



THE TRUST RECOGNITION AWARDS

2023

Introduction

The Trust Recognition Awards are awarded annually, to recognise colleagues, volunteers and leaders across the Trust who go above and beyond to provide outstanding care and improved quality of life for our residents and clients.

It is the Trust's opportunity to say thank you and well done, be that for gaining a qualification, being one of our prestigious winners, or for achieving a long service milestone.

It is important we recognise and celebrate such dedication and success, as what you do every day makes a huge difference to our residents and clients. I would therefore encourage you to nominate someone for one of our prestigious awards, to recognise them for going above and beyond and for modelling the Trust values.

Laura Allam, Head of HR Reward and Recognition

Message from Dan

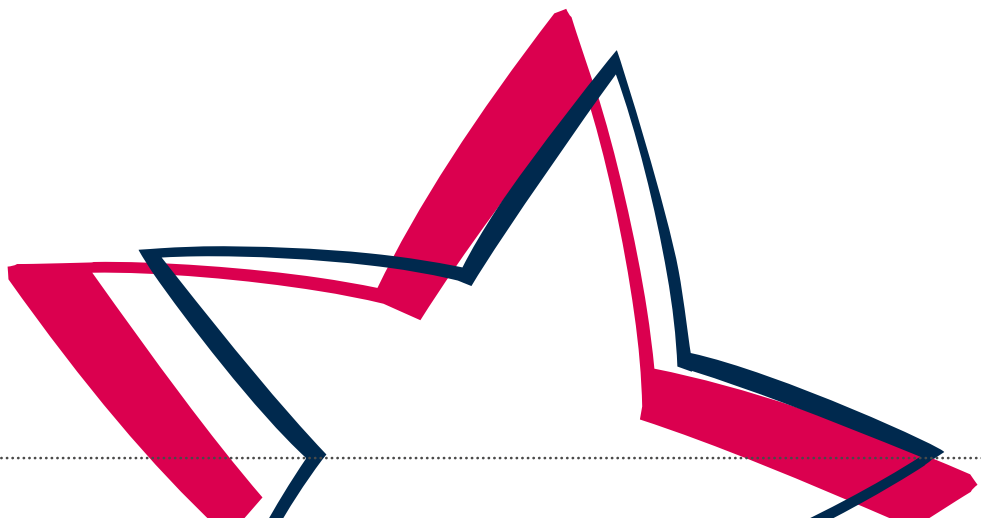
Whatever good work is done by the Trust, and whatever we achieve, our amazing colleagues will always be the reason why. It is your skill, commitment, and dedication, which elevates our daily work to the status of loving and compassionate care. In turn, the atmosphere created supports our residents and tenants to regain independence and enjoy all that life brings.

This year it has been great to see colleagues within the central teams working so hard on tools that make the roles of our front-line colleagues better, with eCare and overseas recruitment the most obvious examples, alongside digital payroll, and many others. I hope that everyone feels part of a family and that their individual contribution is key.

As a family we have always celebrated our achievements together, and so these awards are always a favourite on the calendar.

I'm looking forward to thanking you in person for the fabulous contribution you make to the Trust and to the communities we serve.

Dan Hayes, CEO



Our values

Dedicated to caring

- Delivering the highest quality of care by taking pride in your work and being dedicated and committed to everything you do. Reviewing what we do, sharing ideas, knowledge and experience within our homes and throughout the Trust to continuously improve the quality of care we provide.

Empowering individuals

- Giving colleagues the opportunity, training and support to develop themselves to achieve their maximum potential and provide the highest quality of care.
- Giving each resident the opportunity and encouragement to do and experience the things that they wish, and continue to live a normal and fulfilling life.

Respecting each other

- Treating residents, colleagues and volunteers alike with the respect, dignity and trust they deserve.
- Respecting to match the other present participants views, beliefs, knowledge and experience, allowing individuals to have a voice, and encouraging positive contribution from all.

Promoting communities

- Actively build present participate and maintain relationships with colleagues, residents, family and friends within the home and wider community.
- Creating an inclusive environment in which relationships can flourish, all things are possible and where everyone can feel at home and part of a family.
- Ensuring our homes are a focal point within the local community.

Securing our future

- Ensuring the Trust continues to deliver care to the highest standard well into the future by investing wisely in colleagues and homes.
- Building responsive and flexible services that meet the changing needs and expectations of those who buy and commission them.
- Considering the financial implications of your decisions to ensure that the Trust maintains a sound financial position.

Message from Jacqui

This is the second year of the new Trust Recognition Awards programme. It's really important that we take every opportunity to fully recognise the dedication and achievements of our colleagues and volunteers, so I urge everyone to take a few minutes to nominate someone you admire or appreciate.

