



NATIONAL CARE HOME AWARDS 2022

FRIDAY 18 NOVEMBER 2022

Hilton Hotel

1 WILLIAM STREET
GLASGOW
G3 8HT

#celebratecare #careawards22

National Care Home Awards 2022

AWARDS RUNNING ORDER

ANCILLARY & SUPPORT STAFF AWARD

Sponsored by Strategic Thinking Ltd

NUTRITION & EATING WELL AWARD

Sponsored by Citation

MEANINGFUL ACTIVITY AWARD

Sponsored by Morar Living

TRAINING, LEARNING & STAFF DEVELOPMENT AWARD

Sponsored by Visioncare at Home

EMERGING TALENT AWARD

Sponsored by The Nursing Partnership

OUTSTANDING ACHIEVEMENT AWARD

Sponsored by Addleshaw Goddard

LEADERSHIP AWARD

Sponsored by Meallmore Ltd

PALLIATIVE & END OF LIFE CARE PRACTISE AWARD

Sponsored by Holmes Care Group

NURSE OF THE YEAR AWARD

Sponsored by Boots Care Services

CARE WORKER OF THE YEAR AWARD

Sponsored by HC-One

SPECIALIST SERVICE/UNIT OF THE YEAR AWARD

Sponsored by Barchester

CARE HOME SERVICE OF THE YEAR AWARD

Sponsored by Simply Care Group (UK)

POSITIVE IMPACT AWARD

Sponsored by iCare 24 Group

STRATEGIC CONTRIBUTION AWARD

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National Care Home Awards 2022

JUDGING PANEL



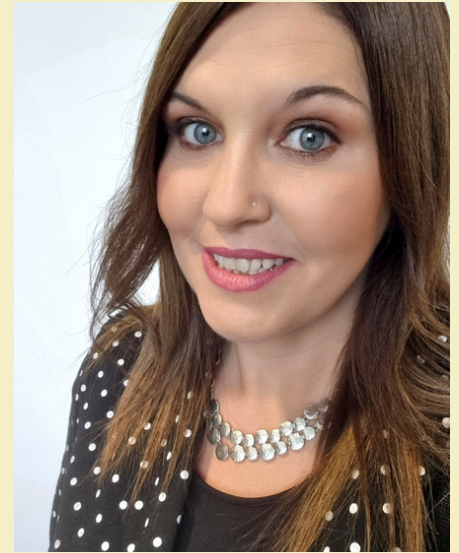
ALISON MOLYNEUX

Independent Dietetic
Consultant



HELEN BLACKWELL

Catering Strategy Dietitian RD
FBDA



LAURA LAMB

Acting Director of Development
and Innovation,
Scottish Social Services Council



PAMELA MCKAY

Senior Educator,
NHS Education for Scotland



DR PAUL BAUGHAN

National Clinical Advisor for
Ageing and Health,
CMO Directorate,
Scottish Government

National Care Home Awards 2022

AWARDS HOSTS



MICHELLE MCMANUS
Guest Presenter



DR DONALD MACASKILL
CEO
Scottish Care

National Care Home Awards 2022

CASH PRIZE DRAW

WIN £500 IN CASH TONIGHT!

Scottish Care became a charity in October 2021, this now enables us to increase the reach and gravitas of our members as it opens greater opportunity for collaborative work.

During tonight's Awards Ceremony, we will hold a Cash Prize Draw for attendees. You can purchase tickets yourself or buy them for friends and family. Tickets are priced at £10 per ticket for a £500 cash prize. Unfortunately, tickets are only available for cash purchase.

The proceeds of this draw will support the diligent work which continues to represent and promote the interests of the members of Scottish Care.

A special thanks to apetito for sponsoring this Cash Prize Draw.

CASH PRIZE DRAW KINDLY
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Making a real difference



DONATE TO US

If you wish to support Scottish Care and help change the social care landscape, please consider donating to our charity. You can donate [online here](#).

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CARE HOME AWARDS 2022



ARRIVAL DRINKS & TABLE WINE
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MEET THE FINALISTS

ANCILLIARY & SUPPORT STAFF AWARD

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Strategic Thinking
YOUR PLATFORM TO SUCCESS



ANNE STEWART – BLAR BUIDHE CARE HOME – HC-ONE

A stalwart in the care sector, Anne has been the Home Administrator at Blar Buidhe Care Home for nearly 30 years! Seeing countless nurses, carers and residents come and go over the years, Anne has shown compassion and dedication to everything she does. With admin often overlooked, particularly during the pandemic and others given praise in their roles, Anne has continued to deal with the essential admin tasks which form the backbone of running a care home with pride, professionalism and care. An unsung hero for almost 3 decades she is certainly the face and voice of Blar Buidhe Care Home.



