



Scottish Care
Voice of the independent care sector

NATIONAL CARE HOME AWARDS 2021

ABOUT OUR WINNERS & FINALISTS

National Care Home Awards 2021

MEET THE FINALISTS

ANCILLIARY & SUPPORT STAFF AWARD

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Strategic Thinking
YOUR PLATFORM TO SUCCESS



WINNER

ANDREW BAFF – GLENBERVIE CARE HOME

Andrew has worked in the care sector for 20 years and initially was a care assistant and senior care assistant before becoming the Maintenance Worker. Andrew has built up good relationships with all staff, residents and their family members and provides a high quality standard of work in all his maintenance tasks. Residents have been able to garden and grow their own vegetables courtesy of Andrew's work on creating planters and an unusual boat planter, which was named after a late resident. Andrew is a huge part of the team and nothing is too much for him to take on.



ELIZABETH ROBB – HUTTON PARK CARE HOME

Liz has worked at Hutton Park Care Home for 2 years and supports both residents and staff and going to great lengths to support and involve relatives in all that is going on in the home. Liz is never too busy to talk to the residents and she always gives 100% in everything she does. Liz assists with anything she can do to improve activities in the care home including using social media, personal shopping for the residents and also sourcing items to be used for themed days within the home. Liz is also caring and supportive of all the staff within the care home and likes to ensure the best outcomes for everyone.



CHRISTINA MCGILL – CARTVALE CARE HOME

Christina, in her role as the care home Administrator has made a significant contribution to the overall care provision through tireless consideration of the residents and staff in the home. She will not leave a job unfinished and often works beyond her hours to help reduce the added pressures on care staff which, in turn, enhances the overall care of residents. Christina has helped to develop robust systems for visitors ensuring that the highest standards of safety are being maintained at all times. She has been a great support to other staff members and has provided a huge impact at the home.

National Care Home Awards 2021

MEET THE FINALISTS

MEANINGFUL ACTIVITY AWARD

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CARE HOME TEAM – BALHOUSIE LUNCARTY CARE HOME

Meaningful activities are at the heart of Balhousie Luncarty care home and most importantly, residents have a say in how they are developed including a movie night where the residents were given the red carpet treatment, with a popcorn machine and some bubbly for the launch. Projects have included the creation of a time capsule and rallying the local community to participate in a gardening competition – Balhousie in Bloom. All decisions at Balhousie Luncarty are made with residents' wellbeing in mind and staff pride themselves on the variety of activities, therapies and community-oriented projects which sets the team and the service apart from others.



CARE STAFF TEAM - THE BUNGALOW, CROSSREACH

The Team focused on preserving the health and wellbeing of vulnerable service users, especially during the pandemic, through inspired, imaginative and meaningful activity. The Team have demonstrated how this contributes strongly to a sense of purpose and fulfilment, providing much needed relief in a time of stress. Living by the motto of 'no boundaries' around activities and what can be achieved by individuals with profound and multiple learning disabilities certainly challenged this ethos, however, the staff have shown how adaptable and resolute they could be and not allowing the service or its service users to become 'victims' to the pandemic. They have emerged stronger, with new skills and a greater confidence in the power of community.



SUZIE KELLY - RICHMOND HOUSE

As a Social and Meaningful Activities Co-ordinator for 7 years, Suzie has transformed the level and range of activities within the home by providing fun, meaningful, thought provoking and creative activities to the residents. Suzie is always first to pilot activities with outside organisations and ensures positive outcomes for all involved, developing individual activity support plans tailored to each resident. Suzie is a highly regarded member of staff by both residents and staff alike and her latest project was to create a DVD with a resident talking about their experience of the evacuation of WW2, which was shared with the resident's family and given as a keepsake for the future generations of the family.



WINNER

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MEET THE FINALISTS

NUTRITIONAL & EATING WELL AWARD

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Citation

JOHN GROVER - FAIRVIEW HOUSE CARE HOME

John Grover was the Head Chef at Fairview House Care Home, his value to the care home team has been widely recognised by his peers, as he received numerous nominations for the Barchester Care Awards and Staff Member of the Month. When setting the menu, he was always considerate of residents and their individual needs. He showed a caring approach and improved his understanding of their expectations, by finding the time to sit down, pour a cup of tea and have a 'wee' chat. However, John's impressive understanding of nutritional values still achieved a balanced meal, including requirements of texture and fortification. John always wanted to impress his residents, figuring out residents desire a special treat or something 'different' to some mealtimes, from this 'A la carte Wednesday' was born. This epitomises every element of the 'whole-home approach', which John was extremely proud of.



