

Dignity in Care Award Winners 2015

The Dignity in Care Awards 2015 are an initiative run by Age UK Oxfordshire in partnership with Healthwatch Oxfordshire, to celebrate local people, places and initiatives which are giving outstanding care and have gone that extra mile to deliver real dignity in care.

Award for an unpaid carer

Winner: Ruth Najeme

Ruth is a trained nurse and cares for her mother at home. Ruth's mother is in her 90s and suffers from a number of serious health conditions. She is totally bedbound and is unable to speak. Ruth has been put forward for this award by a local GP.

"Whilst Ruth is a trained nurse herself, the devotion and care which she has given to her mother is absolutely exceptional... Ruth has used her nursing skills and love to save her mother's life and care for her at home in a way that is quite remarkable. As a GP, with 30 years' experience, I have never seen the likes of this skill and devotion from a carer or relative." Dr H

Award for Care or Support Staff (4 Awards)

Winner: Claire Fuller

Claire has worked as a Home Support Worker for Greigcare in Banbury for 6 years. Claire has been put forward for this award by a family member of someone she cares for.

"In my opinion, Claire is unbelievable. My wife has vascular dementia and is confined to a wheelchair. For the past two years Claire has treated my wife at all times with dignity, compassion and tenderness. She frequently goes the 'extra mile' to ensure my wife is comfortable and content. My wife trusts Claire implicitly and is 100% at ease with her... During the time that Claire is with my wife, she feeds her lunch, washes her hair, does her nails and has conversations with my wife (who speaks very little), but whom I am sure understands Claire at all times.

"Claire is always immaculately dressed and has a smile on her face at all times. In my opinion, I believe she just loves her job as a carer." Mr B

Winner: Vicky Bauckham

Vicky has been a Care Worker at St Andrews Care Home in Headington for 18 years. Vicky has been put forward for this award by a family member of someone she cares for and her Manager.

"I love that Vicky always greets me when I enter the care home. She has a great sense of humour and often makes me laugh. She instinctively knows if I am worried about mum and she will sometimes send me a photograph of mum later or maybe the following morning, illustrating that mum is smiling and happy." Mrs R

"Vicky is very devoted to her residents – she treats them like family, which is comforting for their family members. She really goes that 'extra mile' and she has a good way with people to help them

achieve their potential within the home. She gives one to one special attention and helps residents to get involved in activities by putting a lot of thought into what their capabilities and interests are.”
Manager

Winner: Olwen Davies

Olwen has been the Support Coordinator at Oxford Options Health and Wellbeing Centre for 5 years. Previously Shotover Day Centre and Rectory Road, she has been working with the service all together for 26 years. Olwen has been put forward for this award by the family member of a service user.

“Leaving one’s husband at a day centre for the first time is so hard. Olwen with her understanding and warmth helped ease this step for me more than I can say. She gave me the confidence in knowing that my husband would be well cared for, and his individuality respected. This, in turn, gave me ‘permission’ to take this much needed break.

“I had great confidence in the way that Olwen worked with my husband...Olwen helped him to feel valued and respected and he was relaxed and happy there... There is no doubt that she enabled me to carry on caring for my husband at home for as long as I did.” Mrs H

Winner: Emma Riley

Emma is family carer as well as a qualified social worker. She has worked as a Community Support Worker for Headway Oxfordshire for 3 years, supporting people affected by acquired brain injury. Emma has been put forward for this award by a number of people, including service users, their family members, and her Manager.

“I always know that I can contact Emma if I need advice or reassurance... Without her reliable, friendly support and yet also real professionalism, I am not sure I could have made it through the year. In a world which, for me as a brain injured person, often feels frantic, confusing and overwhelming, knowing someone who genuinely cares and tries not to judge is a lifeline back to society.” Ms B

“Emma has shown us unfailing courtesy throughout. She is never condescending and treats us both with the utmost respect, but she is also fun and brings much needed laughter into our lives.” Mrs L

Award for leadership in dignity in care

Sponsored by Oxfordshire Association of Care Providers

Winner: Christina Walford

Christina is the Manager and Founder of Autumn Years Care in Thame. Christina has been put forward for this award by her colleague and the family member of a service user.

