen by the judges of the Awards for their innovative and good care practice in the adult social care sector in Suffolk.

The 11 Award categories recognise the variety of care settings and skills in place in the sector employing more than \*20,000 people in Suffolk. **The winners are from Ipswich (4), Lowestoft, Bungay, Mildenhall, Sudbury (2), Bury St Edmunds and Stowmarket.** Please see the full list at end.

Co-hosting the Awards evening was Liz Taylor, Chair of The Suffolk Brokerage, a not-for-profit organisation dedicated to raising care standards, and Hilary Gibbs, Chair of the Suffolk Association of Independent Care Providers (SAICP), a membership organisation involved in good care practice.

Commenting on the winning line-up, Liz Taylor, said: “We’ve always been aware of the excellent care in Suffolk, and the Suffolk Care Awards has proved we have a lot to be proud of in this county.

It’s only right that people in Suffolk should be made aware of what great examples of high-quality care providers there are out there.

“From care providers who go that extra mile to ensure their service-users are at the centre of everything they do, to specialist dementia providers who continue to innovate, these Awards have highlighted some fantastic examples of best care practice within the sector.

“All 31 category finalists should be proud of what they have achieved.”

Hilary Gibbs said: “We wanted to recognise and celebrate good care in Suffolk. When we opened for entries back in March, we were overwhelmed by the numbers we received. It demonstrates that good care providers and care-givers are very proud of their work, and want to shout about it.

“The Awards have always been about shining a spotlight on good practice and to highlight a very worthwhile and rewarding job that high-quality carers and providers do.”

A team of care sector professionals were chosen as judges - drawn from private and public sector organisations – and they carried out verification visits to shortlisted organisations and providers in June. Category finalists were announced in July, with winners announced at the Awards ceremony held at Kesgrave Hall.

Winners received trophies and certificates, with runners-up receiving highly commended certificates.

**Winners of the Suffolk Care Awards 2016 are:**

**1.Promoting dignity and respect - sponsored by AGA Mobility Systems**

**Winner: The Orwell Nursing Home, Ipswich.** The home encourages residents to express their individuality and has supported the redecoration of bedrooms to reflect individual taste, likes and dislikes. One care worker joined the staff because he was so pleased with how the nursing home cared for his own mother for seven years.

Highly commended: Brandon Park Nursing Home, Stowlangtoft Care, Brandon. Residents said staff were caring and supportive. The home promotes individual choice and has lots of spaces where people can spend time with family and friends and take part in activities which promote social inclusion.

## **2. Food and catering - sponsored by Thomas Ridley Food Service**

**Winner: Broadlands Residential Home – Greensleeves Care, Lowestoft.** Food is sourced locally, some of which is grown in the grounds of the home. There is also a monthly cookery club where residents take over the kitchen.

Highly commended: Stowlangtoft Hall Care Home: Stowlangtoft Care, Bury St Edmunds. A nutrition specialist on the staff ensures the importance of achieving good nutrition is fundamental to the care it provides.

Highly commended: The Partnership in Care: Prince of Wales House, Ipswich. The company's head chef works with residents to put together menus that people enjoy, and that change with the season.

## **3. End of life care - sponsored by Norfolk and Suffolk Palliative Care Academy**

**Winner: Holmwood Care Ltd, Bungay.** The home gives end of life care for the residents, their loved ones and the team caring for them.

Highly commended: National Autistic Society's Middlefield Manor, Mildenhall. Staff were nominated by a relative for the outstanding care of a resident at the end of life.

Highly commended: Stowlangtoft Hall Care Home, Stowlangtoft Care, Bury St Edmunds. The home works with residents and their families to ensure end of life wishes are carried out.

## **4. Motivational leadership – sponsored by Ashtons Legal**

**Winner: Katy Hughes, Mildenhall Lodge – Care UK, Mildenhall.** Described as a “going above and beyond” her duty, staff have praised Katy for her leadership and making great improvements. She includes all staff when making decisions, and encourages staff to progress in their roles.

Highly commended: Helen McNeil, Montrose House – Suffolk Mind Residential Care Home, Ipswich. Helen is described by her team as an inspiration. They say she has created a happy team that feels valued. Staff see her as approachable, committed and keeping promises.

Highly commended: The Management Team, ClarkeCare, Bury St Edmunds. Staff had only positive things to say about the Lorraine and her company. There is a good balance between work and home. The atmosphere is positive and Lorraine and her managers lead by example.