CATERING TEAM – GLENBERVIE CARE HOME

The Catering Team at Glenbervie seek to create the best care home food in Scotland, this belief is at the heart of everything they do. The team brings together 50+ years of experience. They are knowledgeable, passionate and unwavering in their approach to the dining experience. They constantly look for ways to improve their service and challenge each other to keep everyone engaged in the process. Communication with residents is very high on the agenda, the team are always looking to improve their dishes and mealtime experience, taking feedback on board constructively and speaking to residents directly. Recently, they have started to use photographic spec cares for care staff to use while plating meals, to ensure consistency and help residents recognise their meals. The team have also started doing World Food Theme Nights, bringing diversity and culture to the care home meals, which has been received well by the residents and their relatives.



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TRAINING, LEARNING & STAFF DEVELOPMENT AWARD

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ANGELA DUNCAN – BRAEHILL LODGE CARE HOME

As the Deputy Manager, Angela has been a tower of strength to the staff and residents at Braehill Lodge, where she has gone beyond her duties ensuring that staff are well trained and kept updated on all the changes to guidelines, often doing this in her own time. She has attended webinars which have helped her to formulate risk assessments and training needs for the home and staff. The challenges of Covid-19 has been demanding but Angela always maintains a cheery outlook and is always willing to assist and help in any way she can and has implemented new ideas e.g. use of verbal bubbles with prompts to allow staff to think about what they are doing in relation to Health & Social Care Standards.



DANIEL TAMS – GLENBERVIE CARE HOME

Dan has worked at Glenberrie Care Home for just over a year as a Trainer who assists in the induction of new staff. With his caring and funny disposition, Dan ensures that training for staff is fun for everyone involved and runs a week long induction course before staff are allowed to work in the home. He can identify strengths and areas where more support is needed which enables the staff to be placed in the areas they are most suited to. Dan was a great support to the staff during the pandemic and also assisted a staff member to complete her SVQ4 when her tutor went off sick. Dan has also developed a personal training plan for a resident with complex care needs and allows staff to know when things escalate and they can provide an early intervention. Dan enjoys making lives better both at work and in people's lives.



DONNA SIMPSON – CARRONDALE CARE HOME

As a Training Officer at Carrondale Care Home for 20 years, Donna has a wealth of knowledge of the care sector and is a great support to both new and older members of staff. She is always eager to further staff careers and encourages them to complete training to ensure competency levels are maintained. She has great relationships with the staff and residents and always takes times to assist staff in their day to day work. Staff often seek out Donna to enquire about training and Donna is always available to offer advice and support and point staff in the right direction.

MANAGEMENT TEAM – ABBOTSFORD CARE

The management team at Abbotsford Care were involved in the Reflective Practice Review Programme which brought the focus to personalised staff learning and development and is unique to each staff member and allows them to reflect on their practise and their strengths. The programme provides a continuous quality improvement plan and allows staff to develop their practise, being able to talk and reflect and helped them come to terms with their emotions when dealing with a death in the care home. The programme has been designed with the people who use it in mind and allows staff to build stronger relationships and helps to support staff in their own learning and development.



National Care Home Awards 2021

MEET THE FINALISTS

EMERGING TALENT AWARD

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SIMON RIGGS – CHAPEL LEVEL CARE HOME

As Head Chef, Simon was originally a Care Assistant within Chapel Level Care Home, but became frustrated by the standards of the catering team. He took on additional duties in the kitchen, even on his days off, to help develop the service and when the Head Chef role became available, Simon jumped at the chance and now provides delicious food for the residents. Simon's commitment and enthusiasm has rubbed off on the team and he has fully implemented the menu, also providing taster sessions for the residents which helps deliver a person-centred service. Simon has now begun home baking for the daily tea trolley service and posts pictures of his efforts on the provider Facebook page garnering rave reviews!



