

Excelling in Support to Others Award



People who have changed the way care is given by being creative or filling a gap in support as a result of responding to feedback from service users, relatives, and staff to enhance experiences.

Ashley Smallwood – Team Leader – Reach & Respond, Beyond Housing

Ashley Smallwood was nominated by team member Laura Harrison. Ashley is the Team Leader for Responder Services in Redcar. Reach & Respond provides services to help people stay happy, healthy, and independent in their own homes. Services range from technology solutions to welfare calls and visits.

Ashley is a supportive team leader on the Redcar and Cleveland Partnership who is passionate, enthusiastic, knowledgeable, and an ambassador for independent living. She has gone above and beyond in her commitment to making a positive impact on lives.

Through training initiatives, of over 130 people, such as raising awareness of how telecare can support individuals to continue to live independently and digital transformation, she has demonstrated a deep commitment to creating meaningful change and enabling positive outcomes by utilising TEC

With her leadership the team has focused on strengthening their network to extend their reach to be able to support more individuals in need by influencing the wider health professionals, in that healthcare professionals are sharing the information they have learned with others. Resulting in an increased uptake of TEC solutions, which has not only improved the quality of care but has also set a precedent for scalable, technology-driven approaches.

Ashley serves as an inspirational figure within our team, leading by example setting high standards in work, and encouraging others to follow suit.

From the rollout of dedicated training for health professionals, Ashley ensured a positive outcome for the workforce equipping them with the knowledge to support the community and ensure that suitable care is offered to enable people to continue to live independently with the confidence of support from Reach & Respond.

It has improved a collaborative and open environment which has significantly impacted a positive attitude and overall improved experience for everyone involved.

Christina Hartley – Transfer of Care Service – South Tees Hospitals NHS Foundation Trust



Christina has been nominated by colleague Rebecca Shea for her role in developing new pathways and processes across the whole of transfer of care for the Trust. The patients on different pathways across the whole Trust are enabled and supported to be discharged in a timely and safe manner due to many of the processes that Christina has developed. Christina has gone the extra mile in supporting her team.

The team have developed and expanded as a result of Chrstina's influence and fabulous leadership and the Transfer of Care Service has gone from strength to strength since Christinas involvement.

Harriet Roberts and Cheryl Stephenson – Occupational Therapists – Middlesbrough Council

Harriet and Cheryl have been nominated by their team manager, Amanda Sparrow. They both work for Middlesbrough Council and support people living in the community with assessments for 'Proportionate Care', meaning personalised, client centred care packages to meet the individual's needs.

Harriet and Cheryl have put their core OT skills into practice to support social work colleagues and care providers to best meet the needs of residents requiring a package of care. They have been creative in looking at different ways to manage a person's needs.

This project is changing attitudes across all of health and social care. We work as part of the Integrated OT service (IOTS) across South Tees and are providing training, sharing knowledge and helping to build system change. Harriet and Cheryl have presented to the domiciliary care providers forum to start change at all levels and share the positives of this person-centred approach.

Because of this project, we have now looked to recruit 2 further OT's to support social work teams with their assessments to ensure the support packages are person centred and strength based – looking at what the resident can do for themselves instead of focusing on what they can't do. Harriet and Cheryl are passionately sharing their work across health and social care and moving forward with a strength-based approach in all areas.

Julie Hall – Cancer Care Coordinator – South Tees Hospitals NHS Foundation Trust



Julie has been nominated by Claire-Louise Sadler and has been part of our breast team as a cancer care coordinator for almost two years. Julie is a big asset to the breast service at both FHN and JCUH. She supports the breast specialist nurses in our work with the patients. We feel very fortunate to have her in our team.

Julie has been instrumental in developing and streamlining the stratified follow up service for breast cancer patients. This service has enhanced the patient experience hugely by allowing patients to choose their form of follow up, with the accompanying support services information and with the knowledge that they have access to the service at all times. This service has benefited the patients significantly. Julie prepares all the information for the specialist nurses to allow them to discuss the above with the patients and then Julie ensures that the tracking of these patients is correct. Julie has excellent IT skills and is always cheerful, helpful and keen to learn new information and ways to enhance the patient journey or support the team. She telephones the patients soon after their diagnosis to discuss their Holistic Needs Assessment and highlights to the specialist nurse any major issues that the patient may have to allow the correct support to be given.

The patients state that they have felt supported and guided by Julie with her knowledge and experience and they have felt listened to, valued and the extra referrals to the appropriate services which she makes, allows the patient to focus on the things that will help them through their cancer treatment, for example – complementary therapies. If the patient needs some company for a little while whilst having chemotherapy, she has always been willing to offer this where appropriate. She performs the Holistic Needs Assessment again at the end of the treatment to ensure that the patient's needs have been met and to signpost to appropriate further support, this ensures that the patient does not feel alone after treatment is completed.

The stratified follow up regime has now been fully adopted as per North of England Cancer Alliance guidelines and Julie has enabled our team and the service to provide this is the best format because of her outstanding organisational and communication skills. The patients coming into the service are now offered an enhanced service, partly due to the Holistic Needs Assessment information and partly due to the stratified follow up regime. This has changed the service very positively and we wanted to thank Julie her hard work and teamwork. Her role has made a huge difference to the team and to the patients.

