



Scottish Care
Voice of the independent care sector

NATIONAL CARE AT HOME & HOUSING SUPPORT AWARDS 2023

FRIDAY 19 MAY 2023

Radisson Blu

301 ARGYLE ST
GLASGOW
G2 8DL

#celebratecare #careawards23

AWARDS RUNNING ORDER

EMERGING TALENT AWARD

Sponsored by Partners for Integration

CARE SERVICE COORDINATION/ADMINISTRATION AWARD

Presented by Bluebird Care Ayrshire, Edinburgh, Glasgow South

CARE LEARNING AWARD

Sponsored by Strategic Thinking

LEADERSHIP AWARD

Sponsored by Call-In Homecare

OUTSTANDING ACHIEVEMENT AWARD

Sponsored by Scottish Care

CARE WORKER OF THE YEAR AWARD

Sponsored by Workforce Matters

PALLIATIVE & END OF LIFE CARE PRACTISE AWARD

Sponsored by Transforming Nursing

TECHNOLOGY & PEOPLE AWARD

Sponsored by the Care Technologists

PROVIDER OF THE YEAR AWARD

Sponsored by Mears Supported Living Limited

POSITIVE IMPACT AWARD

Sponsored by Citation

STRATEGIC CONTRIBUTION AWARD

Sponsored by Scottish Care



National Care at Home & Housing Support Awards 2023

JUDGING PANEL



JESS ALEXANDER
Head of Workforce
SSSC



JENNI MACK
Marketing Executive
The Care Workers Charity



CRAIG MORRIS
Head of Improvement
Support
Care Inspectorate

National Care at Home & Housing Support Awards 2023

AWARDS HOSTS



MICHELLE MCMANUS
Guest Presenter



DR DONALD MACASKILL
CEO
Scottish Care

PRIZE DRAW

WIN A STAY FOR TWO WITH BREAKFAST AT THE RADISSON BLU HOTEL IN GLASGOW!

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 Prize Draw for attendees for the chance to win a stay for two with breakfast at the Radisson Blu Hotel, Glasgow. You can purchase tickets yourself or buy them for friends and family. Tickets are priced at £10 per ticket. 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 Radisson Blu for sponsoring this Prize Draw.

PRIZE DRAW KINDLY
SPONSORED BY:



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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MEET THE FINALISTS

EMERGING TALENT AWARD

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RAHUL RAVEENDRANATHAN – BLUEBIRD CARE, SOUTH LANARKSHIRE

Having worked in the home care sector for only a year, Rahul has risen to the role of Senior Carer – a role involving observation of carers ensuring best practice at all times. A stalwart of the On Call system, he helps handle out of hours calls and emergency shifts, taking the pressure off colleagues which he does willingly. Rahul is an inspiration to his colleagues and his gentle and professional manner with clients helps him glean relevant information for their care plans. Rahul has recently enrolled at college to complete his SVQ 3 Health & Social Care with a clear interest in career development.



AIMEE HOWARTH – DALRIADA HOMECARE LTD, BO'NESS

Joining Dalriada Homecare in 2021 to take on her Modern Apprenticeship in Business Admin at the age of 18, which she readily completed, Aimee was asked to stay on as Admin Assistant. Always willing to take on additional responsibilities and offering new ideas, she is keen to improve the service. She has completed several more qualifications and has shown interest in the caring side of the service and has also become a Support Worker and is now part of the on call rotation, including short notice shift cover. Aimee confidently supports her colleagues and service users ensuring the highest standard of care.



LEANNE – ASPIRE, GLASGOW

Joining Aspire on a voluntary basis to share her recovery experience, Leanne then applied to be the Housing Support worker and was successful. Leanne has a positive and committed attitude to the people she supports and is a welcome addition to the team. She is always keen to challenge herself and look for development opportunities and is happy to take on shifts across Aspire with her optimism and person-centred approach. Leanne uses her lived experiences to support individuals using terminology they can relate to and explore recovery activities which she shares with staff and individuals.

MEET THE FINALISTS

CARE SERVICE COORDINATION/ADMINISTRATION AWARD

Presented by



LAUREN GERRARD – HOME INSTEAD, SOUTH AYRSHIRE

With exceptional empathy, kindness and dedication to improving the lives of her clients, Lauren has brought a completely fresh approach to co-ordinating the organisation. She directly places care professionals who have the correct skillset to match the needs of clients to achieve desired outcomes. A hardworking individual who keeps herself organised and focuses on continually learning about the ever changing needs of her clients. Lauren displays a positive energy, coupled with excellent listening skill. Her attitude is exemplary, ensuring that her focus and attention is of the moment.