MAYA HURDING – MANOR GRANGE CARE HOME

Maya began as a Bank Nurse at Manor Grange Care Home before becoming a full time member of staff as Charge Nurse and is a tireless advocate for the residents, their families, and the team. She can handle a broad range of responsibilities and changing priorities and manages to keep an upbeat and positive attitude which helps invigorate the team and the residents. Maya has provided extra support during the pandemic and demonstrates fantastic leadership qualities – she truly exemplifies the principles and values of what care is and her humility, positivity and energy are truly contagious.

WINNER



KERRY MILNE – BANDRUM NURSING HOME

Kerry has been the IT Support and Trainer in Bandrum Nursing Home since November 2020. She has helped residents, their families, and staff by enabling them to embrace technology for the benefit of the home and helps to support video calls with the residents. She uses technology to broaden the entertainment experience for residents and also implemented an electronic learning system for staff. Kerry is patient, cheerful, and supportive and has a willingness to learn, helping her adopt various systems thus enhancing the Bandrum Nursing Home environment. Kerry has made a positive impact on the residents and their families by introducing technology into the home.

National Care Home Awards 2021

MEET THE FINALISTS

OUTSTANDING ACHIEVEMENT AWARD

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**ADDLESHAW
GODDARD**

MARY WELCH – CUMBRAE HOUSE

Mary moved in to Cumbrae House in December 2019 when it was recognised by friends and family that she was struggling. She had significant issues in her life which impacted on her mental health and wellbeing, this caused her great distress and exacerbated the physical difficulties she had including living with end stage COPD.

She recognised that she had reached rock bottom and did not know how to bring herself back up again. She did with the support and love of her new friends in Cumbrae Court.

As a carer herself in her past career, Mary did not think for a minute that she would be a resident of a care home herself at such an early age but quickly adapted to life within the home and saw the difference it was making to both her physical and mental wellbeing. She knew she couldn't cope living at home and though upset at first, through hard work and determination, she took time to work on herself, building her self-esteem and making future plans. She is now able to plan, prioritise, save a little money and sets daily, weekly and monthly goals.

Lockdown coupled with Mary's health issues was very challenging. She requires oxygen and was very fearful of the pandemic. She has stated that if she wasn't in the home she wouldn't be here today, she would not have been able to find her way and she has been kept safe during the pandemic because of her health. She attempted several times to go out, got to just outside the front door with both family members and staff and couldn't go any further. She made herself

a goal to go a shopping trip into town. She was supported into town, chose her own clothes, had a wee spot of lunch, and treated herself to having her nails done - the first time in her life being pampered! She laughed and cried during this outing and said "I can't believe I have the chance to be happy... and I have come into a care home to start living ... I know I have worked in some good homes, but this place is different, it really is the best."



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MANAGEMENT & LEADERSHIP AWARD

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CLAIRE SELBIE – LILLYBURN CARE HOME

As the Care Home Manager of Lillyburn Care Home, Claire is also a highly motivated and passionate registered mental health nurse whose innovative, personal leadership and management has improved the lives of residents. Directly through a Practice Development Group the home were able to work alongside the charity “Playlist for Life” encouraging GPs to ‘prescribe’ this for residents to assist in times of stress and distress. The music is used as an intervention and pharmacists have it within their drop box to facilitate MARRS production. Claire is a dedicated manager who supports her staff through care, compassion, and empathy. Claire leads by example and is always there for staff, residents, and their families.



PAULINE MCINTYRE – ERSKINE HOME

In her role as Deputy Director of Care, Pauline has proved to be an exemplary care home nurse leader and been a tower of strength for staff. Pauline leads quality improvement across the home and residents are at the forefront of everything she does across the 4 homes in her remit. She leads the Infection Prevention and Control Group and helps shape and influence to ensure information is current. A significant contributor in the repurposing of medicines guidelines, Pauline is regarded as a leader in this area and helped pharmacists understand how recording, administration and prescribing of medicines happens in a care home and led on production of a video to support care home staff understand the requirements.



HAZEL O’ROURKE – MEALLMORE LIMITED

Hazel, who is the Quality Manager at Meallmore Limited, led the creation of the Meallmore Covid-19 Management approach and has been a source of inspiration and a valued leader to the staff across the country. Helping to keep everyone connected during the pandemic and her calm demeanour has kept the morale going across the 25 teams she supports. Implementing oversight systems helped provide the homes with guidance to make service delivery as person centred as possible. Hazel helped the teams embrace the TURAS system due to her excellent support and leadership skills.



