

# **AWARDS PROGRAMME**

Celebrating the great work you do Friday 3rd March 2023

Organised by:





# **WELCOME**

Care Management Matters (CMM) is proud to bring you the Markel 3rd Sector Care Awards once again this year. Now in our ninth year, we are delighted to have the sponsorship of Markel and others which enables this event to take place and are pleased to incorporate the Markel name into our brand for the fifth year running.

The complete management journal for social care, CMM aims squarely at the many challenges facing senior executives, owners and operators. Via our magazine, website and events, we explore key issues affecting care providers, showing ways of turning difficulties into opportunities whilst championing best practice. These awards enable us to extend this philosophy, by showcasing and celebrating the amazing work and commitment carried out by not-for-profit organisations.

Originally developed in 2014 with the National Care Forum (NCF), the Markel 3rd Sector Care Awards focus on the people and the efforts behind our finalists and winners to truly reveal the creativity, dedication and innovation in this sector. We are thrilled that you have chosen to join us for this exciting ceremony, and hope you enjoy the day.

www.caremanagementmatters.co.uk

@cmm\_magazine



## Welcome from Markel

We're honoured to be the headline sponsor of the Markel 3rd Sector Care Awards once again this year. As a specialist insurer for the care and charity sector, Markel's experience spans over 25 years, meaning we understand the challenges that organisations operating in the sector face.

This year we continue to see, first hand, the impact of the pandemic along with workforce shortages, funding and the rising cost of living crisis, but we are humbled by the outstanding dedication organisations, such as our 10,000+ care policyholders, provide on a daily basis. We therefore believe that despite the challenges facing the sector, there is plenty to celebrate.

We look forward to raising a glass to you all for what is sure to be an inspiring and uplifting awards ceremony. This event really is the highlight of our calendar, thank you for the work that you do and allowing us to celebrate with you.

Good luck to all the finalists!



# **MEET THE JUDGES**

# The judging panel

Our judging panel includes people who have experience of using care services. We are delighted to welcome Experts by Experience from the Royal Hospital Chelsea (RHC) and Choice Support.



Kim Arnold National Lead for Experts by Experience Choice Support



Richard Adams
Chief Executive
Officer
Sears Healthcare
Ltd



**Laura Broughton** *Expert by Experience*Choice Support



Jen Kenward

Experience of Care
Lead – Community,
Primary & Integrated
Care | NHS England



Claire Henry MBE Independent Consultant Claire Henry Associates



John Kennedy Independent Social Care Consultant John Kennedy Consultancy



Tracey Summers
Infirmary Business
Manager
Royal Hospital
Chelsea



Sarah Maguire Chief Executive Choice Support



**Tom Owen** *Director*My Home Life



Monica Parrott RHC Pensioner Royal Hospital Chelsea



Kathy Roberts
Chief Executive
Association of
Mental Health
Providers



Paul Whittick RHC Pensioner Royal Hospital Chelsea



Hilary Woodhead

Executive Director

National Activity

Providers

Association (NAPA)



Ruth Horton Quality and Safeguarding Manager and MCA Lead Choice Support



Joanne Bosanquet MBE RN Chief Executive Officer Foundation of Nursing Studies



Julie Dixon
Nursing and
Education Adviser
Nursing and
Midwifery Council

# **Compassion Award**

This award celebrates a team or individual that consistently demonstrates compassion to those they support, going above and beyond the responsibilities of their role to ensure people feel safe, respected and dignified.

### **Andrew Noblett**

Support Worker, Making Space

Andrew is a true innovator and constantly strives to improve the lives of his own tenants and team. He also takes every opportunity he can to advocate for the health and wellbeing of people who need support, wherever they are. As a team leader, he is exemplary. As a person, he is warm and has a level of selfless compassion that is humbling to witness.

## **Ann Marie Coulter**

Activities Co-Ordinator, Swarthmore Residential Care Home

Ann Marie has worked in care since 1991 – first as a care assistant and then as a senior – and has been at Swarthmore since 2013. She organises a wide range of activities for residents, ranging from one-to-one sessions and group settings to outings and community get-togethers.

