



Care and Compassion Award

Celebrating people who demonstrate a responsive, flexible, kind and respectful approach in the support offered within a health or care service.

Adrienn Petreczky – Neurology – South Tees Hospitals NHS Foundation Trust

Adrienn Petreczky is a total credit to the NHS and the neurology department. My Dad has a very complex medical history, with rare conditions. Adrienn Petreczky goes above and beyond each time we have seen her. So much so we wish she could be my Dad's consultant. There is never a worry in our mind that we are going to have to explain Dads history or explain any recent events. It is always VERY clear that she has read through his notes thoroughly and taken on board any recent events and makes sure to ask questions and similarly ask if we have any questions.

She introduces herself to my Dad and instead of talking over him, as if he is not there, she makes sure to address him and include him in the conversation. Sometimes it really is the small things that are the biggest things. Before she carries out an examination she is responsive to his needs and explains what she will be doing and will tell Dad just before she does something eg, I'm going to put my hand on your /shoulder etc... so that he can anticipate what is happening. She has also chased things for us, when we have felt there is no communication. It makes me feel like not just Dad, but as a family, we are valued. It makes for a much better experience. My wish is that more of the NHS staff took a leaf from Adrienn Petreczky's book. More patients would then get a much better experience and better care. She truly cares about her patients and does her absolute best to help and make you feel heard if there are any concerns.

Annette Jeffries – Fountains Court Care Home, Maven HealthCare

Annette is a health care assistant working at Fountains Court Care Home which is part of the Maven company. Our Mum, children's Grandma – Mary resides here. We feel Annette is an integral part of the love and care received by Mum on a daily basis.

Not only does Annette support Mum but hugely supports us as a family. We can honestly say Annette is the most caring, kind, thoughtful, helpful, considerate person and oozes compassion, she is a true angel in our eyes who is making our very difficult journey some what easier.



Annette has gone above and beyond especially during these difficult times, we know she goes into to check on Mum and attend to her needs, offering and supporting with fluids. Each time treating her with respect, patience and kindness which never fails to make us smile. Nothing has ever been too much when we have asked and Anette is completely flexible with her approach to suit the requirements of both Mum and ourselves. Annette involves all the family when talking to us including our children who feel comfortable in her presence. Even the dog gets full attention and a cheeky sausage.

Dr F Hood – GP – Bentley Medical Practice

Dr. Hood is an esteemed member of Bentley Medical, where she serves as a GP. Her role involves comprehensive patient care, spanning from routine check-ups to the management of complex medical conditions. Dr. Hood's commitment to her patients extends beyond the conventional expectations, as she diligently attends to the unique healthcare requirements of Harmony House residents. Harmony House is a residence accommodating 30 individuals, and Dr. Hood plays a pivotal role in supporting the health and well-being of each resident. These individuals may have various healthcare needs, ranging from chronic conditions to acute illnesses, and Dr. Hood demonstrates an exemplary level of commitment to addressing these diverse health challenges with sensitivity and expertise. Dr. Hood's impact on the well-being of all 30 residents at Harmony House has been truly transformative. Through her unwavering dedication, she has not only met the physical health needs of the residents but has gone above and beyond to address their unique and evolving challenges. In terms of quantifiable impact, all 30 residents have directly benefited from Dr. Hood's expertise and compassionate care. Her regular visits to the care home have played a crucial role in monitoring the residents' health and ensuring timely interventions when needed. Dr. Hood's proactive approach has been particularly evident in instances where residents' mental health has shown signs of decline. Her responsiveness to these indicators has resulted in early interventions, contributing to the overall physical and mental well-being of the residents.

Furthermore, Dr. Hood's commitment to quality service is exemplified through her structured medication reviews. By meticulously reviewing and adjusting medications as needed, she ensures that each resident receives personalised and optimal treatment. This attention to detail not only reflects Dr. Hood's commitment to maintaining the highest standards of healthcare but also speaks to her flexibility in adapting treatment plans to the individual needs of each resident.



Emma Taylor – Practice Nurse – Westbourne Medical Centre

Emma has worked at Westbourne Medical Centre (GP Practice) for over 15 years, Emma is a Nurse Practitioner. Emma supports the GPs in providing care for patients. Emma always goes over and above for patients. Our patients regularly feedback on how helpful Emma has been and she always receives the most positive feedback on all our patient questionnaires. During Covid she helped vaccinate vulnerable LD patients who found it difficult to attend by liaising with the LD team and vaccinating the person within their home or car. She gave up a lot of her time to help other Practices who had Nurse shortages to cover their Covid vaccination clinics.

Emma always goes over and above, if a patient needs help e.g. a little wobbly on their feet, she will walk them to their car and make sure they are seated safely inside before leaving. She will often miss her lunch or go home late as she is there for the patient if they need extra time.

Emma will often volunteer to go out and visit our most vulnerable patients e.g. patient suffering with dementia, frailty and LD who find it difficult to come into Practice. She is also there for all other members of staff and is someone everyone can confide in if struggling with work stress or even their personal life, she will make time to listen. She has mentored and trained several other Nurses in Primary Care, making sure she was there if they were struggling. I personally couldn't have managed to work last year without her being someone I could confide in with regards to personal issues which really affected my mental health. Emma is a kind, compassionate person who always puts others before herself.

