



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

Angie Lynch - Clinical Administrator - Teesside Hospice Care Foundation

Volunteer Dawn Greenan works alongside Angie and nominated her because not only is she hard working and passionate about her job, she is always happy to help and goes out of her way to make sure patients and their families feel welcome by reassuring them and putting them at ease, even when the situation can be very sad she offers a friendly face and is someone who listens as a confidante, and makes them feel important and valued.

She is an easy going, personable person, has a bubbly personality; staff, volunteers, patients, and their families all benefit from Dawn's compassionate, sympathetic approach. She is approachable and goes the extra mile for everyone.

Cath Lab Radiographer - Team South Tees Hospitals NHS Foundation Trust

This service has been nominated by Andrea Spooner, Clinical Lead for the Radiography team within the Cardiac Catheter Labs. For their commitment and flexibility, going the extra mile to provide excellent patient care through challenging times with a sense of humour and smiles on their faces.

The service has been understaffed for a long time. Impacting on the amount of on call time for seriously ill patients, they have also stepped up to extra duties and being flexible, changing shifts and days off to pick up on call to cover sickness.

They have become a strong team, who have supported each other and looked at ways of increasing to improve the service for the wider Multi-Disciplinary Teams going forward.

Daljit Keala - Nurse - Erimus Practice

Daljit was nominated by a fellow professional, Lorraine Dyson, for demonstrating a good quality of service and care to patients with their long-term health conditions.

Giving information to patients on management and medication, supporting people to manage their conditions better.

There are now regular clinics and Daljit takes the time to explain in depth how to manage health conditions.

Dawn Burns – Support Worker – Little Waves Day Nursey

A parent nominated Dawn in recognition of her work as Support Worker for a little boy through his journey to diagnosis of autism. Dawn made an impact by taking the time to learn his triggers which helped him come on leaps and bounds. She always highlights his strengths, provides 1-1 updates and ensures he feels supported and safe and will run, skips, and jump all the way from our door to hers.

The family feel valued and that there is no need to hide away because of Dawn. She listens and understands the family's feelings, insecurities, worries and helps overcome them, adapting her setting around the little boy's needs and triggers.

Haematology Day Unit – South Tees Hospitals NHS Foundation Trust

The day unit was nominated by patient Kathleen, because they are caring and loving and make people feel good when having their treatment. By talking they also help with the patient's depression, going the extra mile to make them comfortable, valued and listened to.

Joseph Bentley – Care Assistant – Meadowvale Home Care

Registered Manager Ebony nominated Joseph who is the main carer for severely disabled person with challenging behaviours. He has built up a great relationship and is able to spot the early signs of deterioration in his client, enabling nurses, doctors and OTs to do their jobs without causing distress.

Joseph also volunteers on his days off to medical professionals to engage with his client due to their challenging needs and behaviours, therefore reducing stress and anxiety.

Joseph is calm and comfortable supporting his client, so much so that the client has expressed that Joseph is not just his carer, he is his son he never got to have. He often receives compliments about how he brightens up his client's days and puts a smile on their faces, with humour. He is new to health and social care and has excelled and made such an impression on our service users and their families.

This nominee has influenced other carers and teaches new staff and shadows how best to support this client and has helped people understand behaviours.

Lisa Williamson, Teesside Hospice Care Foundation

Lisa was nominated for an award by her colleague Kathleen for introducing satellite working in response to listening to what patients were saying about not being able to take up the Wellbeing services because the venue was too far away, and they were unable to get public transport.

She introduced a satellite team which operates in Skelton and Redcar areas. Patients can now easily get to the sessions in an environment that they are aware of, enabling them to enjoy craft sessions and complimentary therapies in a friendly setting alongside other people from their area, establishing new friendships along the way.

Enabling further afield communities to access services that they would have otherwise been unable to, ensuring connectivity and reducing isolation. Whilst avoiding the need to use transport services which can have lengthy waiting times and those who may have dismissed services previously, to take them up and reap the benefits of support, freeing up time for relatives to do things for themselves therefore improving outcomes all-round.

This service is new and is growing in what can be offered and is seen by staff and patients as a success and can be grown.

Marie Kerr, Dementia Action Teesside

When Admiral Nurse, Jade nominated Marie, she said that Marie is 'a positive force of nature' who is passionate, innovative, forward thinking who will go the extra mile which has made such a positive impact within the community for carers and their loved ones. She goes above and beyond nothing is too much trouble. If there is a problem, she will find a solution. She has been influential and proactive in her role in creating more aware, friendly communities.

Marie has supported over 65 business and organisations by delivering awareness sessions to over 300 people. She also facilitates dances, adding fun, laughter, and joy in a safe warm space which have become a lifeline for many.

She is a team player and works collaboratively with other organisations to add value to community care. She co-chairs a RCBC steering group network relevant to the service – a proactive group to create more aware and friendly communities adding value to existing services and support.

She has also collaborated with the Admiral Nurse Clinic to facilitate two social support groups after 5pm and on a weekend, in her own time to support carers and their loved ones.