KARRIE HENDERSON – MYCARE GRAMPIAN, VICTORIA GRANGE, ABERDEEN

As the Care Co-ordinator at Victoria Grange, Karrie deals with the care at home provision for the 39 flats and tenants who require support. Carrying out assessments and reviews as well as the day to day management of the staff is, in itself, a very responsible position however, Karrie does all this with passion and drive to provide a comfortable, welcoming and homely environment going above and beyond in her role. Karrie builds fantastic relationships with the tenants but also with healthcare professionals and specialist teams who hold Karrie in high regard.



FIFE CARE AT HOME COLLABORATIVE

Showing what true collaborative working is, the Fife Care at Home Collaborative, led by Paul Dundas have successfully improved the working lives of staff, supported managers and owners and enhanced the lives of service users in all the organisation involved. This has helped increase capacity in Fife and increased flow through from hospital by sharing best practice, supporting each other and creating a sustainable sector for the future. Although only formed in November 2021, the Collaborative, through their MoU, has ensured active engagement and that participation is inclusive for all member organisations .

MEET THE FINALISTS

CARE LEARNING AWARD

Sponsored by



Strategic Thinking
YOUR PLATFORM TO SUCCESS



JUSTIN RUSK – ATC SERVICES, CLYDEBANK

As the Trainer at ATC Services, Justin has revolutionised the Training Department with the development of an induction process for staff which is an interactive and hands-on experience. He has developed an online portal for staff and created individual training plans for existing staff. With an engaging, adaptable approach to individual learning styles, Justin is enthusiastic and passionate about the quality of care that staff provide and is the first port of call for all new staff joining the service and builds upon their training journey from that initial rapport.



ALISON EDGAR – BAILLIESTON COMMUNITY CARE, GLASGOW

Initially employed as a Support Worker in 2015, it soon became apparent that Alison had a wealth of knowledge experience and she was promoted in various roles before becoming the Learning & Development Manager. After a period of mentoring from an external training consultant and producing and implementing a new programme of induction, Alison embraced this new challenge and the service now has a more comprehensive and robust learning programme for the staff which has significantly improved staff retention and measurable outcomes for the people being supported.



SHARON BARTON – PLUS HOMECARE LTD, EAST RENFREWSHIRE

Working in care since the age of 16, Sharon became the Manager of Plus Homecare 4 years ago and is also the Trainer. Sharon goes above and beyond in her duties at all times, regularly putting others' needs before her own. As well as being a great manager, she is also passionate about learning and enabling others to be the best version of themselves. Assisting staff to develop in their roles and due to the requirement for all staff to have the SVQ qualification she persuaded 90% of those nearing retirement to reconsider and go on to succeed in getting the qualification.

MEET THE FINALISTS

LEADERSHIP AWARD

Sponsored by



Call-In Homecare

Care at home services



CLARE MCMURCHIE – COMMUNITY INTEGRATED CARE, SCOTLAND-WIDE

Clare was promoted to Regional Manager within 2 weeks of joining Community Integrated Care which clearly shows her potential to be a great leader! Claire manages the support of 40 people with learning disabilities within the 10 services across the central belt and despite this, Clare is known by colleagues to be present, attentive and supportive, which has ensured she has built strong relationships with the people they support. Clare has developed strong connections with professional partners and ensure she keeps up to date on local care requirements and opportunities as they arise.



LIZ CASSIDY – ATC SERVICES, CLYDEBANK

Liz was a stand-out from day one when she joined ATC services in 2019 eventually becoming a full time supervisor after working part time. Her dedication and commitment have helped grow the organisation in a new area where she has forged relationships with service users, helping to create support plans that promoted their independence before introducing new carers. By researching and gathering information to raise her own awareness of conditions, she then uses this information to assist with her team's support delivery and is a true ambassador for care.



CARRIE-ANNE THOMSON – MYCARE, ABERDEENSHIRE

As a Deputy Manager, Carrie-Anne is an outstanding performer. After joining myCare in 2018 and working her way from Care Worker to Senior Care Worker before a promotion to Area Supervisor, Carrie-Anne continued to work to a very high level and it wasn't long before she became Team Leader which gave her responsibility of the day-to-day management of the Aberdeenshire Team. Carrie-Anne continued to develop and is now the successful Deputy Manager of the service and has gone on to complete the SVQ4 Social Services and Healthcare – a shining example of dedication, drive and passion!