LORNA MENZIES – BALHOUSIE COUPAR ANGUS

As the Home Administrator, Lorna has built amazing relationships with residents and their families and is the friendly face who is the first to greet visitors and engage them with a reassuring and helpful manner. During lockdown, Lorna stepped up to assist staff with daily Covid-19 testing and reassuring family members when they couldn't visit their loved ones and even set up a closed Facebook group offering families the chance to see videos and photos of their relatives. Lorna is more than an administrator – she is a friend to the residents, a great support to the care staff and an asset to management. She is the glue that holds the service together!



LOVELL CASTRENCE - HAWKHILL HOUSE – CARING HOMES

The Site Maintenance Officer brings a lot of technical expertise to the role however, Lovell is more than technically minded – he recognises that his work makes a big difference to the residents in the home and is focused on always being respectful and working to a high standard, regularly receiving compliments for his swift work whilst maintaining attention to detail. He will often work beyond his remit and offers flexibility to meet deadlines, discussing options with residents and families, ensuring that repairs and redecoration meet individual preferences and needs. With a great sense of humour, Lovell enjoys taking part in activities with the residents and with his warm smile, puts residents at ease.

MEET THE FINALISTS

NUTRITIONAL & EATING WELL AWARD

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GLENBERVIE CARE HOME CATERING TEAM

With a menu designed around 'keeping it simple', which helps to let the flavour of the dishes stand out, the Catering Team at Glenbervie like to keep things fresh – not only with their ingredients but also with new dishes. The menu has been a hit with residents and are constantly being improved by the kitchen staff ensuring a balanced diet with nutritionally dense food. Residents are encouraged to graze on fresh fruit throughout the day. This has had an economic impact on the home, reducing food waste with residents excited to be eating the variety of food on offer. The Catering Team have sought to create the best care home food in Scotland and is at the heart of everything they do.



GRAHAM HOGG - THE MANOR CARE HOME - CARING HOMES

Although mostly based in the kitchen, as the Chef at The Manor Care Home, Graham is a visible presence to the residents and staff with a warm, gentle manner that is welcome by everyone. Not just providing tasty food, Graham ensures that the food he creates is enjoyed by all and is of an exceptionally high standard. Food and nutrition are essential to wellbeing and he understands the balance needed to meet lots of different requirements. Graham actively seeks feedback but is very humble when praised for his efforts, which are truly deserved. He is always keen to point out that the food created is a joint effort even when he has been solely responsible for a new creation.



CHEF, KITCHEN STAFF AND CARERS - INCHINNAN CARE HOME - LITTLEINCH

Striving to improve the nutritional status and mealtime experience for residents, the chefs, kitchen assistants and carers at Inchinnan all ensure things run smoothly, with full attention given to residents in an unhurried manner. Standard operating procedures have been developed in the home and show plates have been introduced at meal times with each month given a different theme, which residents are encouraged to engage with and ask questions. This helps carers look at residents holistically when considering their needs. Dietitians from the care home collaborative audited the mealtime experience with positive feedback received and were invited to take part in Project Milkshake which helps to standardise milkshake recipes to promote nutrition and help residents to maintain or gain weight.

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MEET THE FINALISTS

MEANINGFUL ACTIVITY AWARD

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PARKLANDS CARE HOMES

Offering an extensive ranging of sporting, creative, cultural and leisure activities for residents, Parklands Care Homes – who have several homes across the north of Scotland - also have regular visits from local schools, nurseries and musicians. During the pandemic however, staff looked at other ways to engage residents and utilised virtual events and openings of in-house bars, shops and spas! Garden parties, fun days and tennis tournaments amongst other activities took place which friends and relatives could watch via social media. Now with restrictions eased, residents have resumed visits to community venues and the community has been warmly welcomed back into the care homes!

AUDREY LOVE - HILLVIEW COURT – CARING HOMES

As the Wellbeing Co-ordinator, Audrey has made a positive impact on the home with ideas and plans aplenty for the residents. Starting with getting to know the residents, their families and others who are important in their life, helps Audrey to encourage and engage staff to provide the best outcomes for residents. She will devise a programme of support with activities to suit their needs and wishes. Audrey is highly motivated and ensured activities took place over the past 2 years during periods of Covid-19 outbreaks, with a weekly programme of events and for those residents in isolation, short one-to-one activities by using technology to stay connected with loved ones, pamper sessions and audio books.

