Celebrating Excellence 2012 Awards

The first staff award ceremony since we merged community services with mental health and learning disability services was held on 20 September. The Celebrating Excellence 2012 Awards aim to recognise and encourage individuals and teams who strive to deliver excellent care. They highlight and celebrate innovation and excellence across our Trust and recognise the contribution that patients, service users and carers make to our services.

150 people attended to celebrate the successes of individual staff, teams and volunteers. The winners were whittled down from almost 150 nominations across 13 categories by judging panels made up of our directors, staffside representatives, service users and carers and colleagues from the local clinical commissioning groups.

Thank you to everyone who took the time to make a nomination. Thank you to our judges and the team who organised the event and oversaw the whole process and, finally, congratulations to every single nominee. We are very proud of you all.

Chief Executive John Short and Chairman Professor David Chiddick CBE

Excellence in Safety Award
Presented by Director of Quality and Innovation and Chief Nurse, Jackie Ardley
This award focuses on services that demonstrate significant improvement in safety and/or reliability of care.

Winner
Clare Maddison, staff nurse, St Luke’s Hospital
Clare was nominated for her work to standardise and introduce documentation and procedures for the prescription of fluids, which has led to a reduction in prescribing errors.

Commended for Excellence
Helen Burchnall, Clinical Lead for Children’s Physiotherapy
Helen was nominated for her work to make sure we have the equipment and skills to safely weigh and measure children and young people with complex physical disabilities.

Excellent Ideas Award
Presented by Non-Executive Director Anna Vale
This award recognises individuals who not only have good ideas but make sure that they are put into practice.

Winner
Eleanor Donaldson, Senior Dietitian (Public Health)
Eleanor was nominated for introducing a text messaging system to help clients who have attended the Lifestyle, Eating and Activity Programme (LEAP) weight management group to continue their weight loss.

Eleanor was unable to attend so the award was collected on her behalf by Rachel Barton.

Supporting Excellent Care Award
Presented by Non-Executive Director Chris Burns
This award recognises the work undertaken by support or corporate services to enable the delivery of high quality care.

Winner
Children’s Therapy Administration Team
The team were nominated for their efficiency and high standards, and for introducing practice which has freed up clinical time for the clinicians they support.

Commended for Excellence
Pharmacy Clozapine Team
Clozapine is an antipsychotic drug used in treatment resistant schizophrenia. The team was nominated for their work to coordinate and support the safe and effective use of Clozapine locally.

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Commended for Excellence
Cheryl Berry, Specialist Community Children’s Physiotherapist
Cheryl was nominated for introducing a system to make sure that the needs of all children demonstrating potential developmental delay are identified, screening assessment is offered and appropriate support put in place.
Excellence in Leadership Award
Presented by Director of Human Resources and Organisational Development Alan Duffell
This award recognises exemplary leadership that demonstrates a positive and sustained impact on patients, service users, carers and staff.

Winner
Janet McNally, Hospital Matron, community health services East Locality
Janet was nominated for her approach, and her commitment to staff development and the sustained impact on patients, service users, carers and staff.

Commended for Excellence
Janet McNally, Hospital Matron, community health services East Locality
Janet was nominated for inspiring the ward team by her nominator Jane Martin Işık.

Excellence in Involvement
Presented by Primary Care Trust Cluster Chair Cathy Ellis
This award recognises those patients, service users and carers who have actively supported changes to benefit the service.

Winner
Jim and Jenny Read, patients on the LEAP programme
Jim and Jenny were nominated for helping us to develop and promote the Lifestyle, Eating and Activity Programme (LEAP) adult weight management programme.

Commended for Excellence
Homelessness Psychology Service User Consultants
The members of this group were nominated for sharing their personal experiences as part of a research project to help us to better understand homelessness and how psychology can help.

Excellence in Integration Award
Presented by Director of Business Development Cheryl Davenport
This award recognises work to develop integrated, person-centred services.

Winner
Cheryl Davenport
Cheryl was nominated for her personal commitment to improving quality by developing knowledge and skills through learning and education which is then applied in the workplace.

Commended for Excellence
Community Matrons Kate Selchott-Gilson and Yvonne Livie, and Primary Care Therapist (City IAPT) Amanda Wallace
This group was nominated for working together to introduce a pathway to ensure that the mental health as well as physical health needs of patients with long term conditions are met.

Excellence in Transformation
Presented by Professor Sab Bhaumik
Continuous improvement is essential to deliver the best outcomes for individuals and communities. This award recognises a service which has been transformed.

Winner
Dalglass Ward Team, Melton Mowbray Hospital
The team on Dalglass Ward were nominated for their commitment to continually delivering the best outcomes for your patients, and in particular for transforming their approach to discharge planning which has reduced length of stay and improved patient experience.

Commended for Excellence
Jenny White, Ward Matron, Agnes Unit
Jenny was nominated for driving continuous improvement at the Agnes Unit, which is an inpatient service for individuals with moderate to severe learning disabilities. Jenny’s leadership has improved the efficiency and effectiveness of the service.

