



## Press Release

### **Top 10 winners in Suffolk Care Awards 2017 announced**

*Praise for Suffolk's best adult social care companies, providers and caregivers*

Thursday, 28<sup>th</sup> September 2017 – Suffolk care companies and inspiring care managers have scooped awards in the 2017 Suffolk Care Awards.

The winners of the 10 categories were announced tonight at a ceremony attended by more than 200 people from the county's health and social care community held at Trinity Park, Ipswich.

The Suffolk Care Awards are all about recognising excellent care practice in Suffolk and highlighting the important job that high-quality carers and innovative care providers and companies in Suffolk do every day. It's the second year the Awards have been run.

This year's winners come from: **Ipswich, Lowestoft, Stowmarket and Woodbridge**. See a list of winners, and those highly commended, at the end.

They include an inspiring story about a team of carers from Leading Lives in Stowmarket who helped a man with learning difficulties move from a residential home into his own bungalow, which has been a catalyst for positive change to his life.

Also, Ipswich nursing home Baylham Care Centre which scooped *three awards* for innovative approaches to dementia care, for culture, activities and creativity, and for its student placements and apprenticeships. The home has a pub for residents, a dressing up room and a nursery, and has created an area with lots of keys and locks for a resident who was a former caretaker. It also supplied a room-bound resident, who was a chef, with a mini oven so he could teach others how to cook.

For the first time this year, a category winner was nominated by a service user or their family and/or friends. The Special Recognition Award was won by Alexandra Keenan, a key worker from Ipswich, for her care of a young man with complex needs. His parents described her as their son's 'second mother'.

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



Liz Taylor, Chair of The Suffolk Brokerage said: “It’s been a wonderful night and a great opportunity for us to shine a spotlight on fantastic care practice in Suffolk. The category winners are worthy winners of their Awards.

“It was especially pleasing to see that Cardinal Healthcare’s Baylham Care Centre won the innovative approaches to dementia category for the second year running. Since the judges carried out their verification visits, it was plain to see how the home has continued to innovate.”

Hilary Gibbs, Chair of the Suffolk Association of Independent Care Providers (SAICP) added: “We would like to thank all our category sponsors and event sponsors which included Suffolk County Council, AGA Mobility Systems, NatWest, Christie and Co., DUET Diabetes, Scils (Social Care Information and Learning Services), Andrew Bingham, Thomas Ridley Food Services and the East of England Co-op.

Further information can be found at the Suffolk Care Awards website at [www.suffolkcareawards.com](http://www.suffolkcareawards.com)

2017 Suffolk Care Awards winners:

**1.Promoting Dignity and Respect in Everyday Life** - sponsored by Suffolk County Council.

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

**Leading Lives, Stowmarket** – A team was set up to support a service user with learning disabilities to move from a residential care setting, where he had lived for 20 years, into a bungalow. The team advocated on his behalf for rehousing and made sure the new accommodation met his needs and was decorated in a way which was to his liking; some staff gave up their weekends to help decorate his new home. The move had given the service user independence, choice and control and had been a catalyst for change to his whole life.

**Highly commended: Beech House, Halesworth, St Elizabeth’s Care Agency, Ipswich.**



## **2. Food and Catering** – sponsored by Thomas Ridley Food Service.

*An approach to nutrition and hydration that is thoughtful, innovative and achieves positive outcomes for all. Entrants demonstrate they provide food in a way that is interesting, and they respond well to the needs, likes and dislikes of their customers. They have imaginative approaches to encouraging good nutrition and hydration.*

**Leading Lives Compass Café, Lowestoft:** This is a day service for adults with learning disabilities in Lowestoft. It is an innovative concept that supports people with learning disabilities to not only learn about nutrition and healthy eating but also provides a healthy eating venue for locals. The café provides catering services for the community centre and library. Service users are all trained to be baristas and work, on rotation, in the kitchen and front of house serving the public.

**Highly commended: Montrose House, Suffolk Mind, Ipswich, and Risby Park Nursing Home, The Partnership in Care, Bury St Edmunds.**

## **3. End of Life**

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

**Seckford Foundation, Woodbridge** – A non-profit organisation which supports the education and care of the young and elderly. Judges said it demonstrated a holistic approach to end of life care which recognised the difference between planning and the final days of life. Staff were all passionate about delivering end of life care.