LINDA STEWART - CARRONDALE CARE HOME – AVONDALE CARE

Linda began working as Senior Health & Wellbeing Co-ordinator with Carrondale at the start of the pandemic and has excelled in her role by leading and co-ordinating person-centred activities in a meaningful way. Linda takes time to get to know the residents with a personalised life story which also helps shape their care plans. She also recorded a heartfelt video message with each resident holding a board with a one word message to reassure families that their loved was well and cared for. An active member of the local and wider community, Linda's philosophy in life is "there are no barriers, just adaptations – always an alternative to reaching our goal".



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MEET THE FINALISTS

TRAINING, LEARNING & STAFF DEVELOPMENT AWARD

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TRACY VILJOEN - OAKMINSTER HEALTHCARE

Tracy joined the team at Oakminster in January this year and hasn't stopped! In her role as Living Our Values Enabler (LOVE), Tracy is an enthusiastic and engaging person who is passionate about transforming lives. She has implemented a blended learning process using various methods to engage with staff and has helped to transform the induction process to be a protected time to assist new or promoted employees. With excellent leadership skills and innovative ideas, she uses this to influence change within the sector to be more outcome focused and embraced the opportunity to work with Rights Made Real in Care Homes to improve the quality of life for those living in care homes.



DANIEL TAMS - GLENBERVIE CARE HOME- AVONDALE CARE

With an approachable nature and a 'nothing too much bother' attitude, Dan is the man who goes above and beyond his job description in his role as Trainer Manager. With a keen eye to gauge staffs' strengths he is also adept at picking up on areas where they need support, thus ensuring that staff are placed in the areas they are most suited. As well as supporting staff, he is a keen participator in resident activities and often assists with getting them out and about. As an SVQ assessor, Dan has supported 30 staff over the last 2 years to complete their SVQ – an astonishing accomplishment!



TRAINING TEAM – BANDRUM NURSING HOME

Based on their development of an inclusive training and career progression programme for all staff, the Training, Learning and Staff Development Team were commended by the Care Inspectorate and put forward as a best practice approach. The team at Bandrum embrace and support the diversity of the staff who want to learn in different ways and this benefits the residents by providing the best level of individualised care. Retaining and supporting staff is paramount at Bandrum who understand how important their role is and how it impacts the residents' quality of life. By providing the best level of ongoing and mandatory training this allowed them to create the 'passport' which helps staff to understand each other's roles and their importance within the home.

National Care Home Awards 2022

MEET THE FINALISTS

EMERGING TALENT AWARD

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LYNSEY O'HARA - BEECHGROVE CARE HOME

Lynsey began working at Beechgrove care home at the start of the pandemic as a domestic assistant but it was clear from early on that she would make an excellent care assistant and was persuaded to transfer to this role in June 2021. Her training and development went from strength to strength and it was decided in September to make her a Senior Care Assistant. Lynsey has flourished in the role and is keen to develop her skills further. A real team player, Lynsey has welcomed new starts and taken them under her wing showing best practice in all aspects of the care assistant role. Many have remarked how Lynsey has been a caring, knowledgeable and patient tutor and is well respected within the team.



ANDREW BARR - HEATHERFIELD CARE HOME

As a Senior Care Assistant at the unit since 2017 supporting frail, elderly residents, Andrew quickly came to the attention of the Service Manager who noticed his calmness and his openness to listen to others with consideration. He was asked to move to the smaller dementia unit to lead the team there with full support and he willingly accepted. He now leads a team of 9 staff and 16 residents. His devotion to his work and his willingness to learn is a testament to his character and although he has a busy family life he always finds time to study. Andrew has fully embraced the change at Heatherfield and is a valuable asset to the staff team.



SHYAM GATTANI – CHESTER PARK – OAKMINSTER HEALTHCARE

Shyam is a Senior Care Assistant and qualified dentist who has taken great strides in driving forward a programme of oral care within the home. Shyam came to Glasgow earlier this year to complete his PhD studies at Glasgow University and joined the team at Chester Park as a Senior Care Assistant. During the pandemic, many residents required dental treatment and Shyam rebuilt links with the local dental practice and in collaboration with the dentist, they devised a planned approach to how the programme would work. This allowed Shyam to examine the residents and refer them by order of priority to the dental practice which has allowed a more efficient service to those in the care home and the wider community.

