



healthwatch

STAR Awards

South Tees Award of Recognition

Awards

Ceremony

2020

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 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 unfortunately had to make the decision to cancel the Healthwatch South Tees STAR Award event, which was planned to take place on Monday 30 March 2020.

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.



Craig Duerden

Strategic Development Officer
MVDA

Craig works as a Strategic Development Officer at Middlesbrough Voluntary Development Agency, managing the Middlesbrough Mental Health Partnership. Prior to this, Craig has also held a role as Project Manager at Healthwatch Newcastle.

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. Scores were allocated based solely on the information provided in the nomination form received at the time.

Criteria:

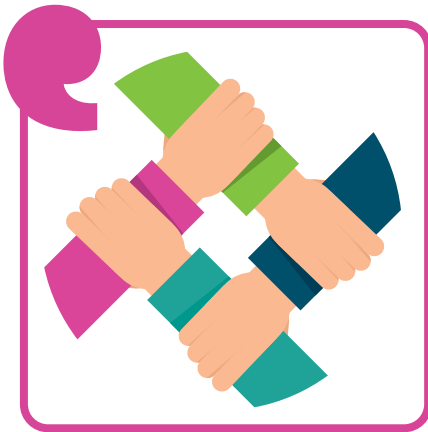
Above & beyond: How, and to what extent, has the nominee gone above and beyond in their role within the health and social care service they provide?

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!

Abbi Witherdean

South Tees Maternity Voices Lay Rep

Abbi has made it much easier for mothers to breast feed in Middlesbrough, giving them suitable guidance and the confidence to breast feed in public spaces through the Breast Buddies Facebook Support page, where she regularly engages with mothers.

She is also working to improve the maternity experiences of mothers through her role as Lay Rep on the Maternity Voices Group where she is developing the Continuity of Care model which promotes keeping the same midwife through maternity and childbirth.

Lottie King

Founder of Leo's Charity

Lottie founded Leo's Charity, with the aim of supporting families who have suffered baby loss and neonatal care beyond their time in hospital.

She has worked in an innovative way to provide this support, introducing 'Welcome boxes' and 'Heartbeat bears' into Neonatal Units for families, improving the links between hospitals and the community to extend support, and connecting different families with shared experience to help each other.

Purple Team

The Purple Team provide weekly 'Ladies Groups' for individuals with a learning disability and/or mental health diagnosis, educating the ladies around general health, keeping safe, budgeting and healthy living to encourage positive physical and emotional wellbeing.

Julie Hatch

Circles of Life

Julie has helped a lot of people with learning disabilities through her cat café, day service and disco nights.

The café, open to everyone, offers the opportunity to relax and someone to talk to, but also a day service where people with learning disabilities can learn retail and life skills. Her disco nights also bring people with learning disabilities together to socialise every month, an opportunity they may otherwise not have.

Karen, Elizabeth & Julie

Linthorpe Village Medical Centre

Karen, Elizabeth and Julie organise different social activities at the Linthorpe Village Medical Centre, helping with the overall wellbeing of their patients and offering advice and help with any queries.

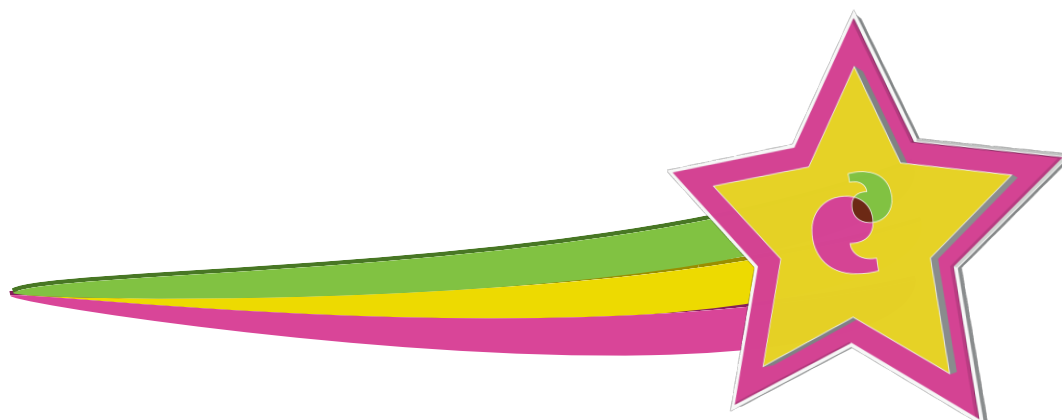
Activities include a fortnightly walk, taken at a pace that everyone can manage, monthly coffee mornings, for a cup of tea or coffee and a chat, and social outings.