Excellence in Improving Health and Reducing Inequalities Award
Presented by Non-Executive Director Vinny Logan
This award recognises teams and individuals committed to reducing inequalities.

Winner
Linda Evans, Community Learning Disability Nurse; Amelia Henry, Learning Disability Health Facilitator and the Bowel Screening DVD Group
The group was nominated for developing a DVD to help people with learning disabilities to understand bowel cancer and bowel cancer screening. They also produced a training pack to help community nurses to understand their role in supporting the bowel screening programme.

Commended for Excellence
Tom Doheny and Nursing Teams of Pods 1 and 3 at the Agnes Unit
This group was nominated for their work to enable three patients with learning disabilities and severe autism to undergo tests and access mainstream health services. This included desensitisation work and pre-visit work with hospitals.

Using Learning in the Workplace Award
Presented by Non-Executive Director Nagesh Bhayani
This award recognises a personal commitment to improving quality by developing knowledge and skills through learning and education which is then applied in the workplace.

Winner
Christine Grantham, Senior Dietitian
Christine recognised an increase in referrals for patients with dementia, consulted with people caring for this client group, and developed a training package and practical dietary advice. As a result staff are more aware of issues and have strategies to manage problems with eating and drinking, therefore improving nutritional care of patients with dementia.

Commended for Excellence
Emma Payne, Community Psychiatric Nurse
Emma was nominated for her commitment to training and helping the staff she works with to understand the needs of their client group who are often subject to sexual or substance abuse. She also works tirelessly to ensure that service users have a voice and know that staff will listen, respond appropriately, and help them on their journey to recovery.

Celebrating Excellence 2012 Award Winners
Volunteer(s) of the Year Award
Presented by Non-Executive Director Nigel Sudborough
This award aims to recognise an individual, team of volunteers or charity that has made an outstanding contribution to LPT.

Winner
Keith and Freda Smithson, volunteers on Ward 1 at St Luke’s Hospital
Keith and Freda were nominated for the simple but invaluable support they give to the hospital. Keith suffered a stroke in the past. He chats to patients on the stroke ward, sharing his experience and is able to offer true empathy and understanding. Freda tends to the hospital’s palliative care and communal gardens which, thanks to her, are a vibrant and peaceful place for patients, relatives and staff to escape to.

Commended for Excellence
Fiona Stevenson, Voluntary Breastfeeding Peer Supporter
Fiona was nominated for working hard to promote, support and protect breastfeeding within her community. She provides support to parents individually and in groups. They talk highly of her, saying without her support and information they couldn’t have kept going.

The Extra Mile Award
Presented by Director of Corporate Affairs and Trust Secretary Frank Lusk
This award aims to recognise staff who have gone out of their way to provide the very best care or service.

Winner
Karen Neville, Occupational Therapy Technical Instructor, Coalville Community Hospital
Karen works on the stroke unit. She was nominated for her holistic and sensitive approach and for frequently going the extra mile to overcome challenges and make sure that patients get the best outcome.

Commended for Excellence
Rubicon Short Breaks Home Team
Rubicon provides short breaks for the most profoundly disabled people within the learning disability service. The team was nominated for their unwavering patience and dedication, and for going the extra mile to build strong, trusting relationships with patients and carers.

Exceptional Care Award
Presented by Chief Executive John Short
This award aims to recognise staff who have gone out of their way to provide the very best care or service.

Winner
The Learning Disability Leicester City Community Nurse Team
This team was nominated for pulling together to enable one member of staff in particular to coordinate and provide intensive support to a service user with complex needs who was experiencing a prolonged period of crisis.

Commended for Excellence
Oadby, Wigston and Market Harborough Community Mental Health Team (Mental Health Services for Older People)
This team was instrumental in setting up and running a dementia café for people in Oadby, Wigston and Market Harborough. The café has grown from one or two attendees initially to 60-70 each month today. It provides vital information and support for anyone whose life is affected by dementia and has become a strong social network and respite opportunity for carers.

Team of the Year Award
Presented by Managing Director of Finance, Performance and Information Sue Hitchenor
This award aims to recognise an individual, team of volunteers or charity that has made an outstanding contribution to LPT.

Winner
The Learning Disability Leicester City Community Nurse Team

Winner
Andy Coathup and the Hinckley & Bosworth District and Community Nursing Team
Andy and the team were nominated by a patient for the care they provided over several months for complications following an operation to have an ileostomy. She said: “When things seemed really bad they sorted them out for us. Nothing was too much trouble and they would call to make sure that I was ok. Their relentless care is amazing.”

Commended for Excellence
The Mett Centre
The Mett Centre provides occupational therapy, recovery and support for adults with mental ill health. The team was nominated by the family of a service user with serious mental health and learning disability, for the support they have provided to her and the family over several years. They said: “I am sure there are times we would have ‘failed’… the team have helped us succeed always.”