Our Awards are in a number of category areas, which we feel are fully inclusive and representative of everyone who works and volunteers at the Trust. Eight categories have been split across Shining Star Awards and Leadership Awards. Everyone who is nominated will be informed and shortlisted nominees will be invited to our Award ceremonies.

So please take a moment to nominate someone today.

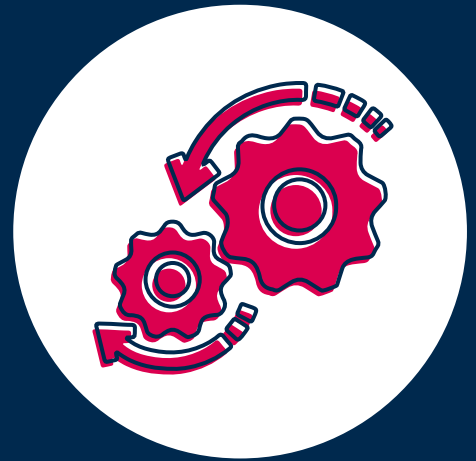
Jacqui Roynon, Director of People and Voice



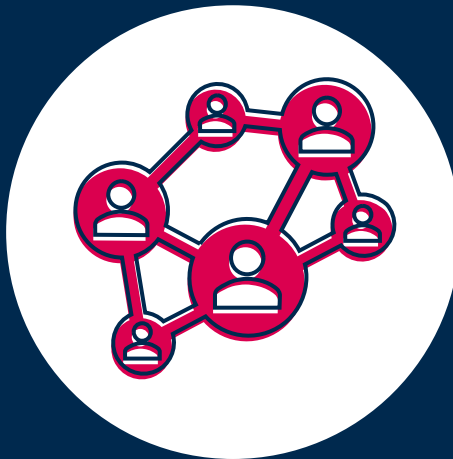
Award categories



**Exceptional Dedication
to Caring Award**



**Trust Efficiency and
Development Award**



**Outstanding Community
Engagement Award**



**The Empowerment
Award**



**Unsung Hero
of the Year**



**The Inspirational
Leader Award**



**The Personal
Development Award**

Team and individual nominations

The Outstanding Community Engagement Award and Trust Efficiency and Development Award could be presented to a team.

A Team could be a home team such as Kitchen, or Housekeeping, a departmental team such as the Marketing Team or the IT Team. A Team could also be a group of individuals from across different home teams or departments that worked together on a specific project such as the PPE team, an activity co-ordinator, chef, and a volunteer that worked together on a task, or project.

Please note where departmental teams are put forward a maximum of three people from that teams will be invited to represent the whole team at the awards ceremony.

The Exceptional Dedication to Caring Award, The Empowerment Award, The Personal Development Award, The Inspirational Leader Award and Unsung Hero of the Year are open to individual nominations only.

How to nominate



**Nominate via the Trust's intranet;
search 'The Trust Recognition Awards'
or scan the QR code to the left:**

<https://osjct.sharepoint.com>

Rules for nominating

No Historical Nominations

- You can only nominate someone for actions they have undertaken between April 2022 and March 2023.
- In your nomination you may reference things the nominee has done over several years or prior to April 2022 in order to provide general context or background and to show a pattern of exceptional behaviour, however the specific example you choose to highlight must have taken place between April 2022 and March 2023.

Multiple Nominations

- You may only nominate someone for one award at a time. However, if you feel they should be nominated for more than one award you will need to complete the form multiple times. The examples given should be relevant for the award they are being nominated for; therefore, you will need to adapt the citation for each nomination you submit.

No self-nomination or nomination of immediate relatives

- You cannot nominate yourself for an individual award.
- If you are part of a team that you feel deserves an award for a project you can nominate your team for an award.
- If a team nomination is made by someone within the team, the judges will be made aware of this.
- You may not nominate immediate family members for an award.

How to write a nomination:



Provide background and context

- Who are they, name, and job title?
- When did they join the Trust?
- Did they have experience in care previously?
- Have they always had the same job in the Trust, or have they progressed through different jobs?

Add personal experience

- Why do you believe they deserve this award?
- How do they make work better for you and your colleagues?
- How do they improve the lives of residents?

Give a specific example

- Give specific details and at least one example of when the nominee went above and beyond their job role and duties.
- Give at least one example of how they have displayed the value you are nominating them for.
- Is there any relevant context required to help judges understand how the nominee has gone above and beyond in your example?
- What has been the benefit to the Trust of this action or example? Have the lives of residents improved? Has it helped colleagues? Has the Trust's image been promoted?

DO

- Do give specific examples.
- Do give relevant background details.
- Do make sure the nomination is related to the nominee's work at the Trust.
- Do provide details of your personal experience with the nominee.
- Do check your spelling and grammar.