MEET THE FINALISTS

OUTSTANDING ACHIEVEMENT AWARD

Sponsored by



*To be announced at the
Awards Ceremony!*

MEET THE FINALISTS

CARE WORKER OF THE YEAR AWARD

Sponsored by



DIANE STEVENSON – DALRIADA HOMECARE LTD, BO'NESS

Diane has been a support worker with the service since September 2019 having previously no experience in the care sector. Recently, Diane has chosen to expand her knowledge of dementia after supporting a client with the condition and has since undertaken training in this. She shares her knowledge with the wider team and supports them to improve their practice and has also gone on to complete the Informed Practice and Skilled Practice Training and why she was the one of the first selected to undertake Dementia Interpreter training and become a Dementia Ambassador through the SSSC.



MARJORY KINNAIRD – AYRSHIRE CARE SOLUTIONS LTD, AYRSHIRE

With a straightforward, common sense approach, Marjory is a committed support worker who treats people with respect and as individuals. Marjory is adaptable in her approach to care and demonstrates a patient and calm nature, being aware of non-verbal cues to quickly discern how a service user is feeling and allowing them to feel safe in her presence. Marjory supports staff in their induction into the organisation and with her work ethic, personality and dedication is a role model to those who work with her.



MARK CROY – BLUEBIRD CARE, EDINBURGH

Mark embodies the Bluebird Care values and it felt only right to nominate him. Since becoming a care worker in July 2021, no task has been too big or too small. Mark demonstrated a passion in his delivery of care and always looks for ways to make his customers smile! Mark also supports his peers with a positive attitude and brings smiles and laughter wherever he goes. A great all-rounder, loved by his team, Mark is passionate about what he does, delivering high-quality home care with a smile and bubbly personality which always lifts the team!

MEET THE FINALISTS

PALLIATIVE & END OF LIFE CARE PRACTISE AWARD

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CARE TEAM – EIDYN CARE, EDINBURGH

A dedicated and wonderful team who were involved in the palliative and end of life care for a client over 4 years, ensuring that they and their family had a fabulous quality of life and were well supported. Working with the local hospice during the end of life phase, they ensured their client's physical and psychological care needs were met and was emotionally challenging after becoming so close during this period. The team were an outstanding example of how palliative and end of life care should be planned, altered and delivered as the needs of the client change.



PAULINE GILMOUR – DALRIADA HOME CARE LTD, BO'NESS

As the Care Quality Supervisor, Pauline has shown dedication and compassion in all aspects of her work and this is apparent even more so when working with service users who are receiving palliative and end of life care. By creating secure private group chats with the staff team involved she can share updates, best practice advice and emotional support to the team. Although in an office based role, Pauline is a very hands on professional, she can help directly with issues and monitor changes to needs and will increase packages of care when required. She is a great source of comfort to service users and family and a confidante when they need someone to talk to.



THE GOOD CARE GROUP & PROFESSIONAL CARERS – SCOTLAND-WIDE

By working hard to deliver high-quality end of life care to clients in the comfort of their own homes, the Good Care Group adopt an open and honest approach by providing support for professional carers and family members alike. Through specialist training the carers provide end of life care to numerous clients according to their wishes. The team have been praised for their flexibility and resourcefulness which helps facilitate fast discharges from hospital to home and to support couples in spending their last days together.

MEET THE FINALISTS

TECHNOLOGY & PEOPLE AWARD

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ALLTOGETHER CARE SERVICES TEAM – CLYDEBANK



At the forefront of innovative care and support, Altogether Care Services have implemented several technology-based systems designed around delivery of person-centred, outcome-focused and responsive care. Working in real time, live systems allows them to have a direct finger on the pulse of each department in the service. The online portal allows staff to access training resources and current legislation to ensure all staff have the best resources to assist them in their role. The HR department has introduced a Quality Compliance System that ensure the organisation is compliant with up to date policies and guidance which affords less time on paperwork and more time on caring.

