



Excelling in Support of Others Award

Celebrating people who go the extra mile to ensure the health and care support they offer is of a high standard and enhances the experiences of service users, relatives and staff.

Andrew Jackson – Procurement Operational Services Manager - South Tees Hospitals NHS Foundation Trust

Andrew has been nominated for always going the extra mile when trying to source equipment to keep the service running smoothly for the benefit of those receiving the service.

A lot of other parts of the service would have serious deficiencies in their equipment if it wasn't for this nominee and his team. It's always a high standard from him and his team.

Ashley Taylor - Health Care Assistant - South Tees Hospitals NHS Foundation Trust

Colleague, Katy Gofon nominated Ashley for his work in helping to transfer a critically ill patient from another department. The shift was very busy, and he assisted as needed to perform several invasive procedures. He was unfamiliar with some of these, but with guidance helped prepare everything and assisted fantastically. He was keen to learn not only what to do but why. He was happy to help forgoing some of his break time which freed up other staff to get on with other duties ensuring this patient was cared for in a timely fashion. He is commended for his enthusiasm and dedication towards his job.

His approach is excellent, and his enthusiasm is to be commended.

Benjamin Day – Personal Trainer, Day Fitness

Ben was nominated by his mum, Laura for always going above and beyond to help his clients and the whole community.

He works long hours running 1-2-1 sessions, classes for kids; including strength conditioning workshops during school holidays, adult classes, free nutritional workshops in the local community to help improve the lives of people in the area.

In school, Ben struggled with Dyspraxia and hated PE and sports which isolated. When he found the gym it filled him with confidence and he found a love of exercise which he instills in those he works with.

Because of his experiences in school Ben decided to help children who feel the way he did. Ben is always buzzing about these sessions "exercise should be fun. If you don't enjoy it, you won't do it."

Ben has always been aware of how important exercise is, however, the impact he's had on these children have pushed him to focus more on training younger generations. He wants to help as many as he possibly can to find their love of exercise and give them the building blocks, they need to live a healthy life.

Brenda Plowman, Deputy Care Manager Home Instead Cleveland

Brenda was nominated by her supervisor Kate Smith for going above and beyond for the community ensuring they feel secure and comfortable in their own homes, for working all hours and forgoing annual holidays, ensuring the best quality service and support and independence, avoiding admittance into hospital or residential settings, alleviating pressures on services.

She has also enabled many clients to rediscover many of the things they once enjoyed but thought was lost such as enabling clients to meet friends at church or encouraging people with dementia enjoy dancing classes again.

Her dedication to helping others has touched hundreds of lives, especially throughout the pandemic, her immeasurable contribution in assisting those in need through some of the most difficult times was truly poignant and we wholeheartedly thank her for her incalculable impact on the community she has served.

She has supported and mentored over 130 staff ensuring the highest quality of care and compassion is delivered. She continues to drive this quality in supervisions and has ensured that the standard practice is the very best practice. Her impact during the pandemic has built a solid foundation in the team and helped the team grow and become more resilient in the face of adversity whilst providing the utmost in a quality service for others, the exact same that you would wish for your own family member.

Carol O'Brien, Teesside Hospice, Middlesbrough

Carol has been nominated by Marcelle, who is has incurable secondary breast cancer: she is currently helping to make and prepare a memory box for Marcelle's husband James: Marcella says she has never met anyone with so much compassion, love, and kindness towards everyone who visits the hospice. It is clear she loves her job; she shines, smiles, and continues to support all patients and their families while they are poorly or need compassion and support.

She has made such a difference in my journey with cancer; I can honestly say my visit to the hospice is made more valuable and special with her there, you can approach her about anything. If she cannot help, she always tries and gets it delt

with, within the hospice.

Claire Sweeney – Care Assistant - Meadowvale Home Care

Claire has been nominated by the Registered Manager, Ebony for going above and beyond in caring for her clients. She has integrated activities into her clients' lives, purchasing materials to get them engaged in activities to become more active and stimulated. She even purchased a knitting machine which she takes around to clients.