DON'T

- Don't include unnecessary personal details.
- Don't make any personal comments about the nominee, such as their age or weight or health.
- Don't praise the nominee by making negative or unkind comments about other colleagues.



Exceptional Dedication to Caring Award

Winners of this award will have gone above and beyond their responsibilities to improve care-giving standards and resident quality of life either directly or indirectly.

Who can be nominated for this award?

Colleagues working in Homes and ECH schemes	Volunteers
• Activity Co-ordinators • All Day Carer roles (Homes and ECH) • All Night Carer roles (Homes and ECH) • Nursing roles • Housekeeping and Laundry roles • Kitchen roles • Maintenance roles • Office and Administration roles	• Homes volunteers • ECH volunteers • Remote volunteers • Group volunteers • Office volunteers • Student volunteers

Who cannot be nominated for this award?

- Office-based colleagues.
- Home Managers and Office-based Senior Leaders.
- This is an individual award; whole teams or groups cannot be put forward for this award.

Judging criteria

What is expected of each nominee will be different depending on the nominee's job role. If the nominee's role requires them to provide care, you will need to show the judges how the nominee has gone above the expectations set in their job description.

The judges will look for a clear example of actions taken by the nominee that show they went above and beyond in demonstrating their exceptional dedication to caring.

Examples could include (but are not limited to):

- Facilitating video calls between residents and family members on the home's iPad.
- Supporting a resident to learn a new skill or to continue one they love.
- Translating information for a resident whose first language is not English.
- Helping to decorate the home for an event/holiday/birthday.
- Baking or crafting gifts for residents or the home.
- Creating activities for residents based on their individual interests.

Example nomination:

Exceptional Dedication to Caring Award – Home colleague

Background and context about the nominee. Name, Job title.

Jo Bloggs joined the [home name] in September 2021 as a Day Carer, having just finished college. Jo deserves this award because in the short time she has been with us at the home, she has gone above and beyond to show her dedication to caring and to our residents. Jo has picked up her duties very quickly, she gets on well with colleagues. She has built good relationships with residents; she remembers details they tell her, and she always remembers to ask them about their interests and families.

Short but detailed overview of why you feel they deserve this award.

Specific example of how nominee has gone above and beyond in their dedication to caring.

Unfortunately, due to the pandemic we were unable to have lots of decorations up at Christmas because of the extra cleaning. Usually, we have lots of decorations all over the home and make it very festive and fun for residents as they love Christmas. Jo wanted to make sure that the residents were still able to enjoy some festive decorations, so she checked with the home manager about what was allowed because of Covid and then she knitted each resident a personalised Christmas decoration that they could have in their room. She knitted (number of residents) decorations in total! All the residents were really pleased with their individual decorations. One of them said that the decoration was their best gift that Christmas.

Clear and relevant context for the following example.

How the nominee improved the lives of residents.

Example nomination:

Exceptional Dedication to Caring Award – ECH colleague

Background and context about the nominee. Name, Job title.

Marilyn Monroe joined the Trust in 2017 as a Domiciliary Carer working across two ECH schemes. I believe Marilyn deserves this award because she goes above and beyond to provide support and care for our clients.

Clear overview of why you feel they deserve this award. With more general examples of how nominee has gone beyond their job description.

In addition to her caring duties, she helps clients with preparing dinner or cleaning tasks that they find difficult.

Marilyn often makes time to share a cup of tea with clients if they haven't been able to get out and see friends and family. Marilyn has arranged shopping to be delivered for clients if she knows they have been unable to leave home or bus services have been reduced.

Specific example of how nominee has gone above and beyond in their dedication to caring.

Recently, a client told Marilyn her birthday was coming up, but their family lived in Spain and were unable to visit in person. Marilyn baked the client a cake, got her some balloons and a card to celebrate the client's birthday and made sure she was not alone. Marilyn also helped the client set up a video call so that she could speak to her family in Spain.



Outstanding Community Engagement Award

Based on the Trust's core value of promoting communities, this award is for anyone who has significantly improved or built relationships between the home and community groups. This could include relationships with local schools, businesses, community groups or charities.

Who can be nominated for this award?

Colleagues working in homes and ECH schemes

- Activity Co-ordinators
- All Day Carer roles (Homes and ECH)
- All Night Carer roles (Homes and ECH)
- Nursing roles
- Housekeeping and Laundry roles
- Kitchen roles
- Maintenance roles
- Office and Administration roles

Who cannot be nominated for this award?

- Office-based colleagues.
- Home Managers and Office-based Senior Leaders are not eligible for this award.
- Volunteers are not eligible for this award.

