



Press Release

Category finalists selected as countdown to finals of Suffolk Care Awards 2016 begins

Thursday, July 21st 2016 – A total of 31 category finalists have been selected by a panel of judges in the inaugural Suffolk Care Awards 2016.

They are from **Brandon (1), Bungay (1), Bury St Edmunds (6), Felixstowe (2), Halesworth (1), Ipswich (9), Lowestoft (1), Mildenhall (3), Newmarket (1) Saxmundham (1), Stowmarket (2) Sudbury (2) and Woodbridge (1).**

Category finalists now go through to the final of the Suffolk Care Awards being held in September, when the winners of each category will be announced.

The Suffolk Care Awards are all about recognising good care practice in Suffolk and to highlight the important job that high-quality carers and innovative care provider companies do every day.

This is the first year the Suffolk Care Awards have been run, and organisers received more than 200 entries when they were launched in March.

There are 11 different categories recognising the huge variety of care settings and skills on offer in the social care sector which employs around 20,000 people in Suffolk.



After shortlisting the entrants in each category, a team of care sector professional judges - from private and public sector organisations – carried out verification visits. Today they have announced the category finalists from each of the 11 categories (see full list at the end of the press release.)

Two organisations are hosting the Awards. They are The Suffolk Brokerage, a not-for-profit organisation, dedicated to raising care standards, and the Suffolk Association of Independent Care Providers (SAICP), a membership organisation involved in good care practice.

Commenting on the selection process and category finalists chosen, Liz Taylor, Chair of The Suffolk Brokerage said: “We are delighted with the quality and quantity of entries we received. Considering it is the first Suffolk Care Awards we have had in the county, it was very pleasing to get so many entries. We are very grateful to those organisations who have sponsored individual awards, and those who have sponsored the event.

“Selecting our category finalists has been a fantastic opportunity to witness good practice and excellent care first-hand, as we have visited all the shortlisted entrants and spent time talking with providers and service users and getting their views and opinions which really have counted.

“It is evident and plain to see we have lots to be proud of in terms of care in Suffolk.”

Hilary Gibbs, Chair of the Suffolk Association of Independent Care Providers (SAICP) added: “Care professionals are really valued and appreciated for the essential work they do.



“Our judging panel has been hugely impressed by the calibre of the people working in care in the county, and the positive feedback from people who use those services.”

She added: “Sometimes it seems the care sector only gets a bad press when things go wrong. When things go right, it’s great to have an opportunity to recognise and celebrate it.

Winners of the Suffolk Care Awards 2016 will be announced at a celebratory evening event at Kesgrave Hall, Ipswich, on September 29.

Further information can be found at the Suffolk Care Awards website at www.suffolkcareawards.com

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Photo: Liz Taylor, Chair of The Suffolk Brokerage (left) and Hilary Gibbs, Chair of the Suffolk Association of Care Providers (SAICP).

Category finalists have been informed, and you are welcome to contact them to arrange a photo.



List of Suffolk Care Awards 2016 category finalists. Category finalists are in alphabetical order:

1. Promoting Dignity and Respect - sponsored by AGA Mobility Systems

A culture that promotes innovative and creative ways of incorporating dignity and respect into all aspects of people's lives.

- **Brandon Park Nursing Home, 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.
- **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.

2. Food and Catering - sponsored by Thomas Ridley Food Service

An approach to nutrition and hydration that is thoughtful, innovative and achieves positive outcomes.

- **Broadlands Care Home, 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.
- **Prince of Wales Residential House, Ipswich.** The company's head chef works with residents to put together menus that people enjoy, and that change with the season.
- **Stowlangtoft Hall Care Home, Bury St Edmunds.** A nutrition specialist on the staff ensures the importance of achieving good nutrition is fundamental to the care it provides.

3. End of Life - sponsored by Norfolk & Suffolk Palliative Care Academy

A positive approach to end of life planning that recognises the wishes of the individual.

