

healthwatch

STAR Awards

South Tees Award of Recognition

**Awards
Ceremony
2021**

We believe that those who make a difference should be recognised.

We're here to listen to your experiences of health and social care services. We are always willing to lend a hand when things don't go to plan, but equally, it's important to celebrate those who go above and beyond to provide the best-possible care. The South Tees Award of Recognition (STAR) is the perfect way to highlight good health and social care practice locally!

Our roles and functions



We listen to your good and bad experiences of local health and social care services, so we can understand your health and social care needs to inform service improvements and influence which services are funded in the future.



We offer information on accessing local services and where to go for advice, so you can access the services you need and raise concerns if required.



We share information about new health and social care services, and how existing services have changed, to ensure you are kept informed about local changes.



Foreword

As a result of Government guidance in relation to the COVID-19 virus, we have again had to make the decision to cancel a STAR Awards event we had planned for April 2021.

We value all the nominations we received, showcasing the incredible work of individuals, teams and services across South Tees. While we still cannot host an event, we believe our nominees and winners deserve to be celebrated.

Judging Panel:



Lisa Bosomworth

**Development & Delivery Manager
Healthwatch South Tees**

Lisa has worked in many community development settings, within the public and voluntary sector, for nearly 30 years, primarily listening and responding to local needs.



Dr. Ian Holtby

**Healthwatch Partnership
Board Member**

Dr. Holtby has extensive medical experience, having practiced in Redcar, Leeds and Nigeria. As well as this, he has also worked within Public Health and now sits on the Healthwatch South Tees Partnership Board.



Andrea Latherone-Cassule

**Higher Executive Officer,
Civil Service**

Andrea has been a Civil Servant for over 15 years supporting vulnerable people. She has also been heavily involved with the Salvation Army's Human Trafficking and Modern Slavery unit, and now sits on the Healthwatch South Tees partnership board.

What makes you a STAR?

If you're shortlisted for a Healthwatch South Tees Award of Recognition, that means you regularly make a difference, go above and beyond what is expected of you, and have an impact on local people and communities.

The Judges scored the nominations between 1-5 against each of the criteria listed below. The Judges' scores were then combined to form the overall placings.

Criteria:

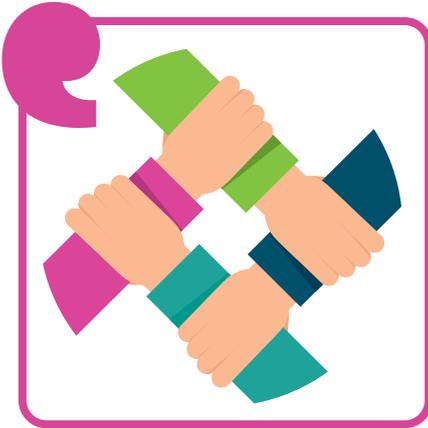
Above & beyond: How, and to what extent, has the nominee gone above and beyond in their role within the health and social care service they provide?

How they have helped? What has the nominee done to help those they support? How is it relevant? How was it identified? Is it a one-off or is it offered to everyone who requires it? Has it become integral to the service / support?

Difference made: What difference has been made to those who are receiving a service or support? Is it to an individual or a group?

Impact: What is the impact on those receiving support? How does it differ from the regular service or support they would receive?

Nominations



Community Innovator Award

Celebrating those who have developed valuable support services to fill missing gaps in the community!

Lindsay Phelps -
St Gabriel's
Primary School,
Head Teacher

Lindsay has been recognised for the work she does above and beyond her Head Teacher role. This has included setting up a 'Community Cupboard', similar to a food bank, for struggling families; arranging fun activities for the children such as a Summer Festival; and giving the children the opportunity to perform in a live show.

Recently, Lindsey provided all children with a teddy bear with a very supportive letter, letting children know she is always thinking about them and here for support whilst the children weren't at school.

This has given both children and parents a massive boost with words of encouragement at how well they're doing with home-schooling.

Jane Cuthbert -
Whippet Up

Whippet Up have been nominated for this Award for making people feel included, supported and part of the community through art and creativity.

They work in a unique way, letting members attend for as long or as little as they wish, for the cost of a voluntary donation, which helps to remove financial barriers that would prevent people from attending activities.

During the pandemic, they hosted a carpark music bingo for patients to take part in a fun and safe way.

They also offer iPads with data, so that those in electronic poverty can stay engaged and access support virtually.

Trinity Holistic Centre / The Robert Ogden Centre. (James Cook Hospital)

The team at the Trinity Holistic Centre and the Sir Robert Ogden Centre have been recognised for their 'Kindness Calls' service, launched at the beginning of the pandemic, to enable continued support for patients and the local community.

To date, this has involved over 4,400 30-60 minute calls to check on people's wellbeing, become a listening ear and provide local COVID-19 information.

They have been able to help people with anxiety, phobias and insomnia, and provide practical tools to use at home.

This developed into a telephone mindfulness referral service so family members and carers could take part in personalised relaxation sessions in their home provided by a therapist.

Mindfulness and exercise videos were shared directly with individuals and on their social media pages.