Judging criteria

What is expected of each nominee will be different depending on the nominee's job role. If the nominee's role requires them to engage with the local community, you will need to show the judges how the nominee has gone above these expectations to deserve this award.

The judges will look for a clear example of actions taken by the nominee that show they went above and beyond their job description to engage with the community.

Examples could include (but are not limited to):

- Engaging a local choir to perform and provide singing lessons to residents.
- Providing online baking masterclasses over Zoom with residents and the local community.
- Setting up and running a 'Blues Coffee Morning' for local emergency service personnel.
- Working with a local charity to provide information about dementia to residents and their loved ones.
- Facilitating visits from local schools or kids' clubs to support intergenerational engagement.
- Securing donations or sponsorship for the home or for residents from local businesses.

Example Nomination:

Outstanding Community Engagement Award – Home colleague

Background and context about the nominee. Name, Job title.

Matilda Wormwood joined the Trust in 2020 in our kitchen team. I believe Matilda deserves this award because she continuously goes above and beyond to support residents and make the home a happy and wonderful place for them to live.

Short but detailed overview of why you feel they deserve this award.

Every time Matilda comes in, she greets me with a cheery welcome and asks me about my week and how my wedding planning is going.

The residents enjoy it when Matilda comes in because she is always interested in what they have to say, and she often sits and talks to residents long after she is due to leave, because she is genuinely interested in what they have to say.

Additional details about how the nominee impacts the residents positively.

Matilda often helps with maintaining our garden, although this is not part of her job description. It is something she enjoys doing and feels having a nice garden is really important for resident wellbeing. We recently entered Trust in Bloom, and Matilda was key in supporting our entry by getting donations from the local community. Matilda wrote a letter to Waitrose and B&Q asking them to donate plants to the home. She contacted the local school which her granddaughter attends, and her class came to help residents and volunteers plant the donated plants. It was a lovely day and the residents really enjoyed having the children in the home, reminiscing about their days at school and talking about their favourite games and lessons. Matilda also contacted a local woodwork club, and they came into the home to help our residents make bird feeders and houses for our garden.

Personal experience of working with nominee.

Outcome of nominee's actions. How they have had a positive impact on the home.

Matilda has really helped us bring together our Trust in Bloom entry and supported our Activity Co-ordinators on the project, but she has also helped us create ongoing links with the local community: the local school have been sending paintings to our residents and the local woodwork club is coming back next month to teach our residents to make boxes.

Specific example with clear details that show nominee has gone above and beyond in engaging the community.



Trust Efficiency and Development Award

This award is based around two of the Trust's core values: 'dedication to caring' and 'securing our future'. Winners of this award will have improved a process or come up with a new initiative that has indirectly improved the quality of care and life for residents, improved the Trust's efficiency, reduced costs, or delivered improvement(s) in service quality.

Who can be nominated for this award?

Colleagues working in Homes and ECH schemes	Colleagues working in regional office teams	Senior Leaders
• Activity Co-ordinators • All Day Carer roles (Homes and ECH) • All Night Carer roles (Homes and ECH) • Nursing roles • Housekeeping and Laundry roles • Kitchen roles • Maintenance roles • Office and Administration roles	• Care Quality • Executives and Administration • Finance • IT • Marketing • Operations • Procurement and Contracts • Projects and Strategy • People and Recruitment • Property • Sales	• Home Managers • ECH Managers • Office-based Senior Leaders

This can be both an individual award or a whole team award. Therefore, you may nominate a team or group for this award.

Who cannot enter this award?

- Volunteers are not eligible for this award.

Judging criteria

The judges will be looking for clear examples of how the nominee has gone above and beyond their job description to develop the Trust's activities and services.

What is expected of each nominee will be different depending on the nominee's job role. If the nominee's role requires them to continuously develop the Trust's process or service offerings, you will need to show the judges how the nominee has gone above these expectations to deserve this award.

This category should not be confused with the Innovation Award. The judges are not looking for a nominee's ideas; you will need to tell them about a specific example or action that has already taken place.

Examples could include (but are not limited to):

- Developing, delivering, and evaluating a training programme.
- Piloting a new care initiative e.g. the butterfly approach for dementia care.
- Creating a toolkit to support and empower colleagues.
- Developing a new service offering, e.g. online dementia events or beauty service.
- Improving the efficiency of a process which frees up carers' time that they can then spend with residents.
- Creating materials or implementing projects that support home colleagues to provide care to residents.

Example Nomination:

Trust Efficiency and Development Award – Home colleague

Introduction of the nominee and short sentence explaining why they are being nominated.

Clear overview of how the nominee has improved a process.

I am nominating Rachel Green as following a CPD course she suggested that we implement the Butterfly effect framework in our home. During the Pandemic there were lots of new residents and staff joining the home, carers were very busy and it was difficult to find time to read and learn all the new information for all the new residents.