Hayley Carroll / Christopher Herring – EHC Team – TEWV

EHC Team highly supportive service for care home providers that bridges the gap between GPs. Informative down to earth clinicians. Provide face to face and remote support, guidance, referrals and very responsive. Support the managers and care home staff to source support and fortnightly reviews on individuals health need.

Helen and Front of Counter Staff – New Marske Pharmacy

I have some medical issues, Helen and the staff have been very supportive of me, when there was a problem with my medication, they went out of their way to purchase it for me. The staff make you feel valued, always welcome you with a friendly hello, they always have time to listen to you, I'm so lucky to have New Marske Pharmacy so close by, Everyone I've met always have a good word to say about the staff and cleanness of the Pharmacy.



Inflammatory Bowel Disease Nurses – South Tees Hospitals NHS Foundation Trust

I'm nominating IBD nurses for their kindness and for how helpful they have been. They have stayed with me after their shift have finished while I was on ward. They have stood up for me. I felt to be listened and less anxious because I knew they had been around to help me.

Joanne Arnold – Nurse – South Tees NHS Foundation Trust

I am the service manager for the team that Joanne works in. Joanne works for South Tees NHS Foundation trust and supports the entire team of staff (which is over 100 people) in every which way she can. Joanne is flexible, committed to change ways of working, is a fabulous listener and empowerer of others. Joanne goes above and beyond the call of duty and would do anything for anyone.

Joanne was born to be a nurse and is the most compassionate person i know from both a patient, relative, carer and staff perspective. The staff have only positive things to say about Joanne. She has changed negative attitudes into positive ones, is a listening ear for any member of staff and has improved the working lives of both staff and patients across the organisation.

Kirsty Gillespie – Teesside Hospice

Kirsty is a wonderful lady and is always there to listen and to offer advise when needed and she will guide you to make the right decisions not just for the company but for yourself and makes you feel good about yourself. Kirsty is the HR Assistant for the company so there are approximately 110 employees and usually over 150 volunteers.

She is there for everyone and will always have time to fit you in to her busy schedule. Kirsty listens to your issues and then seeks ways to resolve them in the quickest easiest solution for both person and company. She is a wonderful lady and is beautiful inside and out and helped me going through my journey finding solutions and answers to all my queries making you feel less worried and positive that there is a good outcome and resolution to your problem making working day to day a happy experience and feel energised and worthy.

Laura Flint – Physiotherapist – South Tees Hospitals NHS Foundation Trust

Laura is just amazing. She has been involved in my daughter's care for many years. She needs never fails to look at how she can Improve my daughter's mobility/ independence and mental wellbeing. She has adapted how to improve my daughters daily mobility. She is given the confidence to be an independent adult . My daughter and our family whole heartedly trust Laura to achieve a



positive outcome. Not letting Sarah feel overwhelmed or have a stigma regarding her mobility takes a person like Laura who cares about not only her patient but her extended carers.

Lisa Davison - STRIVE

Lisa is excellent with the students and is always a friendly face when we need. She lights up every room she is in and goes above and beyond in all she does. She is an incredible member of the team in strive as she is very approachable and makes learning run smoothly. Always a friendly face and happy to have a chat.

She makes the learning environment more positive, and every medical student here knows and loves her. She is key to coordinating events and learning days and without her things wouldn't run as smoothly. We owe a lot to her as a cohort and things won't be the same without her when we move placement. She is a kind approachable member of the strive team and is always happy to chat and help with student issues.

Louise Wylie - Midwife - South Tees Hospitals NHS Foundation Trust

Louise is a midwife in South Tees hospital. I was a service user at the time I met Louise for the first time. Louise provided the best care we could have wished for throughout our pregnancy and our postnatal care. She always goes the extra mile, she made a huge difference to us all in our complex pregnancy.

Having had a poor outcome with our last baby we couldn't have wished for a more caring and compassionate midwife than we received with Louise. She never made me feel a pain for asking what feels like a thousand questions each appointment, she often would end up running the clinic a little late as she always gives 110%. I always felt listened to, cared for and safe in Louise's care. Louise your ability to effectively run such a huge caseload with not enough support is really admirable, please be proud of yourself!

Louise saved our breastfeeding journey and has enabled me to continue breastfeeding our gorgeous girl, we had a bumpy start to our journey and I was so thrilled to see Louise on day 2 postnatal.

Mark Culley - Manager - Hornby Healthcare

Mark is our Manager and has improved both care homes, got rid of all agency and been the best supportive manager we've had. Mark is our Manager for two care homes which should put him above all the other nominations alone.

We know managers jobs are hard and this award may look at CQC ratings but he's been able to improve the homes and staff in just a short space of time and



with his experience has helped to get 5 star rating with full compliance with the local authority in that time, which has never been achieved in our history, improved our training to an average of 95% compliance and stabilised all our jobs over a difficult few years.