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MEET THE FINALISTS

OUTSTANDING ACHIEVEMENT AWARD

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*To be announced at the
Awards Ceremony!*

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LEADERSHIP AWARD

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SALLY EADY - ORCHARDHEAD HOUSE

Formerly a Senior Care Worker at Orchardhead House, Sally is now the Manager of the home and gained all qualifications needed, continuing to progress well with her personal development. Sally brings a professional and positive outlook to her role and has a passion for person-centred care. She is a great motivator of staff and possesses great empathy towards others. With the ability to put people at ease and offering welcome support to all she comes into contact with, Sally has developed close relationships with her team and residents alike. Her professionalism is unquestioned no matter who she deals with and this has been reflected greatly in the inspections received by the care home.



JANE AITKEN - CANMORE LODGE, BARCHESTER HEALTHCARE

As the Senior General Manager, Jane is a continuous driver and advocate for the residents at Canmore Lodge with a clear vision of providing the best quality of life and strives to continually improve the life of the residents in her care. In the 5 years since arriving at Canmore, Jane has eradicated agency use and the staff are a loyal and dedicated as a result of Jane's leadership. She can turn her hand to anything and at the start of Covid spent many days being a carer, domestic, manager and, most importantly, a confidante for the entire team. Although dealing with unprecedented stress during this time, Jane still could be relied upon to provide support to her team when their mental health suffered and she continually strives for her team to be the best.



KAREN WOOD - COMMUNITY AND INTEGRATED CARE SERVICES – ABERDEEN AND ABERDEENSHIRE

Having worked in social care for more than 20 years, Karen has enthusiastically progressed her career and is now Regional Manager for the charity's Aberdeen and Aberdeenshire services. She holds a unique position as a Registered Manager of both care homes and supported living services. In her time as Regional Manager, Karen has shaped the design and redesigned of care homes in her region looking for innovative ways to move forward and keep practices fresh and vibrant. Karen is an inspiration to her staff and is known for her flexibility, commitment and compassion and is determined and focused – the sign of a true leader.

National Care Home Awards 2022

MEET THE FINALISTS

PALLIATIVE & END OF LIFE CARE PRACTISE AWARD

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KAREN GILLIESPIE - BEECHWOOD NURSING HOME

As a committed and dedicated Deputy Manager, Karen demonstrates excellent care service delivery across the range of residents in Beechwood Park and her passion for supporting people at the end of their lives is equalled with the compassion she shows for both residents and their families. Karen is conscious of the key role she and her colleagues play in ensuring PEOLC provides support and comfort to individuals at this stage in their care journey. She achieves this by ensuring she is up to date with best practice and sharing the learning with both colleague and relatives to achieve the best outcome possible.



LISMORE CARE HOME - COMMUNITY & INTEGRATED CARE SERVICES

With a Team of 9 dedicated Support Workers at the home providing support and care to 4 individuals with learning disabilities and autism to live fulfilling, independent lives. They even supported a resident who needed palliative end of life care to ensure that she could live her final days at the care home as she had no family to take care of her. Lismore was her home and that is where she wanted to be and the Team were determined that she should have her wish. They did everything required to ensure that this happened and she would be surrounded in comfort with familiar faces around her.



CARE TEAM – RASHIELEE CARE HOME - LITTLEINCH

A home to all the residents and where they belong and feel comfortable and safe is what the Care Team at Rashielee strive for. They are committed to ensuring residents remain in the home surrounded by the love of family and friends in their final moments. The Team work collaboratively with GPs and allied health teams to ensure residents needs are met and know the residents well, with an awareness of when their health is deteriorating. The work of the care team is commendable as is the work of the ancillary staff who on a day-to-day basis comfort those grieving for their loved ones.

National Care Home Awards 2022

MEET THE FINALISTS

NURSE OF THE YEAR AWARD

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ORLANDO AGUILON - BALHOUSIE RUTHVEN TOWERS

After progressing from nurse to clinical lead nurse and then Deputy Manager, Orlando has become the backbone of the home in the 12 years he has been there. He has an instinctive knowledge of what residents need and how to support their families, especially around palliative care. Orlando is a well-known in the community and trusted and respected amongst the staff in the home. The only condition that Orlando had when he became Deputy Manager was that he would do it part time as he wanted to continue to nurse. He is a unique individual who is always bright and loving with the residents with his calm and thoughtful manner.