**Highly commended: Stow Healthcare, Stowlangtoft Hall, Bury St Edmunds, and Primary Homecare, Cardinal Healthcare Group, Ipswich.**

## **4. Inspiring Leaders and Managers**

*Leaders who are inspiring and motivational, demonstrating honesty and good communication skills so staff feel supported and empowered.*

**Helen McNeil, Montrose House, Suffolk Mind, Ipswich:** Helen was nominated by her team at this residential home for adults with mental health conditions and learning disabilities who said that she “has an incredibly calm, can-do manner”. They also said she “allows people to make decisions and has a no-blame culture”. The judges said that Helen has a clear commitment to supporting and developing her staff and ensuring they are truly involved in the overall strategy and decision-making at the home.

**Highly commended: Lorraine Clarke, ClarkeCare, Bury St Edmunds, and Cheryl Milldown of Primary Homecare, Cardinal Healthcare Group, Barham.**



**5. Culture, Creativity and Activities** - sponsored by Suffolk County Council.  
*An organisation/service which has a positive and proven approach to using a range of activities creatively to achieve positive outcomes.*

**Baylham Care Centre, Cardinal Healthcare Group, Ipswich:** Person-centred planning is at the heart of this setting, utilising resident's life stories as a starting point. One service user used to be a caretaker, so the home has created an area with lots of keys and locks he uses every night and morning. Another room-bound service user had been a chef, so the setting purchased a mini oven to set up in his room to teach others how to cook.

**Highly commended: Lowestoft Leading Lives FABBA Group, and Thornbank, Greensleeves Care, Ipswich.**

**6. Excellent Training** - sponsored by AGA Mobility Systems.

*Training offered is underpinned by a good understanding and implementation of individual learning styles and varying outcomes. There is also evidence of good use of current practice and thinking.*

**Home Instead Senior Care, Ipswich:** This domiciliary care service shows a very person-centred approach to training and delivers it in a holistic way, considering people's different learning styles. Training is clearly the bedrock of the service and is highly valued and runs throughout the company.

**Highly commended: Christies Care, Saxmundham, and Leading Lives, Ipswich.**

**7. Innovative Approaches to Services for Dementia**

*Those living with dementia are supported to spend their daily lives in meaningful ways and there is a demonstration of an understanding of their individual needs, empathy and compassion. This can be a group setting such as a care home, or on an individual client basis such as domiciliary care delivery/ day service.*

**Baylham Care Centre, Cardinal Healthcare Group, Ipswich:** This nursing home for adults showed it works in a holistic way, with all staff understanding the needs of those with dementia and encouraged to innovate. There is a "happy hour" each day where all staff (including non-care staff caretakers, cooks etc) come into the dining room to eat with residents. The home has been designed with a community village feel and there is a dressing up area, a pub, a nursery and a work tool area.

**Highly commended: Home Instead Senior Care, Ipswich, and West Suffolk Foundation Trust, Bury St Edmunds.**



## **8. Student Placement / Apprenticeship**

*The placement is one which provides real opportunities for the development of students and the outcomes of the service, as well as the individual.*

**Baylham Care Centre, Cardinal Healthcare Group, Ipswich:** The judges said this nursing home for adults works in a multi-disciplinary way, and the diversity of placements offered an amazing opportunity to students to learn both holistically and with their peers. There was a great emphasis on encouraging students to self-research, focusing on students' own research to improve clients' lives.

**Highly commended: Life Resolutions, Stowmarket, and Leading Lives, Ipswich:**

## **9. Care Service of the Year** - sponsored by Suffolk County Council.

*The service has delivered care and support over and above what would usually be expected, and has made positive contribution in supporting service users' lives.*

**Montrose House, Suffolk Mind, Ipswich:** This residential home for adults with mental health conditions and learning disabilities showed an emphasis on values and showed a very solid, well-run and person-centred approach to the delivery of care to clients. The service has a commitment to continuous improvement which regularly seeks clients' views. The home has created a family feel for the residents and has a warm and friendly person-centred culture where residents are supported to achieve personal goals through the positive management of risk.