Claire volunteers on her days off, taking clients to activities in the local community. A client's brother explained how Claire had supported his sister, who had been unable to write for years due to her mobility and memory impairment, to write and post a letter to him.

Families often compliment her, expressing how they feel at ease now she's looking after their parents, and they no longer need to be worried about them.

Deborah Archer - Facilities Manager - Teesside Hospice Care Foundation

Deborah has been nominated by her colleague Angie for her tireless work to ensure everyone receives the best care. She worked incredibly hard, often on her days off, to set up a coffee shop ran by volunteers for users of the service and also the local community to have a break. The volunteers themselves feel valued as they have a new purpose.

Deborah is always happy to listen to and act on any new ideas to respond to different needs. The coffee shop has proved has had a very positive impact on service users, who appreciate it very much.

Dr Matthew Williams - A&E - South Tees Hospitals NHS Foundation Trust

Dr Williams was nominated by the family of a patient looked after in A&E. They say Dr Williams constantly updated the family with the progress of tests, everything clearly and answering every question, despite the service being busy; even staying after his shift.

The family feel Dr Williams should be recognised for his outstanding treatment he gave and say that "nothing was any trouble for him, he was just amazing, we need more professionals like him".

Ellee Bailes and Prakash Loganathan, South Tees Neonatal Badge Implementation Team

Ellee and Prakash have been nominated by their colleague Vrinda Nair, for going the extra mile to implement electronic recording for the service. The process involved in this was huge but both led the implementation so that the new process was embraced by each and every team member.

They have gone extra miles by ensuring training is easily accessible through the production of training videos and ensured multiple training sessions were arranged which required them to stay after work to help the team to get used to the system.

This approach supported change to be embraced and a smooth transition that never felt like a task.

This provides a great example for other teams who are preparing to transition to electronic recording.

Gary Gray - Adult Services Lead - Redcar & Cleveland Mind

Gary was nominated by his colleague Michael Ruiter for going above and beyond to deliver high quality services with increasing demand in the middle of a cost-of-living crisis.

Gary has helped clients, staff and the organisation by taking a holistic approach in a time of extreme demand. He recognised that an influx of referrals risked new clients ending up on long waiting lists, practitioners being overworked, and the need for the service and organisation to respond with agility in order to meet growing demands.

Gary redrafted the service delivery model, setup new partnerships with added value organisations and ease cross referrals, added extra support to his team and as result streamlined the service to deliver greater capacity and averted a crisis.

These changes meant people who could have been facing more than a year on a waiting list could be seen or referred much quicker and get the help they needed. Clients felt listened to, as they had raised concerns about needing access to support quicker than the incumbent model would enable.

He has adopted a continuous improvement model and will seek to further enhance the client experience, with changes being tried and tested regularly, so the current model might not stay, but the culture he is creating will.

Jade Lavan - Admiral Nurse – Dementia UK

Kelly Hodgson from We Care, You Care nominated Jade for the significant impact she has made on the lives of local carers looking after loved ones. Her commitment to collaborative working and contribution to local initiatives and wider agendas and the impressive reputation she has for being a fantastic asset locally.

The development of groups out of normal working hours, to support and connect people going above and beyond expectation. Carers talk about the huge difference support has given to them, offering them a life line when they felt overwhelmed with the complexity of their caring role.

Jade's work has improved the partnership working of key stakeholders and has started to bridge the gap between voluntary and community sector, local authorities, and health.

Jo Kelsey - Paediatric Sister - South Tees Hospitals NHS Foundation Trust

Jo has been nominated by Pediatric Consultant Maeve O'Sullivan for her exemplary care for children attending the unit for procedures.

Since she has taken over this role, the management of users has been much easier and efficient. She always thinks ahead to ensure everything that might be needed is available, developing new skills and she is always lovely with everyone she supports. On several occasions I am aware of her staying beyond her working hours to ensure that everyone receives the appropriate care. She is very supportive of the team enabling the best possible care.

Jo's excellent work ethic ensures that everyone receiving a service gets the best possible care and in doing so improves the efficiency and effectiveness of support offered.