John, Mike, Dave & Sean

Men's Shed, Redcar

The Men's Shed offer a space where men can work alongside each other, using tools, developing skills, building friendships, talking and supporting each other with the understanding that talking about mental health issues can be difficult among men.

The Men's Shed has supported a lot of men through their illness and/or mental health issues. Other projects have also been developed to fill the gap for those who aren't interested in woodwork, such as an Art Space.





Care & Compassion Award

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

Sheila Wood

Ward 9, James Cook Hospital

Sheila's down to earth manner and hard-working ways are recognised and valued by patients as well as staff. Delivering cups of teas and meals with a smile on her face, stopping for a friendly chat and getting to know her patients, she helps to make a difficult time a little easier.

Deborah Archer

Teesside Hospice

Deborah goes above and beyond at Teesside Hospice to help make the lives of patients and their families easier during difficult times. From getting the support of Middlesbrough Football Club during the Bed Campaign to get new beds for all the in-patients, using her own time to make curtains and cushions to match each room theme, to organising special events, such as afternoon teas, wedding breakfasts and Valentines meals for patients and their families so that they can enjoy special events.

Haematology Day Unit

James Cook University Hospital

The staff team at the Haematology Day Unit are a "tower of strength", caring and supporting patients and their families to make them feel at ease even though they are going through a difficult time.

MS Nurses

James Cook University Hospital

The MS team deliver fantastic care and support, offering up to date information and reassurance and allowing patients to contact them through e-mail to keep up to date without taking time away from the practice or clinic.

Anne Hall

Teesside Hospice

Anne always looks out for interesting and fun things to enhance the lives of those living with life-limiting and neurological diseases, making each individual feel special and finding out what exactly will make them smile, such as visits from pet ducks and alpacas, organising taking a patient to Middlesbrough Football Club and baking cakes. She also has a positive influence on staff, organising the staff choir and inspiring the team to improve what they do.

Adele Flynn

Erimus Practice

Adele takes her own time to help her most vulnerable patients, especially over Christmas time, by finding community places for those without families to go for Christmas dinners, ensuring they have transport and helping them to book places, and helping some patients with clothing and food parcels.



Leading the Way for Change Award

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

Ruth Hicks

Board Chair, VCS Organisations

Ruth's mission in life has been to serve others and her retirement has been no different. As well as chairing multiple Voluntary and Community Sector Boards, bringing her understanding of the needs of the community to the forefront of every decision, Ruth also supports vulnerable communities such as asylum seekers and refugees in accessing services or appealing a leave to remain decision; and also women who are street working to stay safe and access health services.

Annalice Argyle

Founder of TRAC

Annalice founded TRAC, and tirelessly runs the charity to support some of the most vulnerable of Middlesbrough. This involves ensuring that their referrals enter treatment, or offering advocacy for their recovery journey to begin, supporting people at their GP appointments to ensure dual diagnosis is taken seriously and offering training to empower women who have suffered addiction. Her women-only Facebook page also offers a safe environment for 4000 members to give peer support and speak about their recovery.

Carol Rowe

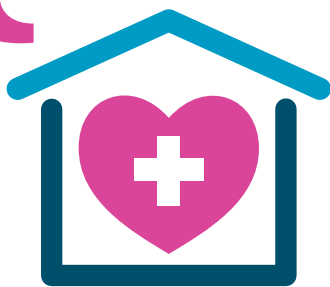
Boots Pharmacy

Carol's work for the Healthy Living Pharmacy has helped people understand lifestyle changes in diet, has helped people to stop smoking and has raised awareness for various health conditions. She takes time out of her schedule to find the appropriate resources to help her patients, which has helped to improve their mental health. Carol has also made the pharmacy a space where people can go to get the correct advice without judgement.