“Christina has shown time and time again that dignity and respect to her means everything. Not just for the clients but also towards her staff. She treats each client as a human being... she visits every client personally; to make sure they are happy. As she always says “I wouldn’t expect my carers to do anything I wouldn’t do”. She leads by example.” Colleague

“Christina had no hesitation in going beyond of the call of duty for me and my mother - helping me out of hours and answering phone calls. She and her girls were absolutely outstanding. My mother passed away this year. The last 7 months of her life were made so much more tolerable by wonderful the care from Christina.” Mrs L

Award for a care or support setting or service

Winner: Wallingford Health and Wellbeing Centre

The team at Wallingford Health and Wellbeing Centre include: Kerry Coleman (Manager), Isabella Godin, Ruth Evans, Sue Newman, Katie Evans, Anita Gray and Laura Fisher and Carol Harrison. They have been put forward for this award by a Carers Oxfordshire Outreach Worker and the family member of a service user.

“All the staff are, without exception, kind and caring of the clients whatever their needs, disabilities or frailties. Whenever I have visited to run a carers group, the staff can be seen sitting with clients, bathing them or doing a meaningful activity...each client is treated as an individual. They advocate for those clients who need it too, making sure other agencies treat them with the respect they deserve.” Outreach Worker

“When I take my husband round in the wheelchair, sometimes I am so exhausted and when I walk through the door they just know and someone will always come up to me, see how I am, give me a hug, chat with me or offer me a drink. They are all a team, caring personified.” Mrs E

Award for innovation in Dignity in Care

Sponsored by the Picker Institute

Winner: Angela Nagle

Angela is a Staff Nurse on the Dialysis Main Unit at Churchill Hospital. Angela has been awarded for her work in promoting the concept of ‘Shared Care in Dialysis’ at Churchill Hospital.

Angela has led the team of nurses in enabling any patient, or relative who wants to be more involved in care, to be able. The involvement ranges from completing paperwork, and a self-assessment of how they are feeling, taking and recording their weight, measuring their blood pressure. Many then progress to lining and priming and programming their dialysis machine to inserting needles and being completely independent in their dialysis.

Angela has assisted in developing a range of concepts to support ‘Shared Care’ - badges for staff to wear saying ‘Ask me about Shared Care’- pens for patients and visual step by step guides for setting up machines.

“Angela is persuasive and creative in how she engages patients and supportive of their anxieties and concerns. She has also shown that many patients are keen to be active in some parts of their care.

“I can see that this change in care delivery has had a valuable impact on the peer relationships of patients and the support they offer each other.

“Fundamentally, Angela’s work has reshaped the whole ethos of what a dialysis unit means for me and that rather than a place of ‘illness’ it is a place where we can promote ‘health’ by patient involvement.” Matron

Josie’s Award (2 Awards)

Winner: Pat Ross

Pat is from Oxford and has facilitated the Oxford Mind Carers Group for many years, in a voluntary capacity. She has lived experience which she draws on to work with carers who are supporting loved ones who have mental illness. To enhance this work she became a governor of the Oxford Health Foundation Trust, Chairs the Response Housing Carers Group and is a retired nurse.

“Pat has been most supportive to me. She understands how carers such as myself are affected by the very stressful role of being a carer of loved ones who have mental illness.

“I manage depression, anxiety and panic attacks brought on by my situation in order to prevent a relapse. Pat's support is integral in helping me to keep well and able to continue to care for my sons.

“She is most accessible in providing support. She is warm and welcoming to all. She listens carefully to what the carer is saying and she will focus on what the carer needs. Carers can often feel lost and don't know where to go. Pat will give good advice and she is available to talk to at the end of the phone, by email and face to face.

“Pat's work provides carers of those with mental illness the dignity to carry on caring and the support to develop the skills to continue to help their loved ones to recovery.” Mrs C

Winner: Christine Tucker

Christine is from Goring and is a founding member of the Goring Carers Group, she was also the primary carer for her husband for many years. Christine freely shares the benefit of her considerable experience with other carers. She is keen to promote the welfare of carers in her community and to guide them towards services that are available.

Christine has sought opportunities to plead for a better deal for carers, for example with the local MP, and also represents carers interests as a member of her local medical practice Patient Participation Group.

“Chris is widely respected and admired in her local community for the selfless care she gave to her ailing husband. She offers valuable support to other carers and is an effective spokesperson on their behalf.

“Chris is known for her warmth, openness and good humour...Carers speak of the way that she always has time to listen, to encourage and to offer practical advice. Chris is outstanding among carers. She showed exceptional dedication in looking after her husband, while still finding the time and energy to support individuals and to seek ways of improving the welfare of carers.” Mrs A and Mrs H