Mark has the skills necessary to be able to support, show compassion and empathy to staff, residents, families and visitors when needed the most, yet on the other hand be able to deal with difficulties, confrontation and actions immediately and in an appropriate manner. What stands out the most about Mark is he makes managing a care home look easy!

He has extensive knowledge about the management of care, the regulations, the standards, legislation and inspections. However the overwhelming attribute Mark has is his smile and sense of humour. In a setting where it can be stressful, busy and demanding Mark is always there to be seen, he can cheer people up, assist on the floors, complete documents or check if anything is missing or needs doing.

Michelle Watson – community collaborative leadership team – South Tees Hospitals NHS Foundation Trust

I am one of Michelle's staff members in the community collaborative leadership team. We both work for the same NHS Trust. Michelle is an exceptional leader. She goes above and beyond in her role as Service Manager and no matter how busy she is. She always goes the extra mile and deserves recognition for this. Michelle listens to people, makes them feel valued and that their contribution is valuable.

Michelle's support and ability to go above and beyond whenever she can is inspirational to many others. Many managers at senior levels in organisations don't always get the recognition for what they do. I felt that this needed to be highlighted as it would be so well deserved.

Niki Watson – Community Reablement Team – Redcar & Cleveland Borough Council

Niki Watson is my nomination, she works for the community reablement team, she goes out to people and does checks to be able to help them hopefully become independent again or independent as possible. I would like to nominate Niki for the outstanding way she had supported a lady in the Community that became unresponsive at home on 8th January 2024. Niki put her quick thinking into action, rang for 999 assistance and then performed lifesaving CPR, instructed by the 999 Call Handler until the paramedics arrived at her home. The paramedics stated Niki did a fantastic job and without her assistance in doing what she did, then the lady would certainly not be with us today.



Patricia Seale - Nurse - Teesside Hospice

Tricia Seale is a dedicated nurse in the wellbeing centre at Teesside Hospice. She is kind caring and compassionate and has an infectious personality. She has helped and supported countless patients and has gone the extra mile for all of them.

Patients accessing the Wellbeing services often feel anxious but once they have met Tricia for an initial assessment they can't wait to start one of the many groups or complementary therapies the service offers. Tricia is an inspirational nurse, a role model to all who have the pleasure to work along side her.

Roshanne Sutton - Meadowvale Homecare

I am the Registered Manager of Meadowvale Homecare and I would like to nominate Roshanne Sutton for the care and compassion award or an excelling to support others award as she does just that, she excels in all of her care calls and provides support for her service users with the upmost care and compassion imaginable.

Roshanne goes above and beyond for her clients. She has integrated colouring, knitting, crafts, painting, jigsaws, felting and baking into her clients' lives. She has purchased materials and things of her clients interests to get her clients engaged in activities and to become more active and stimulated. Roshanne has tailored her baking to include celiac and diabetes to ensure her service users can be included.

Roshanne also purchased a knitting machine which she takes around to her clients with her colleague Claire, Roshanne has helped clients to make themselves scarves and hats and blankets for the colder weather.

Ruth Hebden - Activities Coordinator - Marske Hall

Ruth is the activities coordinator at Marske Hall. Ruth has dedicated over 13 years to supporting the residents of Marske Hall and has touched so many lives along that journey. Ruth tailors a personalised activities programme for all the residents of Marske Hall, including personal goal planning and enriches the lifes of everyone she supports. Ruth currently supports 26 people who access the service but I believe she will have changed the life of hundreds of people over her career.

Ruth is dynamic, energetic whilst always appropriately sensitive and knows just what to do or say in every situation. Ruth has helped those who are struggling with physical and psychological conditions, develop their own way to achieve their goals. Ruth is consistently going above and beyond for the people we support, she ensures everyone is involved and needs are catered too.



Shaunna Ingram – Care Assistant – Support Solutions

Shaunna is new to the care sector and new to Middlesbrough. She is a care assistant for our domiciliary care company, operating across Middlesbrough. Shaunna supports clients from 30 years plus with varying needs. Shaunna had trouble with her confidence when she started and did not feel comfortable advising clients on what may help. However, with guidance she has flourished in her position and is now one of our best and knowledge staff members.

Shaunna has worked with clients, in her own time to help them source equipment to help better their lives, for example a client purchased a new fridge/freezer, however the handles were difficult for the client to use due to arthritis. Shaunna spent time with the lady and together they obtained some special handles which fit to the doors, meaning the client can be more independent. Another client expressed their like of Bothams, Whitby. Shaunna had gone to Whitby and remembered this information, therefore she visited the shop to collect some of the clients favourites items.

Victoria Reyer – District Nurse – Greater Middlesbrough PCN

I am nominating Victoria because she always goes above and beyond for our care home residents. She does ward rounds in our care homes and our residents are her top priority every single day. She is one of the most compassionate nurses I have ever met. I am her coworker. Every day, nothing is too much for her residents. She is extremely knowledgeable and confident in her work while always asking for advice or help when needed.

She has gone out of her way multiple times for residents, including cancelling meetings to verify a death on a day that she shouldn't have been in that particular care home, to give the family closure. We have had amazing feedback for the GPS, care home staff, residents and family. She creates an amazing work environment and always pushes us to be our best.