- **Holmwood Care Residential Home, Bungay.** The home gives end of life care for the residents, their loved ones and the team caring for them.
- **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.
- **Stowlangtoft Hall Care Home, 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 Ashton Legal

A leader who is inspiring and motivational, demonstrating honesty and good communication skills so staff feel supported and empowered.

- **Lorraine Clarke, 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.

- **Katy Hughes, Mildenhall Lodge, 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.

- **Helen McNeil, Montrose House, 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. Helen sources specialist training for residents’ families so they can better understand their loved ones’ mental health, and support their wellbeing.

5. Culture, Creativity and Activities - sponsored by Suffolk Cultural Creative and Ageing Forum and Suffolk County Council

An organisation/service which has a positive and proven approach to using a range of activities creatively to achieve positive outcomes.

- **J S Healthcare (Brierfield), 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.

- **Leading Lives, 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.

- **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 beach room.



6. Special Recognition - sponsored by Suffolk Association of Independent Care Providers, SAICP

An individual or organisation that has made a significant contribution to the sector.

- **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.
- **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.
- **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.

7. Health and Social Care Training - sponsored by Zenith Hygiene

Training of a high standard and provided in innovative ways.

- **Christies Care Care Agency, Saxmundham.** A wide ranging training programme is provided which is designed to ensure all clients' needs can be met effectively. In addition there is a culture of life-long learning and personal development.
- **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.
- **Merryfields Care Home, Felixstowe.** In this organisation, training is integrated and there is a culture of staff being encouraged to take up specialisms which they then feed through to the rest of the team.

8. Excellent Person-Centred Training - sponsored by United Response

Training underpinned by a good understanding and implementation of individual learning styles.

- **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.
- **Woodfield Court, 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-operative Society

An environment in which those who are living with dementia demonstrates an understanding of their needs, and empathy and compassion.

- **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.
- **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.
- **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.

10. Team Award - sponsored by Suffolk County Council Adult and Community Services

To recognise a team that has worked well together and achieved significant and positive outcomes for those they work with.

- **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.
- **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.
- **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. Student Placement - sponsored by Ipswich and East CCG and West Suffolk CCG.

A placement which provides real opportunities for the development of students and the outcomes of the service as a whole, as well as the individual.

- **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.

- **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.

- **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.



Notes to Editors

Suffolk Brokerage

Suffolk Brokerage is an independent, not for profit organisation dedicated to raising care standards in Suffolk by providing impartial advice, guidance and information to support the county's health and social care sector.

It aims to support the sector to implement new competencies needed to comply with legislation, promote a positive local image of health and social care, seek and secure funding for the sector - and ensure it is offered equitably – to support the recruitment of the social care workforce, and to assist care providers to deliver a suitable and competent workforce in Suffolk.

Its website is www.suffolkbrokerage.co.uk and it runs an information portal for health and social care called Carewise. www.carewisesuffolk.co.uk

Care Careers Suffolk is part of The Suffolk Brokerage. It supports individuals, as well as employers, with information, guidance and advice on apprenticeships and careers in care. www.carecareerssuffolk.co.uk

Visit www.suffolkcareawards.com for details of Suffolk Care Awards.

Suffolk Association of Independent Care Providers (SAICP)

Founded in 2006, SAICP is a members' organisation open to any independent or voluntary care provision in Suffolk. It currently has 400 members.

Since its inception, in conjunction with Suffolk County, the Joint Suffolk Care Partnership has evolved to provide a platform from which all care related matters can be addressed. Meetings are held quarterly and are currently chaired by Cllr Rebecca Hopfensperger, Portfolio holder for Adult and Community Services at Suffolk County Council. At these meetings, committee members from the Association meet with council officers, and representatives from other relevant bodies, to address any issues members have and to discuss topical issues and changes within the care sector.

The Joint Suffolk Care Partnership has successfully resolved any issues, and SAICP hopes to carry on with its work to ensure the vulnerable people of Suffolk, who require help through the care system, receive a high quality of care - delivered by care staff who have access to training - and to support managers of care provisions with other managers and officers of statutory bodies and stakeholders to help resolve any problems they have.

Visit www.saicp.org.uk