Paul Wales

Board Chair, CAMHS & HeadStarters

Paul lobbies and advocates for the need for early intervention to improve the mental health of young people. He develops links with Health Trusts and Teesside Clinical Commissioning Group, and interacts with students from all over Middlesbrough to ensure their voices are heard. Under his leadership, the HeadStart Delivery Programme has resulted in early help being delivered in every school and college in Middlesbrough!



Valued Service Award

Celebrating valuable health and social care services in the community.

ELM Alliance

ELM Alliance provided access to patient appointments via the 111 service from 9am, despite the fact that its official opening time was 6.30pm. This enabled approximately 1200 people to see GPs and Nurses, and provided relief to the Accident and Emergency Department and the Urgent Treatment Centre. This support was provided without any additional payment, ensuring that people could be seen and treated without a long wait, and could make appointments on evenings and weekends.

Hart Gables

Hart Gables works to bring mainstream services together, to help create LGBT+ inclusive and accessible pathways for local communities. It has also delivered LGBT+ Advance training to over 1,000 delegates, including Teesside University and Cleveland Fire Service, to help improve awareness in the wider community and create stronger links with services. Their Cloud 9 project offers LGBT+ people the opportunity to socialise in a safe environment. The service has been recognised as improving the confidence and mental wellbeing of LGBT+ people and reducing feelings of social isolation.

LINK Team

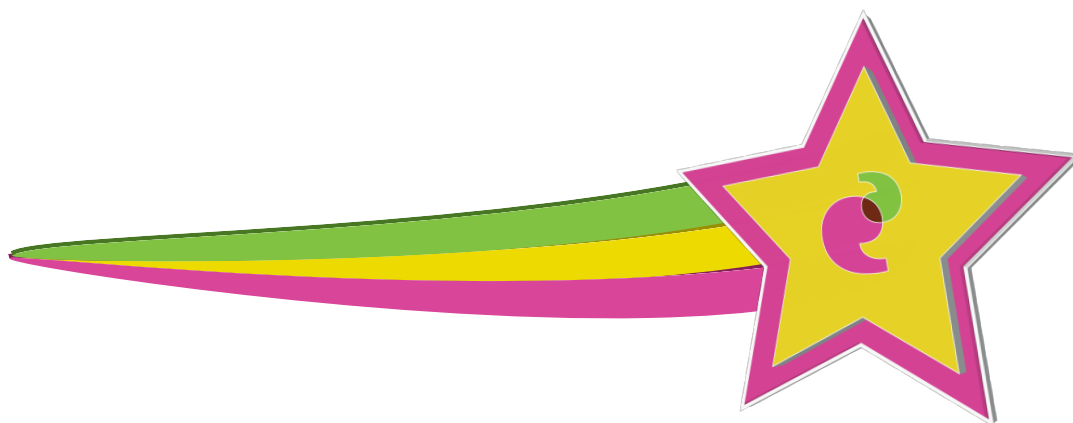
The LINK Team work directly with children and young people within the community, holding appointments in schools and community centres. They host weekly young people participation groups to ensure the child's voice is at the core of their work - feeding into service design, delivery and development. Through this, they have supported over 3,600 children and young people across South Tees, helping them to improve their emotional wellbeing, build resilience and improve their overall mental health through the delivery of over 17,500 1:1 sessions.

Project Choice Team

The Project Choice Team aim to break down employment barriers for people with a disability within the community. They work to empower young people and their families to understand what employment means for them, educating them on the long-term life impact, financial impact and the impact of employment on health and wellbeing. They are also heavily involved in educating local partners and pushing forward the inclusion agenda locally.

ARCH Counselling Service

ARCH provide specialist therapy following the trauma of rape and sexual violence and abuse. The team have delivered training to professionals, developed a recovery toolkit for clients and written therapy workbooks for younger people. This year they have provided support to over 350 victims and survivors ranging from 8 to 73 years old.