PRACTICE SUPPORT TECHNICIANS & DIRECTOR OF OPERATIONS - HIGHLAND HOME CARERS, INVERNESS



Carolanne Mainland and her team of PSTs led in a ground-breaking pressure ulcer (PU) and prevention pilot using an existing piece of technology in a care at home setting. This gives an objective risk indicator by means of a delta score, enabling PSTs to take action to mitigate risks of developing a PU. Ambitious targets were set which helped reduce the number of hospital admissions. The empirical data of the pilot is drawing attention from Clinicians and Health Economists as no-one on the study developed a PU. A positive outcome was achieved as people on the study became highly motivated to improve their own health outcomes thus reducing the need for a district nurse input.

THE GOOD CARE GROUP & PROFESSIONAL CARERS – SCOTLAND-WIDE



An in-house system that suited the unique requirements of a live-in carer was created which combined both a system for carers to complete care records and submit requests as well as the ability to connect with one another. This allows quick and easy updating of care records and being able to notify of any incidents to head office and recording of medication administration. The social forum provides a space where carers working remotely can connect with one another and share tips to help other carers support their clients and has been a hugely important feature for boosting employee wellbeing.

MEET THE FINALISTS

PROVIDER OF THE YEAR AWARD

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The logo for MEARS, featuring the word "MEARS" in white, bold, uppercase letters on a red rectangular background.

ORAN HOMECARE CARE TEAM – FIFE

By creating a supportive environment for both staff and service users, Oran Homecare promotes continuous improvement and encourages positive risk taking which has helped sustain excellence in care for the past ten years. With a person-centred approach where service users feel valued, respected and encouraged ensures these principles provide a framework for their policies and care practices. Working collaboratively with the Care Inspectorate and local authority helps reshape national and local care policy and service users and families report consistently positive feedback as a result.



BLUEBIRD CARE – AYRSHIRE, EDINBURGH & GLASGOW SOUTH

Bluebird Care was established in 2008 when Jane and John Perry opened their first office. They have recently opened their third and the service consistently receives positive ratings from the Care Inspectorate. This is no surprise as Bluebird Care offer high-quality home care and live-in care with their customers and team at the centre of everything they do. By sending out bi-annual surveys this allows them to obtain data and plan actions for the year through regular team meetings and care reviews. Always striving for improvement, they listen to their customers' needs and requirements and have recently launched a mental health and wellbeing initiative.



THE GOOD CARE GROUP & PROFESSIONAL CARERS – SCOTLAND-WIDE

By aiming for excellence in all they do, the Good Care Group ensure every decision is driven by outcomes, whether from improved health and wellbeing for clients, or engagement and retention of staff. Creating detailed surveys has enabled them to assess what is being done well and where positive changes are required thus ensuring retention of the best carers at a time when retention is crucial. Training is paramount and the service continually invests in this area to continue delivering a service that clients need and deserve including end of life care, enabling clients to pass with dignity in their own home surrounded by their loved ones.

MEET THE FINALISTS

POSITIVE IMPACT AWARD

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Citation



SHARON CAIE - CLOVERFIELD GROVE SHELTERED HOUSING, ABERDEEN

As a Support Worker at Cloverfield Grove Sheltered Housing, Sharon supports people to maintain a level of independence and live life to the fullest in a safe environment. A selfless member of the support team, Sharon goes above and beyond her role providing activities in her own time as well as fundraising for VSA, where she hosted a Zumba raffle and raised over £2000. With her infectious personality and energy, this makes her a firm favourite with both the team and the residents and everyone loves to be around her!



RACHEL SHEPHERD – CALL-IN HOMECARE, EDINBURGH SOUTH

Rachel has been an integral, dedicated member of the Call-In Homecare service for over 19 years and we can safely say her life has been dedicated to care. She has managed to work her way through various roles and is now the Service Manager, leading a team of office support colleagues and carers. With a warm, bright demeanour, Rachel always shows carers how valued they are by actively listening and being able to resolve issues with discretion. In addition, Rachel's son has also been brought up in the service too – from a babe in arms to helping his mum when she needs a bit of muscle!



SHEILA TODD – MEARS SUPPORTED LIVING LTD, ALVA

As a Support Worker, Sheila has been working with her current service user for over 21 years! She has devoted much of her own life enriching the life of her client by allowing her to experience activities and independent living that she otherwise may not have had the opportunity to do. Sheila is an advocate as well as a carer and is an inspiration to her peers and has consistently proved that she has the dedication and compassion needed to be a great Support Worker. She leads by example and empowers her client by providing the best care possible at the highest level.

MEET THE FINALISTS

STRATEGIC CONTRIBUTION AWARD

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Partners for Integration
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