SHARAI CHINGOMA – BLENHAM HOUSE NURSING HOME – RANDOLPH HILL

As the Deputy Manager at the home, Sharai is committed to reshaping nursing care delivery and retaining staff, which is crucial at a time of nursing shortages. Sharai joined the home 15 years ago as a nurse progressing to senior staff nurse then charge nurse before making a sudden shift to Deputy Manager when the team needed more support. With a dedicated passion for learning, Sharai devotes her time to reflective practice and continuing professional development. Sharai highlights the benefits of a care home career – “the sky is the limit in nursing and so much diversity to learn and practice, with so much satisfaction”.



JENNIFER CARRUTHERS – RASHIELEE CARE HOME - LITTLEINCH

Although Jennifer is the Deputy Manager at Rashielee she is a qualified nurse who went on to complete her nursing degree after starting work at the care home as a care assistant. Working for a time in the NHS, Jennifer felt unable to deliver person centred care so returned to the home as the Deputy Manager in 2019. An excellent clinical nurse, Jennifer is particularly interested in palliative care and has lead anticipatory care planning in the home. Always ready to step in, as she is a nurse at heart, with sleeves rolled up and ready to assist all the staff in the care home. Jennifer is passionate about ensuring that the care home sector is seen as a valuable, skilled workforce and keen to promote a learning environment for students.

National Care Home Awards 2022

MEET THE FINALISTS

CARE WORKER OF THE YEAR AWARD

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DANIELLE FAIRLEY - ROSELEA HOUSE – HOLMES CARE GROUP

As a Care Assistant, Danielle embodies the home's organisational values and seeks to deliver the best possible care for the residents in a person centred way. She knows that team work makes a difference and when others need extra support. A simple joke or telling someone they are doing a good job is sometimes all that is needed when she recognises the team may need a boost. Danielle uses her sensitivity in her interactions with residents, noticing changes and reporting concerns quickly and calmly. Danielle is a professional but also knows the importance of fun – she is a star at activities and makes the staff and residents smile!



HAZEL MCLAREN - RASHIELEE CARE HOME - LITTLEINCH

Starting her career as a care assistant and working her way to Senior Carer and then Nurse Assistant, Hazel has the ability to get to know both residents and their families after 10 years at the home. She forms relationships with residents and is adept at identifying when they are 'out of sorts,' remedying this with medical intervention if required or a visit from a family member. Hazel has a desire to develop herself and after completing her SVQ3 now assists others to complete. Recently completing her PDA in Supervision she uses this to formally guide colleagues as well as student nurses and paramedics at Rashielee.



LYNSEY O'HARA – BEECHGROVE CARE HOME

Also a finalist for our Emerging Talent Award, Lynsey is a caring, compassionate and dedicated member of staff who started as a Domestic Assistant within the home before her talent was realised and she subsequently became a Care Assistant. A team player who likes nothing better than taking new starts under her wing she has shown her dedication and passion for her work and provides the best possible care to the residents to ensure they are comfortable and happy in their home. She has built excellent relationships in her keyworker role with residents' families, getting to know them thus ensuring that residents care plans are completed to a high standard.

National Care Home Awards 2022

MEET THE FINALISTS

SPECIALIST SERVICE/UNIT OF THE YEAR AWARD

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BARCHESTER

Celebrating life

PHYSIOTHERAPY TEAM ERSKINE HOME

Through the pandemic and beyond, residents have experienced significant impact on their physical and mental health. However, staff – recognising this impact – found creative ways to encourage residents to promote activity whilst having fun. A resident, family and staff survey was carried out before implementation to ensure new ideas were appropriate and a new physiotherapy programme was developed based on the responses. This involved new exercise classes and outdoor activities adjusted to accommodate everyone's physical capabilities which has seen a significant improvement in the residents' physical and mental wellbeing. A marvellous achievement!

MCLELLAND UNIT - DOUGLAS VIEW CARE HOME

The staff in McLelland Community deliver specialist care for adults with ARBD and Korsakoff as well as a rehab community. Residents struggled during the pandemic due to the restrictions and isolation, ultimately led to distressing behaviours. Staff have worked extremely hard since the restrictions were lifted and have helped residents upskill and encourage positive risk taking. Helping to maintain residents' daily activities has helped them to become more confident and independent and do many of their own domestic tasks and also going out and about in the community again either to go shopping or attend social events like bingo and golf.