Rather than having to keep referring to resident's folders Rachel suggested that we have a colour code system for important information that we can display on resident's doors so that we can understand their situation quickly and amend care accordingly. The colour code system is done by sticking coloured butterflies to the resident's door, so they are pretty and not intrusive. For example, residents living with dementia have a purple butterfly. This will help carers recognise that some behaviours that the resident is displaying might have a significant meaning.

By placing these pretty butterflies on residents' door, it gives a carer an easy and rapid access to crucial information that might even be lifesaving. During the pandemic it was really useful as we were able to communicate important information about residents quickly and efficiently across shifts and new staff, the system helped save carers loads of time which meant we were all able to spend more time delivering care and spending time with the residents.

Context explaining the background around the nominees idea.

The result of the nominees idea and how it has improved the lives of residents and a working process for colleagues.

Example Nomination:

Trust Efficiency and Development Award – Office-based team

Background and context about the nominees, making it clear this is a project team nomination and not an individual or departmental nomination.

Background on why the team are being nominated.

Outcome of the actions taken by the team including the clear benefits to the Trust.

I would like to nominate a project team to win this award. Members of the Admiral Nurse Team and Marketing Team have worked together to provide online dementia events that provide support to the local community and those looking after loved ones living with dementia. I would like to nominate Harry Styles, Lara Croft, Dorothy Gale and Bruce Willis to win the Trust Efficiency and Development Award.

During the pandemic a lot of the Admiral Nurse support activities were reduced as was the support available in the community from charitable or community groups such as Dementia Friends. Harry worked with the Marketing team to fill this gap with a series of OSJCT online Dementia events.

Dorothy from the Marketing Team worked hard to upskill herself on how to run an online event, researching the most appropriate tools, and undertaking training to understand best practice and how to run a successful webinar. Bruce, also from the Marketing Team, worked with the internal design team and outside agencies to create and place ads, and market the events across a wide audience. At the first online session, Harry and Lara presented whilst Dorothy ran the technical support in the background and Bruce provided event support, answering attendee questions in the Chat, and helping with logistics of running a smooth online event.

The event was a success and after the event Harry worked with Dorothy and Bruce to come up with more events to provide support to the community and those looking after a loved one with dementia at home. Since then, the events have gained a lot of traction, with many attendees joining multiple events. After attending an event, some attendees have engaged with Trust homes in their local community, making enquiries in relation to their loved one living with dementia. Additionally, local healthcare groups have been promoting the events in their services and encouraging people to attend. During the first event they also offered their free support services to attendees via the chat. The events have helped the Trust to expand the service offering of the Admiral Nurse Team, expand the marketing reach of the Trust, and develop customer pipeline and community relationships.

Clear listing of the first and second names of all those being nominated.

Short but detailed overview of why you think the team deserve this award.



The Empowerment Award

This award is related to the Trust's 'empowering individuals' value. This award is for colleagues and volunteers in homes or ECH schemes who have developed a process or way to empower residents or have provided a platform for residents to maintain independence. Within the context of office colleagues, this could be either empowering homes and ECH colleagues or empowering colleagues within their team or other departments of the Trust.

Who can be nominated for this award?

Colleagues working in Homes and ECH schemes	Colleagues working in regional office teams	Volunteers
• Activity Co-ordinators • All Day Carer roles (Homes and ECH) • All Night Carer roles (Homes and ECH) • Nursing roles • Housekeeping and Laundry roles • Kitchen roles • Maintenance roles • Office and Administration roles	• Care Quality • Executives and Administration • Finance • IT • Marketing • Operations • Procurement and Contracts • Projects and Strategy • People and Recruitment • Property • Sales	• Homes volunteers • ECH volunteers • Remote volunteers • Group volunteers • Office volunteers • Student volunteers

Who cannot be nominated for this award?

- Home Managers and Office-based Senior Leaders are not eligible for this award.
- This is an individual award; whole teams or groups cannot be put forward for this award.



Judging criteria

The judges will be looking for clear examples of actions taken by the nominee that show how they went above and beyond their job role to empower other individuals.

What is expected of each nominee will be different depending on the nominee's job role.

All colleagues are expected to empower residents as part of their daily duties, and some job descriptions (such as those for formal training roles) will contain this expectation as a key part of their role. You will need to show how the nominee has gone above the reasonable expectation on their job description.

In relation to home colleagues empowering residents – examples could include (but are not limited to):

- Enabling residents to find meaningful and fulfilling “jobs”, such as laundry assistant.
- Supporting residents to become involved in maintenance or gardening activities.
- Supporting resident-led activities such as residents giving talks in their field of expertise.
- Assisting residents to carry on activities that are meaningful to them, such as selling poppies to fundraise for charity.

