

# Application Information

# Suffolk Care Awards 2018



**Suffolk  
Care Awards**  
Awards for Care Excellence in Suffolk



# Foreword

Following on from the previous two successful years both the Suffolk Brokerage and SAICP Ltd are committed to continue highlighting and celebrating the fantastic work that goes on each and every day across the health and social care sector in Suffolk. The two organisations have again come together to deliver the Suffolk Care Awards 2018. Through these awards we can celebrate good practice, find some unsung heroes of our sector and raise the profile of adult social care as a whole.

We welcome and encourage applications from all sizes and types of organisations and look forward to hearing about the amazing work we know is taking place.



Liz Taylor

Chair of The Suffolk Brokerage



Hilary Gibbs

Chair of the Suffolk Association of  
Independent Care Providers



## Contents

Page 3	Timetable and information
Page 4 - 6	Judging criteria by category
Page 7	FAQ's

# Suffolk Care Awards Timetable

Activity	Completion date
Application closing date	16th March
Shortlisting of finalists	6th April
Verification visits	9th April – 29th June
Judging panels meet	11th July – 27th July
Applicants notified	8th August
Suffolk Care Awards	4th October

## Application Information

### Costs

The cost of application is FREE and you can apply for either a single or multiple awards. If you are shortlisted in the top three in a category you will be invited to receive your award at the award ceremony on the 4th of October 2018. The cost of attending this ceremony will be £50 per head which includes welcome drinks and a three course meal and disco. Finalist organisations will be able to purchase up to 6 places and will be entitled to bring a service user at no cost.

### Application process

If you wish to be considered for an award please complete an application form attached to this pack. The form is very simple but we do ask that you tell us in detail why you feel you or your organisation should be chosen to receive an award and give real examples of how the way you work has had positive results.

If your application is shortlisted you will be notified and a date will be organised for a Suffolk Care Awards verifier to visit your workplace, talk to staff and service users, and see your good practice in action.

You will then be notified if you have been judged to be in the top three services for the category and if so will receive a formal invitation to the Suffolk Care Awards Ceremony. Unfortunately we are unable to give feedback to applicants about their submission.

All applications are shortlisted and judged on an anonymised basis.

The winners of each category will be announced on the night.

Please note that CQC reports will be looked at as part of the verification process.

# Category Judging Criteria

## **PROMOTING DIGNITY AND RESPECT IN EVERYDAY LIFE**

Overarching principle – There is a culture that promotes innovative and creative ways of incorporating dignity and respect into all aspects of people’s lives.

Notes to applicants: This award should be self-nominated by the applying organisation and is a service provision or team award and therefore single individuals cannot apply. Groups with more than one service setting must indicate for which service setting they are applying and must only include supporting evidence relevant to that setting.

## **FOOD AND CATERING**

Overarching principle – The approach to nutrition and hydration is thoughtful, innovative and achieving positive outcomes for all. Entrants demonstrate that they provide food in a way that is interesting and respond well to the needs, likes and dislikes of their customers. They have imaginative approaches to encouraging good nutrition and hydration.

Notes to applicants: This award should be self-nominated by the applying organisation and is a service provision or team award therefore single individuals cannot apply.

Submissions from all parts of the sector will be assessed equally – this includes residential settings and domiciliary settings. Groups with more than one service setting must indicate for which service setting they are applying and must only include supporting evidence relevant to that setting. In domiciliary settings the application should cover the approach to ensuring good nutrition and hydration to a number of service users, although it may include particular information about how one or more service user[s] benefitted from that approach.

## **END OF LIFE**

Overarching principle – There is a positive approach to end of life planning that recognises the wishes of the individual and is person centred. Entrants demonstrate that they understand the principles that underpin a good end of life experience.

Notes to applicants: This award should be self-nominated by the applying organisation and is a service provision or team award therefore single individuals cannot apply. Groups with more than one service setting must indicate for which service setting they are applying and must only include supporting evidence relevant to that setting.

## **INSPIRING LEADERS AND MANAGERS**

Overarching principle – Overarching principle – The leaders of the service are inspiring and motivational in their approach, demonstrating honesty and good communication skills. Staff feel supported and empowered in the working environment.

Notes to applicants: This award must be self-nominated by the applying organisation to cover an individual manager. An individual manager can self-nominate. This category is aimed at individual leaders rather than teams.

## **CULTURE, CREATIVITY AND ACTIVITIES**

Overarching principle – The organisation / service has a positive and proven approach to using a range of activities creatively to achieve positive outcomes for those accessing the service. The activity central to the entry can be focused on one individual or a group of people, but it is important that the context of activities in the wider organisation is also considered as part of the verification process.