## **Jorawar Singh Rathour**

Founder, London Homeless Welfare Team

Jorawar is an accredited Psychotherapist, Mental Health First Aider, Naloxone Responder and NHS volunteer. The London Homeless Welfare Team has been raising money for its cause since January 2020, and its dedicated team in London work hard to find ways to fundraise, raise awareness and encourage the local and national community to get involved.

# **Community Engagement Award**

This award celebrates organisations that are working with businesses and communities to develop relationships.

## **Woodhall Community Centre**

Located in the Peartree district of Welwyn Garden City, Woodhall Community Centre has been a resource for the local community since 1938. SJOG has been running the centre for almost 20 years and its aim is to provide a welcoming environment where community groups can meet and provide opportunities for people with additional support needs.

## **Love Community CIC**

Love Community has been running 'Game Changer', a weekly project aimed at bringing people with learning disabilities, autism and all types of neurodiversity in Bridgwater and Taunton together through video gaming. The project also welcomes people from many other socially isolated communities, including people with poor mental health and social anxieties.

### **The Princes Centre**

The Princes Centre participates in many community events, festivals and opens its doors for quizzes and Bingo nights. Clients are supported to use their local community as much as possible and the centre's work within its local area helps people understand the needs of disabled people and their desire to be accepted by their peers.

# Sponsored by:



Towergate Insurance provides specialist insurance to the care and charity sectors and its dedicated team of specialists can give you advice and support to ensure you get the right cover in place, tailoring products for you and your organisation. As partners of Care England, the Homecare Association and Hospice UK, Towergate Insurance recognises the challenges faced by organisations in these sectors, enabling it to develop products to provide to clients with expert insight and knowledge. Towergate Insurance prides itself on being more than an insurance broker, but also your risk management partner. It's here to help with health and safety, legal assistance, business protection, underinsurance, cybercrime and data protection to give you that extra peace of mind.

# **Leadership Award**

This award celebrates a person who has a leadership role at any level. Finalists will have demonstrated outstanding leadership which has positively affected quality of care and encouraged a culture that puts people and quality first.

## **Margaret Kerry**

Trustee, Prospects Trust

Margaret is a voluntary Chairman and Trustee of the Prospects Trust. Margaret ioined the Trustee Board as a Treasurer in 2017 and was appointed Chairman in 2019. In her role as Trustee, Margaret has transformed the charity and the Board that oversees, guides and strategically manages a growing care organisation. She listens to the many voices of the Trustees, volunteers, commissioners and parents of service users.

## Salli Jeynes Chief Executive Officer, End of Life Partnership

Salli Jevnes founded the EOLP in 2014. She is a specialist nurse by background, an educator at heart and has dedicated over 40 years of her career to the care of patients and families in Cheshire. Her vision that everyone should experience compassionate and personalised end of life care has driven the work of the charity throughout and in turn her leadership of the organisation has cemented the foundations for a strong future.

## **Keren Wilkinson** Chief Executive Officer, Amica Care Trust

Keren's compassion for residents and employees goes above and beyond. Keren will always be there for everyone, often even helping when she is on leave or having a day off. She never stops trying to support all those the Trust cares for. Keren has a team of people around her who could do these things for her, but she remains at the centre of everything the Trust does.



Azets is an SME-focused accounting, tax, audit, advisory and business services group, with 160 offices across the UK and Europe, over 6,500 employees and 600 partners. Many of Azets' partners and staff are actively involved in local charities, with dozens of trustees, committee members and fundraisers among them. Azets participates in forums such as the Charity Finance Group, Charity Tax Group and the Auditing Practices Board Charities Audit Working Group. Its clients include all types of third sector organisations, from schools to care homes, social enterprises to trade unions, religious organisations to theatres. Charities and not-for-profit organisations face a unique series of operational challenges, from raising funds to diversifying income streams and managing investment portfolios. Azets' specialist charities team, ranked first in the country for service and first for expertise to the sector (Charity Audit Survey 2020), can help with them all.

# **Technology Award**

An award for an individual/team or organisation that has used technology in an innovative and person-centred way to enhance the life of an individual or a group of people, or indeed the whole service.