In relation to office-based colleagues empowering other colleagues – examples could include (but are not limited to):

- Supporting other colleagues to develop and showcase their skills. (This does not mean managers can delegate small or menial tasks)
- Non SLT Managers displaying leadership skills in supporting their team or colleagues around them.
- Providing tools or informal training and coaching to colleagues to allow them to be self-starters and finish projects or tasks themselves with best practice support and guidance.

Example Nomination:

The Empowerment Award – Home colleague

Background about the nominee including nationality as it is specifically relevant to the context of the example given in the nomination.

Helen Mirren joined the Trust in 2019 as a housekeeper having just moved to the UK from Poland. Since then, Helen has progressed to Head of Housekeeping at [home name]. I believe Helen deserves this award because she not only works very hard at her job but is always looking for ways to improve the whole home.

Short but detailed overview of why you think the nominee deserves this award.

Specific example of how nominee has empowered a resident.

The residents enjoy having Helen around the home as she is always laughing and joking with them, she is also very respectful of their things and their preferences when she is cleaning their rooms.

How the nominee interacts with residents.

Recently, a resident mentioned that his new daughter-in-law was Polish. Helen took the time to teach the resident how to speak some Polish phrases so that the next time his loved ones came to visit he could speak to his daughter-in-law and grandson in Polish to make them feel welcome in his family.

Example Nomination:

The Empowerment Award – Home colleague

Background and context about the nominee. Name, Job title.

Elton John joined the Trust in 2017 as a Handyperson at [home name]. Elton goes out of his way to make sure the home is well maintained at all times. If anything needs fixing, he always does it quickly, to a good standard; often this means taking items to finish off in his workshop. Not only does Elton show dedication to his role, but he goes above and beyond in empowering the home's residents, which is why I believe he deserves this award.

Short but detailed overview of why you think the nominee deserves this award.

Personal experience of nominee and how they are with residents.

Elton is kind to all his colleagues and the residents – every day he comes in with a big smile and makes us all a cup of tea to start our shift. The residents love Elton; he is always happy to chat with them and he makes a point of learning details about them.

Why the nominee deserves the award: a specific example of how the nominee has empowered a resident and the outcome.

In February a resident joined us who used to be a carpenter. The resident found it difficult to adjust to life in care and did not enjoy joining in with the group activities. Elton noticed that during activities this resident would usually sit alone in their room building models. Elton asked the resident about his models and after talking to the resident about their life as a carpenter Elton asked the resident if he would like to help him around the home. Since then, the resident has helped Elton with maintenance jobs and gardening activities around the home, drawing on his personal experience of working with specialist tools and crafting items. The resident has really come into their own since working with Elton and has now integrated into the home very well – he has made friends and now joins in other activities around the home.

Example Nomination:

The Empowerment Award – *Office-based colleague*

Introduction to who the nominee is and what department they work in.

I would like to nominate Bruce Wayne from the IT Team for developing a new training programme to empower colleagues to find the solution themselves. After receiving a large number of IT help desk tickets on similar issues, Bruce suggested it would be a good idea to create a new online training video to help colleagues solve the issue themselves.

Short sentence on why they are being nominated.

Bruce put forward a proposal and after several meetings to get the content signed off, they worked with members of the marketing team to create the video and create the voice over as well as a quiz at the end to test participants' understanding.

Context behind why the nominee is being nominated as well as a clear example.

Thanks to Bruce taking the initiative to create this training, colleagues working within the homes' admin teams can fix the issue quickly themselves saving them time waiting for an IT help desk ticket to be actioned, and the IT team are able to help to respond to IT tickets that require IT team action quicker.

The outcome of the nominee's actions, demonstrating clear benefits.



The Personal Development Award

This award will be given to colleagues for achieving personal growth in a professional context, developing a skill that is relevant to their role, or actively seeking to increase knowledge and experience through professional development.

Who can be nominated for this award?

Colleagues working in Homes and ECH schemes	Colleagues working in regional office teams	Volunteers
• Activity Co-ordinators • All Day Carer roles (Homes and ECH) • All Night Carer roles (Homes and ECH) • Nursing roles • Housekeeping and Laundry roles • Kitchen roles • Maintenance roles • Office and Administration roles	• Care Quality • Executives and Administration • Finance • IT • Marketing • Operations • Procurement and Contracts • Projects and Strategy • People and Recruitment • Property • Sales	• Homes volunteers • ECH volunteers • Remote volunteers • Group volunteers • Office volunteers • Student volunteers

Who cannot be nominated for this award?