Notes to applicants: This award must be self-nominated by the applying organisation and is a service provision or team award therefore single individuals cannot apply. Groups with more than one service setting must indicate for which service setting they are applying and must only include supporting evidence relevant to that setting.

## **EXCELLENT TRAINING**

Overarching principle – The training offered is underpinned by and evidences a good understanding and implementation of individual learning styles and varying outcomes. There is also evidence of good use of current practice and thinking.

Notes to applicants: This award must be self-nominated by the applying organisation and is a service provision or group award therefore single individuals cannot apply. Both in-house training provision and external training provision will be assessed.

## **INNOVATIVE APPROACHES TO SERVICES FOR DEMENTIA**

Overarching principle – Those who are living with dementia are supported to spend their daily lives, in meaningful ways and there is a demonstration of an understanding of their individual needs, and empathy and compassion. This can be a group setting such as a care home, or on an individual client basis such as domiciliary care delivery, day service etc.

Notes to applicants: This award must be self-nominated by the applying organisation and is a service provision or team award therefore single individuals cannot apply. Groups with more than one service setting must indicate for which service setting they are applying and must only include supporting evidence relevant to that setting.

## **STUDENT PLACEMENT / APPRENTICESHIP**

Overarching principle – The placement is one which provides real opportunities for the development of students and thus the outcomes of the service as a whole, as well as the individual.

Notes to applicants: This award can be self-nominated by either the organisation or student, can be jointly nominated or either party can nominate the other.

## **CARE SERVICE OF THE YEAR**

Overarching principle – The service as a whole has delivered care and support over and above what would usually be expected and has made positive contribution in supporting service users' lives.

Notes to applicants: Nominations for this award must be self-nominated by the applying organisation and is a service provision award therefore single individuals cannot apply. Groups with more than one service setting must indicate for which service setting they are applying and must only include supporting evidence relevant to that setting.

## **SERVICE USER / RELATIVE NOMINATED SPECIAL RECOGNITION AWARD**

Overarching principle – this category is designed to provide an opportunity for the recognition of an individual [or organisation] that has made a significant contribution to the sector or a team, or indeed to one person, that has not been recognised elsewhere.

Notes to applicants: Applications for this award can only be made by users of care services or their relatives / friends. This award must not be self-nominated by the care provider. A special nomination form should be used for this award – this can be found at the back of this information pack. If your nominated person or company is judged as a finalist you will be invited to the awards dinner and ceremony on the 4th of October 2018.

We wish to thank our sponsors for their support. Without them it would not be possible to deliver the Suffolk Care Awards.

# Frequently asked questions

## **Where can I find information about the Suffolk Care Awards?**

A dedicated website has been set up for the awards and information on there will be updated regularly. [www.suffolkcareawards.com](http://www.suffolkcareawards.com)

## **If I have any questions about the process who do I contact?**

If you have any questions please direct them to Louise Whitley at the Suffolk Brokerage on [louise.whitley@suffolkbrokerage.co.uk](mailto:louise.whitley@suffolkbrokerage.co.uk)

## **Who can apply?**

All award categories can relate to any type of social care service delivery supporting any adult client group. Categories 1 – 9 are self-nominated so the service will put themselves forward by completing an application form. For category 10 we can only accept nominations from services user or their relatives / friends.

## **How are the application assessed?**

Applications will be assessed against the overarching principle of the relevant category (found on pages 4 – 6). Please read these carefully and ensure the information in your application does meet this principle.

## **Who are the judges?**

Each of our expert judges have occupational expertise and experience in the category on which they are judging. For profiles of our judges please visit our website [www.suffolkcareawards.co.uk](http://www.suffolkcareawards.co.uk)

## **Can I apply for more than one award?**

Yes, you can apply for as many awards as you feel appropriate. Please be aware that if you are shortlisted you will receive a verification visit. If you are shortlisted in more than one category you will receive multiple separate verifications visits, one for each category.

## **Who are the verifiers and what will their visit include?**

The verifiers are a group of people working to support the sector who have volunteered to carry out visits. The verifier will contact you to arrange a suitable date and time. Before the visit they will send through the information or criteria they will be looking for in order for you to get all the information ready for their visit. Please note, the verifiers will only look at what you present on the day. Each verification visit will take around 2 hours and you should ensure all relevant members of staff are available to speak to the verifier. Copies of documents (eg training plans, policies etc) will not be taken but the verifier may wish to see them on the day.

## **How do you ensure equality and transparency?**

On receipt all applications are given a code and details such as company name, staff member's names are anonymised. The person undertaking this task will not be a member of the shortlisting panel, a verifier or a judge. Shortlisting and judging is undertaken in this anonymised format as verifier's reports will also be anonymised. It is important that in your applications you do not include documents with company branding as this will not be included in your submission.