## Chasing the Stigma Hub of Hope

Chasing the Stigma launched the HUB OF HOPE, the UK's leading mental health support directory, freely accessible online and through app stores. It brings together local, national, peer, community, charity, private and NHS mental health support services for the first time, with over 7,000 services currently listed and growing daily. Since its launch in 2017, the app has directed over 300,000 people towards life-changing, and sometimes life-saving help.

# **Community Integrated Care and Okta** Digital Inclusion Partnership

Community Integrated Care has developed a partnership with technology company Okta that harnesses the power of technology to help the people it supports live the best lives possible. This partnership is a mutually beneficial collaboration providing Community Integrated Care scope to lead a multi-faceted response to digital exclusion among people who access social care while providing Okta the knowledge to develop products that are accessible to more people.

## Ngage NE Ltd

Leadership Team

Ngage NE Ltd has been experimenting with the use of film amongst the people it supports – people with learning disabilities who are greatly underrepresented in the media. Using the skills of its Community Engagement Worker, Mark, who has a background in TV Production, the organisation has created films for its YouTube channel. The films not only feature disabled people, they have been made by them too, making it their own content. Travel guides, gardening guides and videos of Ngage NE events are amongst the films created so far.

## **Creative Arts Award**

This award is for those who are using the arts to engage with vulnerable people, and who can demonstrate the positive impact the arts have had on people's quality of life.

# Community Integrated Care and Open Eye Gallery

Community Integrated Care partnered with Open Eye Gallery in Liverpool to deliver a first of its kind Photography in Residence programme at one of the charity's Extra Care services – The Watch Factory in Knowsley. The innovative nine-month programme was created to inspire creativity and promote discussion between the people supported at the service and others in the community.

## Skaped

Skaped is an East London-based charity encouraging young people to engage with community building and social change through the creative arts. Its tailored workshops and art projects are delivered using various artistic methods that inspire young people to reflect on their own identities/intersectionality and understand the importance of community building to create social change by exploring their rights and responsibilities.

## **Robert Lamacraft**

St Martins

Robert works in a dual-diagnosis care home for people who have experienced homelessness and a lifetime of trauma. Their negative life experiences, many from childhood, have lead many residents to struggle with trust, and to be excluded from many more mainstream services. Robert is a long-serving Chef at Highwater House. He's always had a personal interest in art and, throughout lockdown, he began to run impromptu art groups in the home to help support the residents. This morphed into something more official and he is now employed to run an in-house art group.

## Sponsored by:



Five on a Bike is dedicated to creating stunning and emotive video content and engaging and inspiring potential residents, their families and teams working within homes. Five on a Bike is committed to helping its clients get the best out of video content for marketing, recruitment and internal communications for care sector. In its time working in care, Five on a Bike has found a real passion for the work it does, and as its journey continues it hopes to spread the word about the wonderful world of care.

# **Collaboration (Integration) Award**

This award recognises ways of working in partnership with other organisations or services, achieving outcomes that would otherwise not have been achieved.

#### **Jewish Care**

Social Work and Community Support Team

Jewish Care's Social Work and Community Support Team works with the organisation's Direct Helpline in a multi-disciplinary team. The team continuously builds relationships with GPs, hospitals, day centres, local authorities, commissioners, NHS resources, charities, faith and cultural organisations, as well as businesses, to support and develop services for individuals, groups and communities, providing much needed culturally supportive services.

## **Community Integrated Care**

Inclusive Volunteering Programme with Sport England, Rugby League World Cup 2021, UEFA Women's Euro 2022, World Gymnastics Championships, Super League and RFL

Community Integrated Care has created a worldfirst inclusive volunteering programme that provides life-changing mentoring, vocational and learning opportunities for people who require care and support, through participation in major events. Changing the lives of 600 people, this is promoting inclusion at scale.

# The Shrewsbury Ark Staff and Volunteers

The Shrewsbury Ark is a charity supporting people who are experiencing homelessness. It does this by running a drop in day care centre where clients can visit and have their basic everyday needs met, such as food, toilets, showers and laundry facilities. The clients either are homeless, have been homeless and are now in some kind of accommodation and adjusting to living like this, couch-surfing or vulnerable members of the community.