**Highly commended: ClarkeCare, Bury St Edmunds, and Leading Lives, Ipswich.**

## **10. Special Recognition Award** - sponsored by The Suffolk Brokerage and The Suffolk Association of Independent Care Providers.

*A service user / relative nominated award. This category is designed to provide an opportunity for the recognition of an individual or organisation that has made a significant contribution to the sector or a team, or to one person, that has not been recognised elsewhere. Entrants to this award have been nominated by others, such as clients or families.*

**Alexandra Keenan, Consensus Support, Ipswich:** Alexandra was nominated by the mother of client for whom Alexandra is key worker. She said that Alexandra fully understands her son's physical limitations and designs, and constructs daily activities that she supports him to take part in. She went on to say: "The level of care Alexandra provides matches the level provided by my husband and I". This is a supported living service for people with learning disabilities and complex needs.

**Highly commended: Gatehouse Dementia Hub, Bury St Edmunds, Karen Cloke at Mears Care, Stowmarket and Melvin Smith at Chilton Court, Stowcare, Stowmarket.**



**For further information, please contact:**

Louise Whitley  
Workforce Development Manager  
The Suffolk Brokerage  
Telephone: 01449 720400  
Mobile: 07483 124628  
[louise.whitley@suffolkbrokerage.co.uk](mailto:louise.whitley@suffolkbrokerage.co.uk)

Hilary Gibbs  
Chair of the Suffolk Association  
of Independent Care Providers,  
SAICP  
Telephone: 07787520104  
[hilary@saicp.org.uk](mailto:hilary@saicp.org.uk)

**Photos:**

**Please find attached a group photo of the winners' line-up on stage at the Suffolk Care Awards 2017. Please call to request any other winners' night photos.**

**Also, winners:**

**Photo 1. Promoting Dignity and Respect Award:** Ed Abbott and Marta Zych from Leading Lives, Stowmarket.

**Photo 2. Food and Catering Award:** Staff from Leading Lives Compass Café, Lowestoft.

**Photo 3. End of Life Award:** Seckford Foundation, Woodbridge, staff.

**Photo 4. Inspiring Leaders and Managers Award:** Helen McNeil from Montrose House, Ipswich.

**Photo 5. Culture, Creativity and Activities Award:** Staff from Baylham Care Centre, Cardinal Healthcare Group, Ipswich. They were also winners in the Innovative Approaches to Services for Dementia Award and Student Placement/Apprenticeship Award.

**Photo 6. Excellent Training Award:** Home Instead Senior Care, Ipswich, team.

**Photo 7. Care Service of the Year Award:** Montrose House, Suffolk Mind, Ipswich.

**Photo 8. Special Recognition Award:** Alexandra Keenan, Consensus Support, Ipswich.



## 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](http://www.suffolkbrokerage.co.uk) and it runs an information portal for health and social care called Carewise. [www.carewisesuffolk.co.uk](http://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](http://www.carecareerssuffolk.co.uk)

Visit [www.suffolkcareawards.com](http://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.

Visit [www.saicp.org.uk](http://www.saicp.org.uk)

Winners of the 2016 Suffolk Care Awards were:

**Promoting Dignity and Respect:** Orwell Nursing Home, Ipswich.

**Food and Catering:** Broadlands Care Home, Lowestoft.

**End of Life:** Holmwood Care Residential Home, Bungay.

**Motivational Leadership:** Katy Hughes, Mildenhall Lodge, Mildenhall.

**Culture, Creativity and Activities:** Leading Lives, Sudbury.

**Special Recognition:** Sally Rodwell, Leading Lives, Sudbury.

**Health and Social Care Training:** Leading Lives, Ipswich.

**Excellent Person-Centred Training:** ClarkeCare, Bury St Edmunds.

**Innovative Dementia Friendly Environments:** Baylham Care Centre, Ipswich.

**Team Award:** Prince of Wales House, Ipswich.

**Student Placement:** Life Resolutions, Stowmarket.