Excelling in Support to Others Award

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

Shareen Simm

Redcar District Nursing Team

Shareen is a nursing mentor who goes above and beyond to ensure her students are gaining the knowledge and experience as well as the confidence to be successful.

She is also a valuable role model, setting a good example to her students by taking her time to listen and support her patients.

Dr. Tahmeed Khan

North Ormesby Dental Practice

Dr Khan provides excellent dental health and care for people in the local community, answering questions, giving valuable advice and explaining different treatment options in a gentle and professional way.

Sarah Jones

Sarah has been described as “amazing” and “helpful” for the work and support she provides to others in her work.

Christopher Anderson

Meadowvale Home Care

Christopher has been recognised by his clients for being polite, friendly and professional, and always going the extra mile to make those he visits feel safe and secure.

Roshanne Sutton

Meadowvale Home Care

Roshanne is described as a “ray of sunshine” working hard to develop a good rapport with all of her clients and colleagues, helping in difficult situations and always considering their needs and wishes.

Kerry Robson

Meadowvale Home Care

Kerry receives regular good feedback from every client she visits, recognised for her caring nature and warming smile, as well as bringing joy to all those working alongside her.

Astrid Cook

1st Enable Team

Astrid Cook and the 1st Enable Team have been recognised for ensuring that a gentleman with dementia, who recently had a fall, was able to return to his home. They stayed to deliver waking nights when they were unable to get support from other services and worked with occupational therapists and physios to learn how to help him rehabilitate in his home, where he felt safe. The gentleman was an active member of the community, and therefore enabling him to return home made such a positive difference to him.

Philip Seymour

Everyone Active

Philip has been recognised for the attention and support he gives to his clients attending the gym through the exercise-on-referral scheme. He takes the time to tailor exercises to the individual and supervises them to ensure exercises are done correctly without causing any further harm, working in a fun and friendly way. As well as helping to improve people's conditions through exercise, he has also developed their confidence to exercise both at the gym and at home.

Kerri Brems

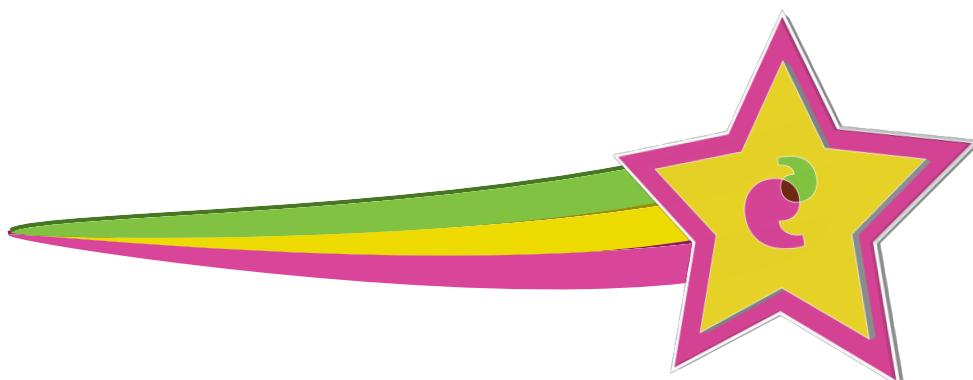
ARCH Counselling Service

Kerri is a specialist sexual violence counsellor with a deep commitment and passion for supporting victims and survivors. She promotes the service at every available opportunity, enabling the service to reach more marginalised groups in Middlesbrough.

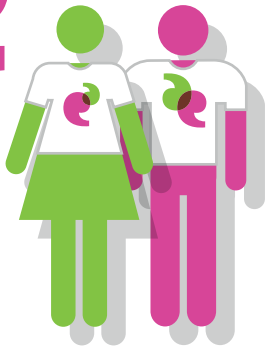
Daljit Keala

Erimus Practice

Daljit appeared on television to promote cervical screening in the area, using her knowledge of other languages to help encourage and support patients from ethnic minorities, where the uptake is poor. This has helped lots of patients from some ethnic groups to understand the importance of the smear test. Following Daljit's appearance, there has been an increase recorded in the uptake of screening.