Care & Compassion Award

Celebrating those who go the extra mile to enhance the health and social care experiences of service users, relatives and staff.

Paediatric Team - James Cook Hospital

The Paediatric Team, at James Cook University Hospital have been nominated for a 'Care and Compassion' Award, as they do everything in their power to make sure the children in their care are happy and comfortable, reassuring parents, and ensuring every need is met for the whole family.

The White Feather Project

The White Feather Project started at the beginning of lockdown, providing meals for the elderly. They continued to grow by opening cheap food shops; providing care packs for the needy; giving local children free pack lunches bringing the community together.

**Bryan Stokell -
Complete Security,
Middlesbrough Bus
Station**

Bryan received four nominations for a 'Care and Compassion' Award for saving a man's life whilst on duty in Middlesbrough Bus Station. Bryan jumped into action when a gentleman experienced a heart attack as well as a stroke. He performed CPR and used a defibrillator till the ambulance service arrived.

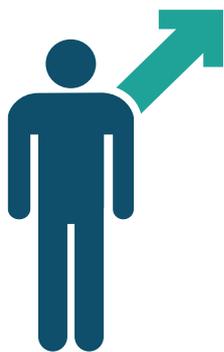
The Unicorn Centre

The Unicorn Centre have been recognised for the support they have offered to clients with dementia during lockdown by enhancing the mental health support service offer.

This has included facilitating afternoons where clients can safely access horses, giving opportunity for reminiscing, group interaction and purposeful activities in a calming space.

This has been appreciated by those, often agitated, who have past interests in horses, but due to their frailty and dementia haven't been able to participate before now.

The team at the Unicorn Centre are all volunteers, putting a lot of time and effort into providing a wonderful service that has made a difference for many local people.



Leading the Way for Change Award

**Recognising those who have led a service
to create positive impact!**

**Anne Marie Head -
Tees Valley Buddies**

Anne Marie has been nominated for the confidence she has helped to develop in neurodiverse individuals through her charity, Tees Valley Buddies.

Her charity promotes social equalities and opportunities for the neurodiverse community, and she has worked tirelessly to develop programmes and peer support networks, whilst at the same time raise awareness of the positive way that neurodiverse people can contribute to the workplace and society.

**Peter Craggy -
Audiology, ENT &
SALT
(James Cook
University
Hospital)**

Peter has been recognised for the innovative work he has carried out to develop the Audiology, Ear, nose and throat (ENT) and Speech and Language Therapy (SALT) Departments.

This has involved getting the Envisage system up and running in the department, arranging with the company to possibly promote the system Trust & nationwide, and organising the new re-useable writing pads for all sites.

**Cheryl Dixon -
Middlesbrough
Community
Health and
Wellbeing**

Cheryl has been nominated for the Health and Wellbeing Group she runs, on a voluntary basis in the local community centre.

Not just during lockdown, she offers support to children with disabilities, and provides food hampers for families.

Cheryl has been recognised as a great asset to the community, always looking for new ways to help families, and her attitude towards always trying to tackle a problem, no matter what is inspirational.



Valued Service Award

Celebrating valuable health and social care services in the community.

**South Tees Stop
Smoking Service**

South Tees Stop Smoking Service have been recognised for the work they have carried out through lockdown, continuing to support residents to quit smoking and dealing with a heightened demand for the service.

This included going above and beyond their 'normal' service by picking up and delivering medication to the homes of vulnerable clients.

This meant working longer hours to manage waiting lists, enabling clients to access cessation support faster. How hard they have worked during this unprecedented and difficult time is truly remarkable.

Tees Valley Buddies

Tees Valley Buddies have been nominated for the help that they can potentially offer to thousands of people with learning difficulties and neurological conditions.

They raise awareness of neurodiversity and 'Mate Crime' whilst promoting what they can do to support local people.



Excelling in Support to Others Award

Recognising those who deliver excellent service in health and social care!

Paul Jackson -
Porter
(James Cook
University
Hospital)

Paul Jackson has been described as very kind and helpful and has been recognised for his services as a Porter at JCUH, quickly stepping up to help a critical care nurse in transferring her patient for a scan, despite not covering the ward on that day.

Parents4Change

Parents 4 Change Middlesbrough have been recognised for going above and beyond throughout the pandemic, filling missing care gaps for so many local families so they did not feel abandoned in a time of crisis and uncertainty.

They provided support through calls, delivered care packs, food hampers, and sensory items, which have all been so important. When the pandemic hit, care packages and support that families so desperately relied on were stopped, and welfare calls were few and far between.

They have also provided support to services such as Social Services, Specialist Provision Schools, and Disability Teams, and shared relevant COVID messages from these services with the wider community through social media platforms.

All of their work is in a voluntary capacity as a group, and they go above and beyond to make sure no one is alone when they need help.

Anne Marie Head
- Tees Valley
Buddies

Anne Marie has been recognised for the tailored support she offers to individuals through her charity, Tees Valley Buddies.

This has enabled individuals to build their confidence, make positive life changes and achieve their aspirations, including getting into university.