BIRCH HOUSE CARE HOME - SANCTUARY CARE

Specialising in the care of service users with learning disabilities, the staff at Birch House Care Home have undertaken a couple of projects this year, with the main being 'co-production' and, collaboratively have identified ways in which both could equally contribute to their care and support. Although challenging, the staff have managed to identify service users' likes, aspirations and capabilities and worked together on domestic tasks before progressing to writing their own notes. They are now resident ambassadors and support management with recruitment and most have also been away this year on short holidays by given choices on where they'd like to go. All have demonstrated excellence and innovation in developing their care provision.



National Care Home Awards 2022

MEET THE FINALISTS

CARE HOME SERVICE OF THE YEAR AWARD

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ERSKINE EDINBURGH HOME, EDINBURGH

The Erskine Edinburgh Home has been providing care to veterans, their spouses and widows for over 20 years. Over the last 3 years, the home has been hit with many challenges, including the pandemic and UK staffing shortage. The home has faced these challenges head on and although they have had to adapt and change to ensure a future for their veteran, they have also found a way to work alongside other charities supporting their sustainability in the uncertain future. The home prides itself on working closely with the community and local care services sharing innovation, learning and support.



BALCARRES CARE HOME - HC-ONE, BROUGHTY FERRY, DUNDEE

A dedicated Team delivering the kindest possible care, working together to enhance the quality of life of residents who chose to live at Balcarres. Following a challenging time during the pandemic, the staff have been committed and gone above and beyond to ensure the wellbeing and safety of residents, colleagues and visitors to the home. Working tirelessly throughout the pandemic to deliver enhanced infection control measures to minimise risks, by following stringent infection control has resulted in the home completely avoiding any cases or outbreaks which is a testament to the amazing work of the whole team at Balcarres.



ST JOHNS CARE HOME - MANSFIELD CARE

St Johns Care Home is unique in every way, with residents who are all local people which have specifically requested to retire there. The staff pride themselves on the care they offer and deliver on a daily basis, with highly trained staff who have been with St Johns Care Home for many years. Even staff who have since retired all come back to sit and chat with residents. As the hub of the local community, the home sponsors the Royal British Legion in Melrose and has visits from the Women's Guild for coffee mornings on a monthly basis. Ensuring that the residents have plenty to do with in house activities and events with day trips planned for the residents to enjoy!

National Care Home Awards 2022

MEET THE FINALISTS

POSITIVE IMPACT AWARD

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ICARE 24
GROUP



JANINE GRAHAM - FOUR SEASONS HEALTH CARE

Commencing her working life as a carer in a care home for younger adults with learning disabilities more than 15 years ago, Janine has worked through all the roles within the care service, to eventually become a Manager of care services. She is now Head of Quality for Scotland and North England. With an engaging personality and impressive knowledge of all areas and an ability to recognise everyone's perspective, Janine has a skill to help support staff to achieve the best outcomes for residents in the service. Humble by nature, she has a communication style that captures attention and an honesty that makes her a hugely popular member of the team in every department.



ANNE MARIE MCKEICH - MARCHGLEN CARE CENTRE - CARING HOMES

As the Home Manager, Anne-Marie brings a wealth of experience and knowledge to the role. Although fairly new in the role, she has managed to make and sustain a number of improvements to the service. Passionate about staff development, Anne-Marie has quickly instilled a culture of support, coaching and mentoring to a varied staff team. With a calm approach to challenges, she brings out the best in her team and has improved the motivation and leadership within the home using both her skills and support from the organisation and within the service. A strong leader but also a great team player, she is a role model to peers and co-workers with an unfailing commitment to her team.



MATTHEW MCCANNY - KIRK LANE NURSING HOME - RANDOLPH HILL

Matthew epitomises positivity in his role as Home Manager at Kirk Lane nursing home, he has changed the perception of the care home sector using his many years of experience and knowledge and a personal endeavour to provide life-enriching experiences for the residents. His passion for working in care began at the age of 17 when he strived to become a care home Manager, working his way through the ranks and achieving a Nursing BSc with a commitment to keep improving his professional development. Matthew is an inspiration to many in his delivery of care with a compassionate and empathetic manner who leads by example with the utmost professionalism.

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STRATEGIC CONTRIBUTION AWARD

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Strategic Thinking

Citation

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