## **Dementia Care Award**

This award celebrates anyone improving the lives of people and families of those living with dementia – whether they have just been diagnosed or are coming to the end of their life.

#### **Fmma Kiss**

Activities Co-ordinator. **Outlook Care** 

Emma joined Foxburrow Grange as a cleaner and that's when she first began to get to know the residents, understand their passions and interact with them. Lola, the home's manager, recognised Emma's abilities and noted her contribution to the wellbeing of the residents so, when there was a vacancy for Activities Co-ordinator, Lola asked her to apply. Cleaning's loss was the residents' gain.

## **Badger Wing Team**

Foxburrow Grange

Badger Wing supports residents living with dementia in this Colchester-based residential care home to live as independently as possible. In late 2020, a decision was made that would take 'independence' to a new level. Foxburrow Grange was going to adopt the Montessori approach to aged care. From the outset of training, this approach resonated with every member of the team. It made total sense that positive reinforcement and repetition would help to re-establish memory and recognition, and that it would, in turn, reduce anxiety in people living with dementia.

## **Day Centre Team**

Wilshaw House

The staff at Wilshaw House make the service different. Their dedication is astounding. evidenced by the huge range of sponsored activities they have enabled or taken part in. including: marathons, dementia walks and a parachute jump to raise funding. This has enabled people to access more expensive activities such as visiting the theatre, parties and day trips. Most recently, the team organised a Summer Ball with over 150 guests including people they support and their families.



Care Choices has been publishing in social care for over 25 years. It has evolved from humble beginnings, developing care services directories for local authorities, into a multimedia publisher and event producer. Care Choices reaches senior executives, care seekers and their close relatives, families of children with additional needs and practitioners. It interacts with all facets of the sector from the regulator and Government through to providers and the public. Visit www.carechoices.co.uk

# **Development and Innovation Award**

This award recognises an individual, group or organisation finding new models of care or research that make a difference to the lives of people using services.

## No Barriers Here Team

The Mary Stevens Hospice

No Barriers Here lies directly within communities who experience inequalities to palliative and end of life care. All project phases collaborate and a co-production team acts as an Advisory Board and steers the project, alongside the project lead and arts psychotherapist. In addition to bringing their own lived experience, the co-production team brings their own set of unique skills and knowledge to the project.

## **Anxiety UK**

This chatbot can provide guidance on managing anxiety to any person at any time. This is a huge development in reassuring those that deal with anxiety that they are not alone and that anxiety is both manageable and treatable. Not only does it allow Anxiety UK to be there for those that need its support, it also helps ensure the charity is providing for the needs of the public.

## Pay what you can afford Therapy Links UK (TLUK)

TLUK therapists aim to empower service users and families through modelling therapy and providing training to enable staff, carers and families to feel empowered. TLUK believes that with the right attitude - and with the right high-quality, flexible and evidence based support - anything is possible.



Being self-employed can be complicated – simplify it with an IPSE membership. From starting out to winding down, IPSE membership becomes your one-stop-shop for expert guidance, vital protection and real connections, Insurances, helplines, events, templates, discounts, campaigning and a thriving community - all in one membership. While you focus on what you do best, IPSE will take care of the rest.

## **End of Life Care Award**

An award for an individual or team that recognises how choices made by the person being cared for and their family are central to the service and care that is delivered. This involves reflecting fully on what is important to the person at the end of their life.

## The End of Life Partnership

EOLP delivers award winning, innovative and interactive education to give confidence and skills to those caring or volunteering for people nearing the end of life, whether that is in a hospice, a hospital, a care home or their own home. It has developed and produced the 'All About Me' booklet to help people to have difficult conversations about death and dying, encouraging the sharing and recording the things that are important to them.

## St Helena Hospice

The aim of St Helena Hospice's Virtual Ward is to help patients remain at home if that is their preferred place of care, and to prevent unwanted or inappropriate admission to hospital or hospice. The service supports people in the last weeks of life to remain in their home receiving personal care and support to the dying person, and practical and emotional support to their family.