Making a Difference Award



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

Dave Brough

Teesside Hospice

Dave has supported Teesside Hospice since 2017, raising awareness as the face of some campaigns and sharing his story to let more people know about what the hospice provides. This has included the Light up a Life Tree and the Sunflower Memory Wall, collecting donations and talking to the public about the care that his wife received. Through this, he has inspired other people to start fund-raising or volunteering for the hospice.

Terry Doyle

Saltburn Wellbeing Centre

Terry gives his time freely to facilitate a Wellbeing Recovery Group for people who have addiction issues at Saltburn Wellbeing Centre. He goes out of his way to connect these people to the relevant organisations, helping to reduce social isolation. He shares the voices of service users with key decision makers and funders to make a difference to people's lives, specific to their needs. He is also instrumental in raising funding to take people on spiritual retreats, giving them respite from their difficult and often traumatic lives.

Zoe Widdowfield

Community Ventures

Zoe started volunteering at Community Ventures in June and helped to set up a free weekly arts and crafts group to help support people affected by poor mental health, social isolation and other health related illnesses.

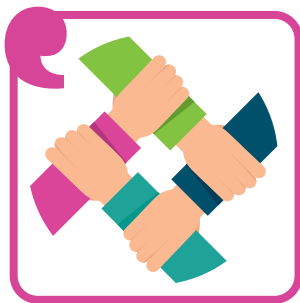
She created a warm, friendly, and safe place for the community to come together, as well as inspiring local people to try new things to help manage their mental health.

New Marske Healthy Eaters

The New Marske Healthy Eaters group have spent the last 15 years promoting Healthy Living including exercise and a healthy diet. Through the group, all attendees have become healthier, happier and fitter through losing weight, changing their eating and exercise regime.



Winners!



Community Innovator Award

Winner:

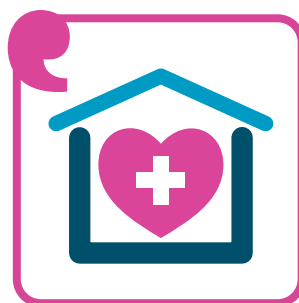
Lottie King

Founder of Leo's Charity

Runner-Up:

Karen, Elizabeth & Julie

Linthorpe Village Medical Centre



Valued Service

Winner:

ARCH Counselling Service

Runner-Up:

Hart Gables



Care & Compassion

Winner:

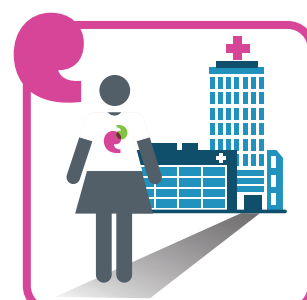
Adele Flynn

Erimus Practice

Runner-Up:

Ann Hall

Teesside Hospice



Excelling in Support to Others

Winner:

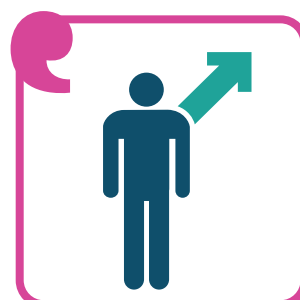
Kerri Brems

ARCH Counselling Service

Runner-Up:

Daljit Keala

Erimus Practice



Leading the way for change

Winner:

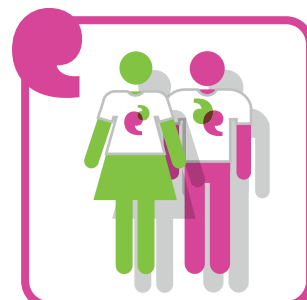
Annalice Argyle

Founder of TRAC

Runner-Up:

Ruth Hicks

Board Chair, VCS Organisations



Making a Difference Award

Winner:

Terry Doyle

Saltburn Wellbeing Centre

Runner-Up:

Dave Brough

Teesside Hospice

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



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