It will be excellent for any nurses in training to work alongside her so that they can see what good care looks like and the importance of ensuring that a service is responsive to individual needs.

Karen Winspear – Senses Wellbeing CIC

Karen has been nominated by Social Prescriber Jane, for going above and beyond for all who attend all her 'inclusive' sessions. Her awareness and ability to interact with everyone in attendance is invaluable as it makes the activities a positive experience as they are happy, engaged and supported throughout all their activities.

This approach from her has encouraged further attendance and motivated others to attend the groups. Most people try one activity and due to positive engagement, many are now attending two per week, when previously they'd been isolated at home with no interaction with anyone else.

This nominee is motivational, positive, engaging, caring, inclusive with a natural ability to spread positive energy to all that she comes into contact with.

Kirsty Wilson-Stonestreet - Liaison Psychiatry - South Tees Hospitals NHS Foundation Trust

Kirsty has been nominated by her colleague Louise Catherine Thompson for her kind and skillful support and feedback that helps encourage others to recognise potential, she ensures that supervision is meaningful with goal setting.

She has helped identify people's potential and encouraged them to strive towards improving their skills and confidence. She is passionate about student placement experiences and is always provides an excellent learning experience as a result of her support, effort and example she demonstrates.

The nominator feels they were able to develop into a leadership position as a result of Kirstie's coaching and belief. She provided interactions that helped them recognise positives in almost all challenging situations.

Roshanne Sutton – Care Assistant - Meadowvale Home Care

Registered Manager Ebony nominated Roshanne has been nominated for going above and beyond for her clients. She has integrated activities into her clients' lives. She has tailored her baking to include celiac and diabetics to ensure her service users can be included.

Roshanne donated hot chocolate and handmade gloves for every service user to keep them warm with the cost of living rising. She volunteers on her days off to take her clients to activities in the local community.

She has previously been nominated for a Healthwatch STAR Award and has continued to work hard. Families, staff, and service users often compliment Roshanne.

Roshanne has influenced other carers to be more creative with the way care and support is delivered and shown that we can all adapt to becoming more flexible and respond to need.

Olalekan Odedeji, CEO, Save the Woman

Olalekan was nominated by professional mentor Dr Sola Adesola, for his mission for childcare and social justice, to fight for the African children and parents in South Tees.

Through Save the Woman, Olalekan has raised public awareness of social care with parents and foster stakeholder engagements with local councils and other key stakeholders. He has also partnered with professionals and experts to develop and run educational courses and community initiatives such as the African skills with the stakeholders.

Olalekan's pivotal social and policy intervention on African children and social care has created voices and gaps in the social care system leading to the responsible agencies and stakeholders to want to listen to issues surrounding children care in foster homes. Dr Adesola describes Olalekan's community intervention as 'a force to be reckoned with in the opening of wider issues in the social system eco-system'.

Save the Woman has professional experts working voluntarily to support developing standards and processes, one standard is the course on African Parenting Skills, which has potential for national roll out. It is believed, through this course, parents are being educated, and stakeholders are culturally aligning.

Sarah Mode – Pharmacist - Tesco Pharmacy, Redcar

Sarah has been recognised going the extra mile for a patient when they were experiencing poor mental health and had difficulties with new medication, she provided a contact number for any questions to be answered and spoke to the GP on the patient's behalf to arrange.

Sarah provided a conduit between the GP, home treatment team and the patient who felt like she mattered. Sarah supports with kindness, sensitivity, and empathy.

Sharon Young, Podiatry, Redcar, and Cleveland Primary Care Hospital

Sharon nominated by Jemma Zata, Patient Experience Team, South Tees NHS

Hospitals for always going above and beyond and making clients feel at ease during their appointment. She is professional, calm, and kind and knows her role very well.

Sharon has received many compliments; she consistently provides a high-quality service, and her clients value the care and treatment they receive from her.

The care and treatment Sharon provides, greatly improves clients experience. This service genuinely makes a significant difference to people's lives and this is further enhanced Sharon.