National Care Home Awards 2021

MEET THE FINALISTS

PALLIATIVE & END OF LIFE CARE PRACTISE AWARD

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GERALDINE O'HARA – CUMBRAE HOUSE

As the Registered Nurse at Cumbrae House, Geraldine has the care and compassion, values, and skills to support residents and their families due to her holistic approach. Geraldine is a mentor, who supports and develops the team and has a wealth of knowledge. She is able to communicate with anxious families at a level they understand. Geraldine constantly strives for improvement and is a well-respected and valuable member of the team. She has developed new tools to support tracking by junior staff and evidence what they do well to or need to consider for the residents' experience.



STAFF & MANAGEMENT TEAM – CASTLEHILL CARE HOME

Opening in January 2020, Castlehill Care Home's ethos is of care that embraces a person-centred approach, encompassing the wishes and needs of the residents. The Team have worked tirelessly to develop a strong relationship with the local hospice and ensure support for residents receiving palliative and end of life care. This resulted in the hospice recommending Castlehill Care Home as a home which provides high quality palliative and end of life care. Compassion and sensitivity are at the forefront of the Team's approach to ensure residents' wishes are respected and that the family journey is eased by the understanding and commitment of the care team.



NURSING TEAM – RUBISLAW PARK CARE HOME

The nursing unit within Rubislaw Park Care Home have excelled in the care they have delivered to their palliative residents, some of whom are younger people. The Team ensure that the wishes of all residents admitted for end of life care have been reflected in a compassionate, empathetic, and individualised way and fully supported. The skills needed to deliver medication using various devices required the staff to learn new skills but has been performed with the utmost professionalism. The Team recognise that ensuring a good death is not a failing but should be recognised as an achievement.



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NURSE OF THE YEAR AWARD

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JINI MATHEW – OAKBRIDGE CARE HOME

In her role as Clinical Lead in Oakbridge Care Home's Intermediate Care Unit, Jini liaises with many different people and does so with compassion for her residents being at the heart of all she does. Jini's self-development is relentless and she continually reflects on her own practice and that of her colleagues, to continually improve. As intermediate care is a specialised environment, this brought huge challenges to Jini, but she has shown the drive and determination to excel in this area. Her ethos is very much about helping residents to achieve their preferred outcomes and Jini is an exceptional nurse who conducts herself with the utmost professionalism.



SHARON BATCHELOR – CANMORE LODGE

Although Sharon is the Deputy Manager at Canmore Lodge, she is first and foremost a Nurse and the main lead in Canmore Lodge's Nursing Team. She has recently received divisional recognition as 'Nurse of the Year' at Barchester. As well as caring for the residents, Sharon also provides a sympathetic ear to her colleagues. The team are adaptable and flexible and this is in no small part due to Sharon leading by example and she is available to her team at any time if they have any concerns. She empowers the nurses at the home to contribute their thoughts and opinions, which allows them all to feel valued.



SAM SMITH – BAYVIEW CARE HOME

Sam began her role as Lead Nurse at the beginning of the pandemic and has shown great strength and courage. She has been a great mentor and coach to staff and is a highly thought of and trusted member of the team who ensures voices are heard in a kind way thus allowing opportunities for reflection and solutions. Sam has a passion for training and development and supports other nurses with clinical skills if they feel less confident and her supportive joint learning methods mean others don't feel reluctant to ask questions. Sam has also signed up to complete her SVQ Assessor course, following her own unique path of learning.

WINNER

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CARER OF THE YEAR AWARD

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CAITRIONA 'TINA' MORRISON - BLAR BUIDHE CARE HOME

Caitriona, who likes to be known as Tina, has worked in Blar Buidhe Care Home for 10 years, originally as a Care Assistant but after achieving SVQ 2 and 3 qualifications became a Senior Care Assistant and then Nursing Assistant. She ensures that residents receive person-centred and safe care and has been involved in the mentoring and induction of junior staff. Tina has a gregarious personality which shines through in her interactions with residents, relatives and colleagues but also has the ability to remain calm and see the positives in any situation. Tina is spoken of highly amongst all her colleagues and the residents in her care as well as their families.