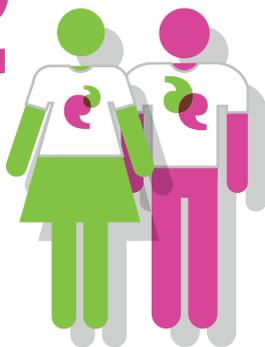
Daniel Ahmed -
Foundations
Medical Practice

Daniel has been nominated for this award for his passion, commitment and dedication to delivering support and achieving the best possible outcomes for his clients with serious addictions.

This has involved awareness raising and training with a variety of agencies such as Public Health and local councillors with a view to ensuring that his knowledge influences future practice and impacts on the wider community.

Daniel has been instrumental in providing ongoing support through his trailblazing work, including Heroin Assisted Treatment (H.A.T.) methods and other innovative practice.

The success to date of the H.A.T. service is evidenced in the substantial reduction of local crime.



Making a Difference Award

Recognising those who volunteer their time to make a positive difference in the community.

The Logan's
Learning Team

The Logan's Learning Team received two nominations for this award, for the help the volunteers have provided to so many families with autistic children.

They also help raise awareness of autism to the public encourage a better understanding across our local communities.

**Pam Bennett -
Going For
Independence**

Pam has been recognised for her passion to making a difference in the lives of people who are blind or have sight loss.

She has adapted activities such as art and craft sessions and group walks, by recruiting trained volunteers to provide the appropriate support and safety measures during activities.

Pam stayed in touch regularly during lockdown, setting up conference calls so that people weren't isolated, sent surprises in the post including puzzles, books, tea and biscuits.

Through her work, Pam has thrown a lifeline to people with sight loss, increasing connectivity by providing an opportunity for people to meet others with similar experiences, and enabling them to do things that people without sight loss might take for granted, such as going for lunch.

**Sarah Eales -
The Renal
Department**

Sarah has been nominated for the time she has given up to voluntarily help patients within the South Tees Renal Department.

She became involved with Shared Care, and a Patient Group, as well as sitting on the panel for the North East Kidney Patient Association (NEKPA) and the South Tees Charity Panel for the Renal Department.

Sarah has been described as selfless, amazing and kind, doing all this while being a busy mother of three and on home dialysis herself.

**Gordon
Williams -
TVDNY
Neurological
Alliance**

Gordon has been nominated for drawing on his own personal experience to educate and inform the NHS to influence practice now and in the future.

He provides valuable peer support to those with neurodevelopmental conditions in the community and to young people in school. In addition to this he advocates for parent carers whilst offering support to help understand they must adapt to their family member, not try and change them.

As a Trustee of NeuroKey, Gordon has recently become a Neurodiversity Community Ambassador for Tees Valley Buddies and has also helped the Charity become a recognised Disabled People's Organisation.

The Healthy Start Vitamins Team

The Healthy Start Vitamins Team have been recognised for their voluntary efforts to develop a system from scratch to deliver vitamins to new mums and children under the age of five years.

This has enabled families that need vitamins, who were not in a position to buy them, to continue to access them during lockdown.

The team created a database to ensure efficient distribution, telephoned parents to take orders, created training videos for new volunteers and promoted the scheme to make every contact count.

By offering a postal distribution service, and advertising this service so broadly has resulted in more than double the amount of families receiving vitamins than they did prior to lockdown.

Almost 3,000 families across South Tees are now being supplied with the vitamins they need for their babies.



Special Recognition



Before we announce the winners and runners up of the 2021 STAR Awards, we wanted to give a special mention to Bryan Stokell of Complete Security - Middlesbrough Bus Station.

Bryan's quick thinking ultimately saved another man's life when he experienced both a heart attack and stroke.

His CPR skills ensured the gentleman was in safe hands until the paramedics arrived, so we think he deserves a special recognition for his actions.

Well done Bryan, you are fantastic!



Runners Up

Community Innovator Category

Jane Cuthbert - Whippet Up

Valued Service Category

Tees Valley Buddies

Care And Compassion Category

The White Feather Project

Excelling in Support to Others Category

The Foundations Medical Practice

Leading the Way for Change Category

Anne Marie Head - Tees Valley Buddies

Making A Difference Category

Pam Bennett - Going For Independence



Winners!



Community Innovator Award

The Trinity Holistic Centre / Sir Robert Ogden Centre (South Tees Hospital's NHS Foundation Trust)



Care And Compassion Award

The Unicorn Centre



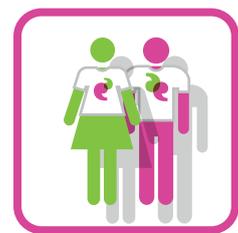
Leading The Way For Change Award

Cheryl Dixon, Middlesbrough Community Health And Wellbeing



Valued Service Award

South Tees Stop Smoking Service



Excelling In Support To Others Award

Parents4Change



Making A Difference Award

Gordon Williams, Tees Valley, Durham And North Yorkshire Neurological Alliance



**Thank you for helping to
highlight good health and social
care practice across South Tees!**



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