Marske Hall Care Staff, Marske Hall, Valorum Care



This nomination has been submitted by Ruth Hebden, who is the Activities Coordinator who works alongside the care team. Marske Hall is a nursing home for adults with physical and learning disabilities. The care staff look after 30 residents with a variety of complex care and nursing needs. As a care home we constantly aim to improve the quality of our residents' lives. Some of our residents have very complex needs which means that going away on holidays is very difficult. It was raised by our residents, at our residents meeting, that they would like to organise a 'holiday at home' to allow inclusive and accessible holiday activities within the home. A full week of activities was booked by activity staff to include the residents, their families, volunteers and staff. The care staff were really engaged and supportive of this, proactively working to ensure that everyone who wanted to attend an activity was able, rearranging their workload, breaks and even volunteering their free time to ensure that the holiday was a huge success.

The 'holiday' activities were planned to meet the variety of needs and interests of our residents. These included activities such as entertainers, takeout evenings, petting zoos, sensory sessions, crafts, shows and karaoke nights, were spread across 7 days, mornings, afternoons and evenings, weekdays and the weekend. Every resident was supported to attend any of the activities, with many attending them all. This would not have been the success that it was without the care staff going that extra mile, engaging in the activities and being a huge support to the activity staff.

The feedback from the residents, staff and residents' families was so positive that they would like this to become an annual event. Volunteers, residents, and their families have committed to fundraising events to allow us to have a 2 week vacation this summer. I approached the care staff, and they are all on board. Many of the amazing care staff, that I am nominating, are already getting involved in fundraising and have offered to volunteer their time to support this initiative. Good care is good care, but I believe that they truly go the extra mile.

Sally Cook - Key Trainer - South Tees Hospitals NHS Foundation Trust

Sally has been nominated by fellow colleague, Elizabeth Bone for supporting the delivery of training on the blood glucose/ketone meters, to all staff in the Tower block wards at JCUH.

Sally identified that all staff do not have up to date staff competencies and in date bar codes to use the blood glucose/ ketone meters. With busy working environments and



varied shift patterns, staff are unable to attend the weekly drop-in training sessions offered by Point Of Care Testing. Sally attended the drop in training offered by POCT and became a Key Trainer on the blood glucose / ketone meter. Allowing her to sign off competent staff and forward documentation to POCT so they can be issued or reissued a valid unique to themselves barcode. (The trust has over 250 meters in almost all wards and departments with over 3000 active users, who's competency lasts for 2 years.) Knowing there is a regular intake of new staff and those with expiring barcodes has kept Sally very busy. The opening of the winter pressure ward saw an influx of HCA's receiving training from Sally.

This action by Sally makes a huge difference it keeps staff on wards to look after patients rather than taking time out to attend drop in training offered by POCT. It takes the pressure off staff who are already trained by empowering staff to carry blood glucose / ketone testing on patients without needing to seek assistance from a colleague. A basic but essential diagnostic tool is carried out correctly by a competent person.

I know from experience staff approach Sally for a variety of training needs, we receive a regular flow of signed off paperwork into POCT each week. Sally has also organised the delivery of Blood Gas (ABG) analyser training for new Dr's on the Tower Block wards. Sally's support of blood glucose / ketone meter training has benefited staff in POCT too, we have experienced staffing issues. POCT continue to look at ways of maximising the numbers of staff competent to use the blood glucose meters, by booking training onwards and departments and holding the weekly drop in sessions. POCT also have a network of key trainers in the trust, who also do a great job keeping staff up to date and competent. But Sally goes above and beyond, she is by far the most proactive of our Key Trainers, reaching several hundred people over the course of a year. I am thankful for her continuing support, she is a star.

Sue Sargeant – Clinical Lead for STOMP – TEWV NHS Trust

Sue Sargeant, Clinical Lead for STOMP (Stopping the overmedication of people with a learning disability, autism, or both) TEWV NHS Trust was nominated by her colleague David Hamilton. Sue's support enables Primary Care pharmacists to undertake holistic medication reviews for those with a learning disability, also encouraging pharmacists to reach out to others to build up their learning disability networks. It shows how to improve collaboration and reduce inappropriate prescribing. Sue has worked across South Tees, to review the medications of 350 people with a learning disability.

Sue's flexible and enthusiastic approach has engaged the pharmacists to adapt their practice, ensuring reasonable adjustments were made, including contacting all people before their reviews to identify any adjustments. This has improved access and outcomes for these vulnerable people.



Sue has used this role to improve GP practices services for people with a learning disability, supporting practices to improve uptake of annual health checks, screening, and vaccinations. Also developed a carers, easy read, service leaflets, easy read appointment letters and carried out environment audits supported by people with learning disabilities.

This work has resulted in numerous medication reductions and quality of life changes and enabled people to be seen, where in the past they would not have engaged with their practice proactively to address their health inequalities.