## **5. Student placement - sponsored by Ipswich and East Suffolk CCG and West Suffolk CCG**

**Winner: Life Resolutions, Stowmarket.** The company has a long history of supporting social work students with work placements. The students are encouraged to work closely with service users, giving them real life social work experience.

Highly commended: St Elizabeth Care Agency, Ipswich. This home care agency has an established student placement scheme, working with a local sixth form college, that has encouraged students to take up careers in the sector.

Highly commended: The Partnership in Care: Sherrington House, Ipswich. This care home invests in and supports the future workforce, including social work student placements.

Success is highlighted by a recent successful placement where the student has now become part of the staff team.

## **6. Culture, creativity and activities - sponsored by Suffolk Creative and Active Ageing Forum and Suffolk County Council**

**Winner: Leading Lives: The Green Group, Sudbury.** The team has invested considerable effort to ensure activities build on the interests of customers to build social skills and confidence levels. The main focus is a conservation project, and activities have included wildlife walks and the creation of a wildlife garden - including a bug hotel and a bird hide.

Highly commended: J &S Healthcare Ltd: Brierfield Residential Home, Felixstowe. There is excellent use of residents' artwork. The team use every opportunity and lots of imagination to ensure their residents have a full and stimulating life experience.

Highly commended: The Partnership in Care, Bury St Edmunds. The care homes in the group are run like homes, rather than hotels, and animals are even allowed to stay – there is a farm at one of the care homes, aviaries, allotments and orchards at others. Interesting indoor environments created include a man cave and a beach room.

## **7. Health and social care training - sponsored by Zenith Hygiene Group PLC**

**Winner: Leading Lives, Ipswich.** The organisation has made a cultural change to a new way of training, including the appointment of 10 coaches to deliver positive behaviour training.

Highly commended: Christies Care Ltd, Saxmundham. A wide ranging training programme is provided which is designed to ensure all clients' needs can be met effectively.

Highly commended: Merryfields Care Home, Felixstowe. In this organisation, training is integrated and there is a culture of staff being encouraged to take up specialisms which feed through to the team.

## **8. Excellent person centred training - sponsored by United Response**

**Winner: ClarkeCare, Bury St Edmunds.** There is an individual approach to training and learning; staff are encouraged to take the initiative to research and assess their own learning requirement/needs.

Highly commended: Stowcare, Stowmarket. This organisation has developed an innovative dementia training programme which has enthused staff and encouraged them think differently.

## **9. Innovative dementia friendly environments - sponsored by East of England Co-op**

**Winner: Cardinal Healthcare Group - Baylham Care Centre, Ipswich.** The home employs a wide range of therapists. The home is designed to minimise stress and distress; bedrooms are built around a square. There is re-creation of old-fashioned shops and a replica of a train station.

Highly commended: Cambridge Care Company, Newmarket. The owner of this domiciliary care agency decided to make her home town fully dementia-friendly and she set up a local

Dementia Action Alliance. The company organises awareness events for families and is also working with local schools to improve knowledge and raise awareness of dementia. Highly commended: The Partnership in Care: Beech House, Halesworth. Staff are encouraged not to be task-orientated and to focus on the person as a whole. The home has dementia friendly spaces such as coloured doors and signs and sensory areas, reminiscent corners such as an old-fashioned sweet shop.

#### **10. Team award - sponsored by Suffolk County Council Adult and Community Services**

**Winner: The Partnership in Care: Prince of Wales House, Ipswich.** There is a culture of everyone helping one another. And the team take great pride in their work. Regular staff meetings concentrate on the positives and not moans and groans. There are many volunteers in the home, including relatives of people who no longer live there.

Highly commended: ClarkeCare, Bury St Edmunds. The team's goal was to achieve an Outstanding rating from the Care Quality Commission, and this was achieved last year. Although the team works, at times, in isolation they are a close-knit team.

Highly commended: The Seckford Foundation, Woodbridge. The team is described as excellent and motivational and lead by example, whether practically through care activities or in attitudes and by behaviours. This home has recently received an Outstanding Rating by CQC.

#### **11. Special recognition - sponsored by Suffolk Association of Independent Care Providers, SAICP**

**Winner: Sally Rodwell: Leading Lives, Sudbury.** Sally has been described as a "much needed breath of fresh air – full of enthusiasm, sparkle and fun". She has inspired her team.

Highly commended: David Mudede, National Autistic Society, New Barns, Mildenhall. David helped a service user plan a trip of a lifetime to attend a relative's wedding.

Highly commended: Gill Bishop, Home Instead Senior Care, Ipswich. Gill has led initiatives such as giving free public talks and a gift-giving initiative for older people at Christmas.