ALINA PETSCU – BANDRUM NURSING HOME

Alina has worked at Bandrum Nursing Home since June 2019, initially as a Care Assistant before becoming a Senior Care Assistant, working in a unit which supports younger residents with physical disabilities. She excels in her standards of care and involves residents in every aspect of their care and provides a reliable communication link to relatives who value the support Alina provides. Alina's primary focus is ensuring the residents are happy and are looked after well. She is popular amongst her colleagues and allocates work fairly and has received praise from across the staff team at Bandrum.



HELEN CRAIG – MILNGAVIE MANOR CARE HOME

Helen is an outstanding Care Assistant who has a deep understanding of the likes and dislikes of the residents in her care. With entertainment reduced as a result of the pandemic Helen ensured that there were things going on and supported residents to keep active and engaged. Helen is well respected amongst the residents' families and she always shows commitment and care in whatever she does. She has the ability to remain positive and enthusiastic and always ensures relatives are looked after when visiting the home. Helen is undertaking medication management training and looking to become a Senior Care Assistant in the near future – a role at which she will surely succeed.

National Care Home Awards 2021

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SPECIALIST SERVICE/UNIT AWARD

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SECOND FLOOR SPECIALIST UNIT – BANDRUM NURSING HOME

The Second Floor Unit at Bandrum supports many residents with complex care needs and has been offering a service for more than 20 years. The service has an excellent reputation for delivering quality care to residents with a range of complex mental health needs. The unit receives numerous referrals from all over Scotland due to the reputation of the unit. The staff deliver person-centred care within a supportive, non-judgemental environment with dignity and respect and the residents are enabled to live their best life by promoting independence and recovery.



CALEDONIAN KORSAKOFFS UNIT – HILLSIDE VIEW CARE HOME

The staff in Caledonian Unit at Hillside View have worked to better the lives of residents making them more independent and changing the ethos of the unit. Due to social outings being curtailed because of the pandemic, the staff looked at the current model and adapted this to improve the quality of the residents' lives. This resulted in the residents becoming more independent and pro active with their health needs with support from staff and improved their overall health, reducing the existence of depression and anxiety felt during a very stressful period. It has also improved the confidence of the residents, some of whom have gone on to develop new skills.



SPECIALIST DEMENTIA UNIT – LAUREL'S LODGE CARE HOME

The Specialist Dementia Unit at Laurel's Lodge is unique and provides care to 45 residents, who have very complex care needs. Referrals come from other care settings that are unable to meet these needs and the team ensure a very high standard of person-centred and outcome-based care is delivered. Residents and their families are encouraged with positive risk taking to ensure residents live a fulfilling, active and meaningful life supported by a passionate care team. They consistently receive positive feedback from residents, relatives and key stakeholders which is testament to their exceptional care provision.



ERSKINE PARK CARE HOME

Erskine Park is a home where 40 people live with Dementia, their ethos is to encourage the residents to live every minute until their very last breath. The home recognises that residents have had vast and varied life, support residents to remain true to their values, beliefs and enjoy activities of their choice. One of our residents was previously a painter and decorator he continues to require to be busy and active in his capacity as a painter and decorator and following risk assessment he has been supported to strip back the garden benches and paint them. He can frequently be seen in the home cleaning down the paint work in preparation for decoration. This activity is vital to his mental wellbeing. The home supports residents to live, remain connected and to be who they want to be, empowering them whilst all the time risk assessing to achieve their goals.

National Care Home Awards 2021

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CARE HOME SERVICE OF THE YEAR AWARD

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CARRONDALE CARE HOME, FALKIRK

Carrondale Care Home in Falkirk excelled with one aim in mind during the pandemic – to protect the lives of their residents and staff by adapting to new ways of communicating, purchasing devices to keep residents in contact with family as well as providing a face to face consultation with GPs and the multi-disciplinary teams. Staff also adapted and increased their extensive range of activities to being indoors to ensure residents weren't impacted too much by the pandemic. The highly motivated and dedicated staff team worked tirelessly to ensure residents weren't isolated and relatives have consistently expressed their gratitude to the staff caring for their family members.