- Home Managers and Office-based Senior Leaders are not eligible for this award.
- This is an individual award; whole teams or groups cannot be put forward for this award.
- Undertaking a Trust supported qualification is not enough to be nominated for this award.

Judging criteria

The judges will be looking for clear examples of actions taken by the nominee that show they have gone above and beyond their job role to develop their skills and experience.

What is expected of each nominee will be different depending on the nominee's job role.

All personal development examples must be in relation to the Trust.

Examples could include (but are not limited to):

- Training colleagues and setting examples to new starters.
- Developing public speaking skills to move to a more managerial role.
- Learning new IT skills to help expand your role or support colleagues.

Example Nomination:

Personal Development Awards – *Home colleague*

Background and context about the nominee. Name, Job title.

Taylor Swift joined the Trust in 2020 as a carer. Taylor had no previous experience of care; previously Taylor had been a hairdresser but was put on furlough due to the pandemic. When Taylor joined, she was quite nervous and a bit quiet as the role was such a big change, but she got on well with the residents when talking to them one-on-one and took pride in her work.

Clear demonstration of how the nominee has developed in the role.

Specific example of additional actions taken by the nominee.

Since joining, Taylor progressed to Shift Leader and is now Care Leader at [home name]. I believe Taylor deserves this award because since day one Taylor has been keen to learn about the Trust, understand why we do things the way we do and improve her skills. Taylor has also recently been awarded the role of Training Mentor after completing the course.

Short but detailed overview of why you believe the nominee deserves this award.

Taylor helps the Home Manager with new starters showing them how we do things. If someone doesn't understand something, she will work with them patiently until they do. She is very welcoming and kind to everyone who joins the team.

Additionally, Taylor spends a lot of her time at home reading about dementia and she shares this knowledge with the home which helps us give better care to our residents.

Additional relevant information to support the nomination.



Unsung Hero of the year

Unsung heroes are those who support others to do their jobs well, making an outstanding contribution to the work of their teams and to the people they support. This Award is specifically for those who are not in leadership or managerial roles but constantly motivate others, lift morale and frequently go out of their way to make sure a job is done, or a colleague is supported. Nominees may be unaware of the valuable contribution they make and how others consider them as a vital member of the team, often working quietly, inconspicuously or behind the scenes.

Who can be nominated for this award?

Colleagues working in Homes and ECH schemes	Colleagues working in regional office teams	Volunteers
• Activity Co-ordinators • All Day Carer roles (Homes and ECH) • All Night Carer roles (Homes and ECH) • Nursing roles • Housekeeping and Laundry roles • Kitchen roles • Maintenance roles • Office and Administration roles	• Care Quality • Executives and Administration • Finance • IT • Marketing • Operations • Procurement and Contracts • Projects and Strategy • People and Recruitment • Property • Sales	• Homes volunteers • ECH volunteers • Remote volunteers • Group volunteers • Office volunteers • Student volunteers

Who cannot be nominated for this award?

- Home Managers and Office-based Senior Leaders are not eligible for this award.
- This is an individual award; whole teams or groups cannot be put forward for this award.

Judging criteria

The judges will be looking for clear examples of how the nominee has gone above and beyond their job role. What is expected of each nominee will be different depending on the nominee's job role. The judges will look for a clear example of actions taken by the nominee that show they are an unsung hero.

Examples could include (but are not limited to):

- Always helping others without being asked.
- Doing tasks that are not assigned to any role but need doing.
- Always being supportive and quick to offer a helping hand.
- Always putting the welfare and needs of others before their own.
- Working collaboratively, accepting feedback, and listening to others.

Example Nomination:

Unsung Hero of the Year – *Home colleague*

Background and context about the nominee. Name, Job title.

Peter Parker has been an Activity Co-ordinator at [home name] since 2015. I believe Peter deserves this award because he always works hard to make sure the activities are fun and engaging for residents.

When new residents move into the home Peter takes the time get to know them and understand what they enjoy doing. Peter puts on group activities as well as making sure he sits with residents to do one to one activities. Peter always takes the time to plan activities thoroughly and makes the effort to get stuff ready for next week's activities in advance.

As well as doing activities Peter will help out with care duties or help out with cleaning and cooking if we are short staffed. Peter always has time to talk, he will listen if you are having a bad day and is very supportive. He encourages everyone in the home to try new things or do training.

When we have new starters, Peter will always sit with them during breaks or invite them to help with activities to get to know them and make them feel welcome. When I was doing my driving test Peter would sit with me and help me learn my theory. You can always ask Peter questions about how to do something around the home and he will always help you and not laugh at you.

Short but detailed overview of why you believe the nominee deserves this award.

Specific actions taken by the nominee.

Personal experience and context of why nominee deserves the award.

Example Nomination:

Unsung Hero of the Year – *Office based colleague*

Background and context about the nominee. Name, Job title.

Elizabeth Bennet joined the Trust in 2011 as a peri-handyperson, however during the pandemic, Lizzy supported PPE stores to deliver PPE across the Trust. Lizzy often went out of her way to ensure homes had all that they needed to be able to protect colleagues and residents. Lizzy was always positive and upbeat, even when tasks were difficult or physically strenuous. Lizzy always made sure to support the rest of the team and put others before herself.

Specific actions taken by the nominee which show they have gone above and beyond.

Example Nomination:

Unsung Hero of the Year – *Volunteer*

Background and context about the nominee. Name, Job title.

Joe Bloggs started volunteering at the Trust in 2016. Joe usually comes in once a week but is always happy to offer extra time if we have an event and need extra support.

Joe is always kind to everyone; he remembers things you have said to him and always makes a point of saying hello or asking how you are. Every time he comes in Joe just gets on with things. He knows what needs doing before anyone asks him to do it. Every Thursday he makes us all a cup of tea, waters the plants around the home and then he sits with residents and talks to them about their week.

He listens carefully to what residents say and will often turn up the next week with a gift, someone's favourite biscuits, a book or magazine about something they said they liked or a replacement for something he noticed was running low. Before he leaves Joe will always ask if there is anything else he can do. He notices if you have having a bad day and will ask if he can help out and doesn't mind staying late.

General overview of why the nominee deserves the award.

Personal experience and context of why nominee deserves the award.

Specific actions taken by the nominee.



The Inspirational Leader Award

This award is for Home Managers, ECH Managers and office-based members of the Senior Leadership Team. It provides colleagues the opportunity to recognise managers who have gone above and beyond to support their teams.

Who can be nominated for this award?

Senior Leaders

- Home Managers
- ECH Managers
- Office-based Senior Leaders and AOMs

Who cannot be nominated for this award?

- Non-managerial colleagues working in homes and ECH schemes are not eligible for this award.
- Non-Senior Leadership colleagues working in regional office roles are not eligible for this award.
- Volunteers are not eligible for this award.
- This is an individual award; whole teams or groups cannot be put forward for this award.

Who is included in the office-based Senior Leadership Team?

- Regional Director
- Assistant Regional Director
- Head of Central Operations
- Assistant Regional Director
- Contracts Manager
- Trust Facilities and Compliance Manager
- Head of Procurement
- Property Development Director
- Head of Health & Safety
- Head of Marketing, PR and Communications
- Head of Sales
- Assistant Care Quality Director
- Deputy Finance Director
- Head of Operational Finance
- Head of Transactional Finance
- Head of Financial Accounts and Reporting
- Chief Information Officer
- Head of Portfolio Management
- Head of Recruitment and Talent Management
- Head of HR Reward & Recognition
- Head of HR Transformation and Operations
- Head of Leadership and Vocational Development
- Regional HR Manager
- Company Secretary

Judging criteria

The judges will be looking for clear examples and actions of how the nominee has gone above and beyond their job role to be an inspirational leader.

The nomination must clearly show the nominee has moved beyond the expectations of a manager and has shown exceptional, empowering, or inspirational leadership.

Examples could include (but are not limited to):

- Giving up personal time to support the team.
- Motivating a team to reach a goal or excel at a task.
- Introducing wellbeing initiatives into the team's working week.
- Supporting the team physically and emotionally through a challenging time.

Example Nomination: Inspirational Leader Award

Nominee name and context as to who they are as a leader.

Mary Jane has been my manager for two years; she is knowledgeable about the Trust and always shares best practice with the team or gives us tips based on her previous experience having worked at the Trust for 5 years. Mary Jane always takes the time to sit with new residents and make them and their families feel welcome, she also does this with new starters. Even though she is always very busy she is never too busy to sit with new starters and make sure they are settling in and understand all their duties and how we do things at the Trust.

Overview as to why they deserve this award.

Clear examples and specific actions taken by the nominee why demonstrate how they have gone above and beyond.

Her door is always open. Even though she knows how the Trust like things to be done she always listens if anyone has a new idea or if a process doesn't quite work for a colleague or a resident. She will listen to feedback and will help adapt things to fit around people's needs. She is always encouraging the team to try new things, create new activity ideas or clubs or take part in community activities with the residents.

Additional information to support the nomination.

She makes time to regularly check in with staff outside of formal objective meetings, she makes a point of talking to everyone in the home and is always encouraging if there is a course or training someone would like to do. If someone would like to go work towards becoming a shift leader, she will work with them to make sure they have the skills and experience.

It's not just the staff that think she is brilliant, the residents love her too, as she always makes a point of sitting with them for tea and asking about their day.



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