## Jariena Patel Making Space

Jariena is a support worker who helps people with mental health issues to live independently in their own homes. Having completed Making Space's end of life care training, Jaz knows how important it is to give people a good death and support those around them – family, friends and colleagues. Her approach to end of life care is person-centred, alongside a determined approach to approach the subject with frankness and compassion. Her ethos is to encourage people to make their own plans with compassionate and practical support.

## Sponsored by:



Towergate Insurance provides specialist insurance to the care and charity sectors and its dedicated team of specialists can give you advice and support to ensure you get the right cover in place, tailoring products for you and your organisation. As partners of Care England, the Homecare Association and Hospice UK, Towergate Insurance recognises the challenges faced by organisations in these sectors, enabling it to develop products to provide to clients with expert insight and knowledge. Towergate Insurance prides itself on being more than an insurance broker, but also your risk management partner. It's here to help with health and safety, legal assistance, business protection, underinsurance, cybercrime and data protection to give you that extra peace of mind.

# **Campaigning for Change Award**

The Campaigning for Change Award celebrates a person or an organisation of any size that is campaigning to raise awareness. This could be for something that needs to be changed or promoting a topic to gain more public interest or funding.

### **POhWER**

My Dignity, My Rights

POhWER delivers information, advice, support and advocacy services throughout England. POhWER was set up in 1996 by service users who, tired of others making assumptions about their capabilities and views, wanted equal access to information and a voice of their own. It is vitally important that individuals' rights are protected, their voices are heard and they are able to access the support available. POhWER is committed to providing advocacy, information and advice services that support this aim.

## The Care Workers' Charity

The charity paid out just under £100,000 in mental health grants and mental health first aid courses in 2021. This form of support is invaluable for social care workers as the sector comes out of COVID-19 restrictions, and it has time to come to terms with what it has been through over the past two years. As the only charity in the UK who solely supports those working in social care, The Care Workers' Charity stands alone in the challenge to support care workers and rely solely on fundraising, Trustees, supporter members and corporate sponsors.

## Navigating Menopause Trekstock

Every day, 34 people in their twenties or thirties are diagnosed with cancer in the UK. Of those, up to 40% of women under the age of 40 go into permanent menopause as a result of their lifesaving treatment. It's a taboo – something society doesn't seem to talk about enough and through Trekstock's work, it's determined to help those going through early menopause as a result of cancer treatment feel empowered, supported and seen. Cancer is the gift that keeps on giving and Trekstock wants every young person who experiences menopause as a result of treatment to access expert advice, tailored support and clarity on their options.

# Making a Difference Award

An award for an outstanding chief executive, Board member, Trustee or non-executive director who has made significant and sustainable changes in a service. These changes will have positively influenced outcomes for people who use their services, their families and staff.

## Mette Le Jakobsen

Managing Director, Surrey Choices

Surrey Choices has been transformed by Mette, from what was seen as old-fashioned council service provider, to a modern and relevant organisation. The teams have been encouraged to work collaboratively to identify gaps in provision, providing innovative solutions in a responsive way, (using the teckel exemption to maximise the service provision).

## Nicolas Kee Mew

Trustee of Wanstead & Woodford Migrant Support

Nicolas is a care home manager and a Trustee of two charities. Nicolas has made a positive impact in the community and was recently award a British Citizen Award for volunteering. Nicolas has managed an Outstanding-rated care home and has inspired colleagues to join the care sector with appearances in national campaigns organised by Skills for Care.

## **Karolina Gerlich** Chief Executive, The Care Workers' Charity

Karolina has been instrumental in many improvements within the social care sector such as the current campaign for better pay for care workers. Karolina embodies the mission that no care worker should face hardship alone. There is no better advocate for the sector, and The Care Workers' Charity is proud to have her at the helm. Karolina's impact has been immense. Despite contending with challenging remote-working conditions and a pandemic, she continues to achieve excellence.

Sponsored by:



Sponsoring this category was motivated by Markel's desire to align itself with an award which celebrates those who really are making a difference by going above and beyond. As a sector specialist, Markel UK is one of the UK's leading providers of insurance to the care and charity sector. Markel Care brings together a unique combination of insurance and other professional and business support services to provide organisations with fundamental business maintenance and growth solutions. Call **0345 355 2228** or visit **uk.markel.com** for more information.