ERSKINE EDINBURGH HOME, EDINBURGH

Caring for veterans and their spouses/widows for over 20 years, Erskine Edinburgh Home is a unique service with a compassionate care team who are proud to care. The service has established itself as a leading care home in Edinburgh with a positive reputation for the care delivered. Continually looking to improve the experience for residents, the home has been at the forefront of innovation by introducing electronic care plans and an upgraded care system. The home is currently working on person-centred care and mental health supports for staff and visitors who will act as a first response for those who need it.



ANDERSON'S CARE HOME, ELGIN

A long-standing charitable organisation highly regarded in the community for excellent care, the team at Anderson's have gone the extra mile to provide excellent care to their residents. The team pulled together quickly at the start of the pandemic by adapting and implementing new working practices but the ongoing care helped everyone transition during this difficult period. They maintained a homely, friendly environment for the residents and the team excelled in the challenges that were presented to them. The team have lived up to Anderson's values and ethos and are proud of what they have achieved.



BALCARRES CARE HOME, BROUGHTY FERRY, DUNDEE

A team dedicated to delivering the best possible care, Balcarres Care Home in Broughty Ferry have worked together to enhance the lives of residents who live there. Through stringent measures the home was lucky to have avoided any Covid infections and this is testament to the hard work and dedication of the staff. Colleagues are fully supported in their role and regular training is encouraged to allow staff to progress in their careers which is demonstrated in the number of 'Long Service Awards' that colleagues have received over the years for their commitment to the home.



National Care Home Awards 2021

MEET THE FINALISTS

POSITIVE IMPACT AWARD

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ALYSON VALE – ABBOTSFORD CARE

Alyson has been a part of Abbotsford from the day she was born. The company was started by her parents Karen and Marshall McKechnie in February 1987 and Alyson was born. Even at the age of two she used to be surrounded by everyone in the care home and had a passion even then for getting to know people and singing with people.

With a BA degree in Performing Arts, and a Masters in Production, she came to work as an assistant to the founder in 2014 and took up post as Business and Operations director in 2018.

Alyson and her team are very much about collaboration, working with people and sharing good practice which she does with enthusiasm. During the pandemic Abbotsford have been involved in creating a range of easy read posters providing complex information and making it user friendly. Alyson has a talent for designing and can take information and transform it into something that visually gets the attention.

She took time to learn during the pandemic with late nights spent creating timelines of outbreaks and exploring what was learnt and again using those visuals to share learning and support understanding around Covid-19. Those visuals were used to create postcards to prompt conversation on one side and a QR code on the other that could be scanned to take you to a piece of music. There was also a word and a question on the card as a range of ways to support communication.

Alyson has also worked with the Health and Social Care Partnership to share work going on in Abbotsford and recently collaborated to create a programme enabling residents' voices to be heard.

Alyson is very open and regularly runs relatives and staff engagement gatherings to share information and enable people to ask questions and be listened to. Alyson truly believes in full involvement and values relationships.

Abbotsford focuses on the value of reflection and relationships and Alyson has a particular focus on staff mental wellbeing - a complimentary therapist offers a range of treatments to all staff.

This dedicated woman truly has social care and the drive to improve, innovate and share running through her veins. She really was born to lead in the sector.



National Care Home Awards 2021

MEET THE FINALISTS

STRATEGIC CONTRIBUTION AWARD

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ALEX WILSON

Alex has been dedicated to serving and improving the social care system in Scotland for almost 30 years, having overseen the growth and improvement of some of Scotland's largest care providers.

He began his career in care in 1994, initially joining Highfield Care as Director of Nursing, playing a leading role in acquiring 43 new care homes to the Group. He remained in this role until 2001, when he took up his next post as Director of Care at ScotNursing.

In 2005, Alex joined Barchester, where he rose up the ranks to Divisional Director, driving continued growth and overseeing the success of the care provider's regional offerings. In 2018, he became Managing Director of Four Seasons, before landing in his current role of Managing Director of Holmes Care Group - where he plays a vital role in overseeing 23 care homes and the integration of new acquisitions as the Group grows, ensuring the highest employee standards and a consistently outstanding quality of care.

Throughout his career, Alex has dedicated his time and experience to improving the visibility, quality and standards of the social care sector in Scotland, and to this end, served as Executive Director of Scottish Care from 2005 to 2018. In this role, he was heavily involved in the growth of Scottish Care from a small representative body to a body liaising with the Scottish Government, the National Health Service (NHS) and the Convention of Scottish Local Authorities (COSLA).





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