# **SUPPORTED BY**



The National Care Forum (NCF) has over 165 member organisations providing a wide range of quality care and support services, including: home care, housing with care, day care, intermediate care, outreach care and support services, dementia care, residential and nursing care, and specialist provision for all adults and older people. Formally constituted in 2003, the NCF has been driving forward quality care in the not-for-profit sector for 30 years. The NCF is governed by its Board of Directors and assisted by the NCF staff team, directed by Chief Executive Officer, Professor Vic Rayner OBE (@vicrayner).

NCF is dedicated to representing members and voicing member concerns to the decision makers. It ensures members' interests are represented at all levels and is in constant contact with Government departments, politicians and the media to ensure its message gets across.

NCF keeps its members up to date with news and developments in the care sector and provides opportunities to meet, share ideas and best practise through regular forum meetings, annual conferences and events, membership benchmarking surveys and reports and the NCF Members' Weekly Update.

NCF Consult offers direct support and advice services to care organisations provided by its team of experienced consultants. It can assist with preparing for inspections, coaching and mentoring, reviewing actions and action plans, updating policies and procedures, conducting external investigations and supporting organisational transformation. NCF Consult's support in organisational transformation includes digital, organisational and practice development and end of life care.

Telephone: 0247 624 3619 • Email: info@nationalcareforum.org.uk

Web: www.nationalcareforum.org.uk • Twitter: @NCFCareForum @VicRayner @NCF\_Liz

# **SUPPORTED BY**



The Care Provider Alliance brings together all the main representative bodies for independent adult social care providers.



**Learning Disability England** is England's only national movement where people with learning disabilities, families, friends and people that work in services come together on an equal basis to work for people with learning disabilities having good lives with equal choices and opportunities as others.



The **Association of Mental Health Providers** is the leading representative body for voluntary and community sector mental health organisations in England and Wales. A registered charity, it represents its membership of small, medium and large providers – from locally focused to regional and national organisations with the purpose of providing a professional platform on which the vital work of all its members can be seen and heard.







**VODG** is a membership body representing organisations within the voluntary sector who work alongside disabled people. Its members' work is focused on enabling disabled people of all ages to live the lives they choose. VODG believes that an ambitious, trusted and vibrant voluntary sector that works together plays a unique role in achieving this aim. In pursuit of this aim, VODG's mission is to support its members to achieve excellence and to influence those who can improve the environment in which they operate.

# **WITH THANKS**



Thank you to **Nant Ltd** for its table sponsorship. Nant Ltd is a provider of water safety and legionella services in the UK, with a focus on care homes and groups.

The organisation strives to be known for its exceptional customer service and innovative use of technology to provide the most effective and efficient solutions to clients.



**Halas Homes** started life as a specialist charitable organisation for people with learning disabilities over fifty years ago. A group of local people, including parents of people with learning disabilities, realised a vision to provide support for local children with learning disabilities.

Today, Halas Homes specialises in four distinct areas of expertise for adults with learning disabilities. These areas range from residential care, day activities (The Meeting Place), supported living and The Halas Academy, which provides learning opportunities.

Halas Homes provides a diverse and appropriate programme of cultural and artistic opportunities. Expressing themselves through sing, sign and dance has been truly empowering for clients, many of whom struggle to vocalise their emotions. Halas Homes' dance group, Dance Unity, and its Sing and Sign group performed regularly to various audiences prior to the pandemic.

The performers are truly excited to be entertaining the public once more today!

# Join us next year

MARKEL 3RD SECTOR CARE AWARDS

Friday 1st March 2024

www.3rdsectorcareawards.co.uk

@3rdsectorcare #3rdSectorCareAwards

Organised by:

Headline sponsor:









For further information or enquiries please contact us on: Telephone: 01223 207770 • Email: lisa.werthmann@carechoices.co.uk



@3rdsectorcare #3rdSectorCareAwards

www.3rdsectorcareawards.co.uk

Supported by:























