

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Sharon Ballantyne

HCSW

CYP ISH Team Darwin Centre

ST4 7LF

How does this person meet the criteria for this nomination?

Sharon is a relatively new member of staff to both the NHS & CYP ISH team Sharon has been a positive, enthusiastic, confident member of the team since Day 1 Sharon brings a great deal to our team in terms of skills and knowledge and an expertise in terms of social care & also education Sharon goes above and beyond for all of the young people in which she supports putting her heart and soul into her work! Sharon cares for her team and is a fantastic colleague!

How does this person or team show a commitment to the Trust values?

Sharon demonstrates that she is proud to care in all aspects of her working and personal life

Is there anything else you would like to share about the person or team you have nominated?

Sharon you are an incredible person and we are so lucky to have you

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Phillipa Boulton
Workforce Information & Reporting Officer
Lawton House
ST4 8HH

How does this person meet the criteria for this nomination?

Pip always works hard ensuring all she does is of a high standard, proud to CARE, dedicated and will always step up to assist where ever needed, doing it to the best of her ability with true excellence

How does this person or team show a commitment to the Trust values?

Pip is one of the most approachable people I know, will always help and support in any situation, acting with true responsibility and compassion, always finding a solution to the best of her ability with true excellence, assists with many queries that are not within her remit but will always find either a solution or another person who will be able to help.

Is there anything else you would like to share about the person or team you have nominated?

I am proud to work with Pip and see daily her support to others and the Trust.

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Emma Chatterton
Senior Nurse- A&T

How does this person meet the criteria for this nomination?

If I was poorly I would want to be looked after by Emma and imagine I would look forward to seeing her on days that were difficult. Emma is always so positive and welcoming. She takes the time to listen and to speak with people to find out how they really are, what their day is like and what is important to them. She is enthusiastic about things that matter to the person and will advocate to ensure they are supported with their dreams and wishes. Emma takes the time to engage with families; to keep them informed and involved; relaxed knowing their are in safe hands. The feedback from family members at MDT is always positive.

How does this person or team show a commitment to the Trust values?

Emma's nickname should be "care". Emma Care Chatterton! She listens and takes actions, develops trusting and supporting relationships with service users and their carers. She takes time to support new care providers to get to know what's important to the person and how to read their individual behaviour and languages. In her practice she takes responsibility to ensure she follows best practice and will support others to follow suit; supporting guiding and mentoring. She is honest where there are things to improve upon and is open and transparent- supporting a safe and developing culture.

Is there anything else you would like to share about the person or team you have nominated?

I am making this nomination on behalf of the family members that I have heard give thanks and gratitude, of the service users who I have seen respond to Emma's presence positively and for myself as a Consultant Nurse who is pleased to have such an amazing representative of the profession within our services- role modeling the values of learning disability nursing.

Category

Proud to CARE



Individual or Team?

Team

Name of nominee

Lymebrook CMHT

The Lymebrook Centre
ST5 7NJ

How does this person meet the criteria for this nomination?

Lymebrook demonstrates the Proud to CARE values in everyway!As someone who was new to the team last year, i can honestly say that i have never come across a team so focused on the welfare of their colleagues, service users and everyone else they encounter. Their compassion towards all is incomparable, every individual in the team is approachable and ready to listen whenever needed and the care they have for their service users is unmatched & is always the ultimate priority.

How does this person or team show a commitment to the Trust values?

We've faced a lot of challenges so far in 2022 but our teamwork and enthusiasm never wavers - I am truly PROUD to be a part of such an amazing work family and want Lymebrook to be recognised for being truly EXCELLENT in every way!

Is there anything else you would like to share about the person or team you have nominated?

I just want my lovely team to be recognised for the amazing teamwork and selflessness they demonstrate daily and for them to get the recognition they deserve for being the truly amazing individuals that they are <3

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Richard Dale

Senior Mental Health Practitioner

How does this person meet the criteria for this nomination?

Rich is one of the most compassionate nurses I have had the privilege of working with, and over the years he has demonstrated his dedication and commitment to the care and support to patients, families, work colleagues and external services. Rich's ability to calm any situation and provide the reassurance that so many of our patients need in times of crisis, trauma and acute illness is fundamental to his 'Proud to CARE', and testament to making him a credit to himself, the profession, the Organisation and any patient he comes into contact with. In addition to this, Rich also leads and mentors by example and demonstrates his core values through everything he does, enabling excellent learning environments for students and junior members of staff.

How does this person or team show a commitment to the Trust values?

Rich is able to demonstrate pure empathy and compassion in all of his interactions with everybody he comes into contact with. He is always approachable and always supports to his best abilities. In his role as Senior Mental Health Practitioner, Site Manager, mentor, learning facilitator, and colleague - Rich applies his compassion, approachability, professionalism

and drive to enable safe patient care, safe environments whilst improving the quality of the services we provide.

Is there anything else you would like to share about the person or team you have nominated?

A truly well deserving person for nomination and this award. Rich always puts others before himself, and always puts a patient at the heart of his care to them.

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Mandy Dance

Recruitment Administrator

Lawton House

ST4 8HH

How does this person meet the criteria for this nomination?

Mandy is a key member of the Recruitment Team who dedicates her time to ensuring that the recruitment process is followed to the highest standards. Mandy is a very kind and caring individual who ensures that people feel listened to and valued by ensuring that she provides them with her full attention and time when needed. Mandy will always come forward with ideas and methods to improve the service we provide through innovation and encouraging open discussions. Mandy is also someone who sees the importance of providing excellent training to new team members and will go out of her way to deliver this even if it is outside of her usual working hours.

How does this person or team show a commitment to the Trust values?

Mandy is very compassionate and is there to support team members through challenging times, particularly during the height of the pandemic. Mandy is very thorough in her approach as the importance of ensuring that processes are followed correctly is something she is committed to achieving and she is aware of the responsibilities this holds. Mandy strives for excellence in the standard of her work and this is recognised across the Trust, people feel very confident in Mandy's ability to complete a task from start to finish and the level of training she provides is excellent. Mandy is always available when needed and will take the time to explain things through with applicants and recruiting managers.

Is there anything else you would like to share about the person or team you have nominated?

I have nominated Mandy as she is an essential part of the Recruitment Team and is always there for the people she works with. It is clear that Mandy has a lot of pride in her work and this shows in everything that she does. She has been a key part of training the newer members of the team and is always willing to volunteer to help on the administration of key projects.

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Kerry Davani

Senior mental health nurse

Hmp Stoke Heath

How does this person meet the criteria for this nomination?

Regardless of what pressures exist including covid, staff shortages and disruptions in work processes, Kerry always ensures patient care and a good quality service is priority. She ensures she is present, visible and accessible for prisoners, advocates for the patients she works with to ensure their needs are held in mind and also plays an active role in MDT meetings to ensure referrals are appropriate, and to support the team to grapple with challenges of waiting lists, how we ensure patient access to mental health services and manage risk responsibly. I admire Kerry's bravery to challenge team members respectfully and support the team to reflect, think and work collaboratively with other services. With the sudden loss of the band 7 clinical lead, Kerry has provided the team with stability in terms of taking on roles she did not need to such as organising caseloads and wait lists and I do not think this is always recognised and believe it should be. She has always been approachable for the team and professionals across the system and offers guidance and support, whilst still continuing to offer patient care that creates real change. Kerry will go above and beyond to support patients, and the team to provide the best care. I believe she deserves recognition for her role.

How does this person or team show a commitment to the Trust values?

Please see above.

Is there anything else you would like to share about the person or team you have nominated?

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Charlotte Edwards
Healthcare support worker
Blurton Health centre
st33bs

How does this person meet the criteria for this nomination?

Charlotte always demonstrates compassion in all that she does with young people as well as with staff, she is extremely kind, thoughtful and hard working and always thinks of others before her self. She has been excellent at the work she has done as a peer support worker and has used her own personal experiences to help our young people in there recovery. She always maintains a positive attitude towards working with young people and her empathy, compassion and person centred vision always shines through.

How does this person or team show a commitment to the Trust values?

Charlotte consistently shows compassion in all of her work, she is approachable to our young people and also staff, and shares her own experiences to help young people who are struggling with their mental health. She is responsible and knows the importance of looking after our young people and always does this to an excellent standard. She was employed with us on a temporary contract and thankfully has now got a permanent contract as a health care support worker - thank goodness as it would have been a massive loss to our team if we lost Charlotte! Especially when she is so so passionate about helping young people.

Is there anything else you would like to share about the person or team you have nominated?

Charlotte is just amazing, she is so caring, considerate and has such a calm and friendly manner. The young people and staff of south stoke are very lucky to have her!

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Alastair Forrester
Deputy Director of Nursing
Harplands

How does this person meet the criteria for this nomination?

Alastair has worked for the Trust for 37yrs, his service to the Trust has been impeccable, a nurse leader of complete integrity, he lives and breathes his values and tirelessly promotes the hard work of others. He epitomises our Trust vision of Kind, compassionate and authentic leadership. Alastair ends his career in the Trust on 30th September, what better way to thank him for his dedication, and steadfast commitment to our Trust, our staff, patients and carers and our communities. Thank you Alastair!!

How does this person or team show a commitment to the Trust values?

As above

Is there anything else you would like to share about the person or team you have nominated?

As Above

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Georgina Fox
Assistant Psychologist
Broom Street
ST1 2EW

How does this person meet the criteria for this nomination?

Since joining the Adult Community Learning disabilities team Georgie has worked extremely hard to demonstrate all these values. She works in a multi-disciplinary way supporting all of her colleagues. She supports a variety of groups such as the relationship group. She is really focused on making sure that the service users journey through services is positive and sharing responsibility with colleagues to provide an excellent service.

How does this person or team show a commitment to the Trust values?

Georgie is so warm and friendly with everyone she meets. Her excellent values have recently been recognised as she has secured a place on the clinical psychology course but happily will remain in the trust.

Is there anything else you would like to share about the person or team you have nominated?

Georgie is so self-deprecating about her amazing skills!

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

David hilton

Activity Worker

ward 7, harplands hospital
st4 6th

How does this person meet the criteria for this nomination?

the patients on ward 7 look forward to David been on shift, as he spends time with each patient getting to know them and their likes and dislikes. he then sets up activities and groups that they would enjoy and gain a lot from. he supports them to remain active where daily walks in the hospital grounds, and exercise groups. if patients are unable to take part for any reason he will make the effect to engage them in a 1:1.

How does this person or team show a commitment to the Trust values?

David shows commitment to the team and patients by working in a compassionate way and ensuring that the patients get the time and treatment from the team. he also runs a monthly patient community meeting, to ensure that the patients have a voice and feel listened to

Is there anything else you would like to share about the person or team you have nominated?

David been on the ward brings a smile to everyone's face, even throughout the recent difficult times.

Category

Proud to CARE



Individual or Team?

Team

Name of nominee

Laura Jones

interim service manager

ward 5 harplands Hospital

st4 6th

How does this person meet the criteria for this nomination?

I have worked with the team on ward 5 for just over 12 months. During this time the care that I have witnessed being delivered has been exceptional and individualised to help the patient achieve their full potential. This ethos has been tested with the re-rolling of the ward to support operational pressures within the local system, multiple COVID outbreaks which tested their resilience and resolve in maintaining high quality care delivery. The enthusiasm and motivation has never waned in the face of adversity and they have risen to the challenge on all occasions, with empathy, compassion and on occasions going the extra mile to ensure that families have remained connected during difficult periods. I am extremely proud to work with such dedicated professional staff and have the upmost respect for each staff member within the team

How does this person or team show a commitment to the Trust values?

Compassionate - value the patients as individuals, looking at supporting patients with their needs and ensuring dignity is maintained at all times. The way that the care delivered is tailored to the persons specific needs. Approachable - Highly enthused and motivated staff on hand to deliver high quality care and patients aware of who there named professional are. Responsible - experienced MDT presence supports the delivery of interventions to support patients treatment goals, staff show a great team ethos and approach to patient care and this is evident in the care delivered. Excellent - Staff continually strive to deliver the best patient centred care possible and always open to new ways of working to help achieve this goal.

Is there anything else you would like to share about the person or team you have nominated?

I cannot thank the staff enough for their hard work and dedication shown to our complex patient group, this nomination is to highlight everything that is done by the team on our ward.

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Kath salt

broom street

broom street Hanley

How does this person meet the criteria for this nomination?

always goes out of the way to keep other put other staff before others out stand very caring and supportive

How does this person or team show a commitment to the Trust values?

helps otherskind caring goes above and beyond put others first great support works tirelesly to help others and make them feel welcome and will help in any why can she is an amazing lady who is outstanding your help and support has

help me so so much

Is there anything else you would like to share about the person or team you have nominated?

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Joanne Taylor

Clinical Lead

Lyme Brook MHC, Talke Rd,
ST5 7NJ

How does this person meet the criteria for this nomination?

Over the last few months whilst they're Team Lead has been away, Jo has been doing both her role as Clinical Lead and that of the Team Lead for a lot of the time. Jo had little experience of some of the tasks that Team Leads have to do, but she has sought help and support when she needs it, she has kept going, works so tremendously hard, and refuses to let her team down. She has really shown how hard she works (being an IO for an SI too during this time!), how much of a team player she is and how she can lead the team. I think it has been a massive learning curve for her but I really feel that she has risen to the challenge. I and the LB team are very proud of her.

How does this person or team show a commitment to the Trust values?

Jo demonstrates being compassionate, approachable, responsible and excellent consistently in her daily work. The Lyme Brook team look to her for support and advice, Jo recognises when the team and it's members need help and then takes action to assist. Jo speaks with kindness, listens carefully and without judgment, she encourages others and offers to help. Throughout her dealings with service users and their queries she remains professional, explains very well to them process and policy and does all this in a timely way. The transition to doing Team Lead work unfortunately happened very quickly and Jo just had to pick up the reins and run with it, which she did brilliantly.

Is there anything else you would like to share about the person or team you have nominated?

Whenever I have had need to seek out Jo, she has made the time to talk with me and act on what is required as part of my Quality Improvement work. She organised an excellent away day which the team really appreciated. The Lyme Brook team are having a difficult time with staff changes and sickness etc, but Jo refuses to let the team town and remains at the helm.

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Paula Taylor

Recruitment Administrator

Lawton House

ST4 8HH

How does this person meet the criteria for this nomination?

Paula is a very kind and considerate person who will always put people at the forefront of her work. Paula will always offer to listen to anyone who requires support or guidance and will take the time out of her own day to for anyone that needs her. She is always thinking about who is at the other end of that call or e-mail and wants to ensure she is providing the best service possible to the people she is working with. Paula is also extremely funny and is able to find the best in any situation and will make an effort to cheer those around her on difficult days. During the pandemic Paula was an essential person to have in the team because of her impressive strength and fortitude which everyone relied on.

How does this person or team show a commitment to the Trust values?

Paula's main thoughts in her role are always about the patients that we support. Every decision she makes is with them in mind and how are actions may impact the service we provide. Paula will always have open discussions with the team about any area she is uncertain of to ensure that there is unity in how we work. Paula is quick to volunteer to support any projects and engagement activities and is a key person in promoting the Trust to potential applicants. Paula demonstrates her compassion in how she continuously supports and checks on the team, she is very approachable and able to put people at ease with her humour and strives for excellence in embracing any changes and guiding people through those changes.

Is there anything else you would like to share about the person or team you have nominated?

I nominated Paula in recognition of the role she plays within our team in keeping us motivated and feeling supported on the good days and bad. She is always available should you need someone to talk to but she is also able to have open conversations about areas of improvement when required. She is an essential part of the team and a significant support to those around her.

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Emma Turner

TCP Complex Case Manager

Harplands

How does this person meet the criteria for this nomination?

Since Emma started working with the TCP team she has been acting as Case Manager for a young man on section 3 who has been in Low Secure services for almost 5 years. The hospital MDT had felt the young man needed to step down to a Lock Rehab hospital rather than being supported to discharge in the community. The young man has exercised his rights through the Mental Health act and requested discharge from his section in May 2021. However due to several delays the tribunal had been adjourned up to Emma's allocation as Case Manager. Emma liaised with the TCP MDT and sought support to seek clarity on the decision regarding 'stepping down'. This had little impact. However undeterred, Emma built a solid working relationship with the hospital MDT and the solicitor acting on behalf of the young man during his tribunals, as well as his mother, a key person in his life. Over a period of 6 months and further tribunal adjournments, Emma worked with the MDT to understand the different types of services in the community and how risks could be managed without the need to extend the hospital experience of this person. Through conversations with his mother Emma was able to allay her concerns also. Throughout the time allocated to him Emma always sought to remind those working with him who were much focused on his past presentation, prior to hospital admission (as a late teen) that at the time he had a untreated mental illness for which, he is now compliant with the treatment. This resulted in the hospital MDT agreeing a community discharge. He has a strong desire to succeed in a community placement and is very focussed on not returning to hospital, which is something she works with. Also giving credit to him he has worked through a programme of trust to the point he has up to 5 hours per day of unescorted leave from hospital with no significant concerns. Currently, Emma works alongside the hospital MDT, CLDT and a local community residential provider on his transition to discharge and he is on track to be living in his own flat with support at the end of this month (September). This is a huge achievement and a clear demonstration of how Emma is an ambassador of our Trust values.

How does this person or team show a commitment to the Trust values?

Compassionate Emma actively listens to others, she considers their feelings and needs. Emma is highly respectful and responsive towards diversity and difference. Emma is a team player and is not afraid of helping colleagues out when they are in need. The example is just one instance of how Emma promotes and encourages healthy living and recovery with service users and colleagues. Approachable Emma is very friendly and welcoming. Emma communicates with everyone (professionals, patients, service users etc) very openly, clearly and appropriately - this is something that Emma does really well. So is the ability to remain positive and calm in challenging situations. Emma will always consider people's viewpoints and needs when making decisions. Responsible Service users come first with Emma. Emma has high standards and holds professionals to account to deliver those exacting high standards. Emma takes full responsibility for patients she comes into contact with, ensuring their needs are properly coordinated. Excellent Emma actively encourages team problem-solving to

deliver better outcomes and solutions for service users. Emma is flexible and responsive to the needs of service users.

Is there anything else you would like to share about the person or team you have nominated?

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Jenny Walchester

Support Manager

Longton Cottage Hospital
ST3 4QX

How does this person meet the criteria for this nomination?

I started with this service in May 2020, and Jenny was the first person I spoke to on that first day. She was warm, friendly, cheerful, wickedly funny, and most of all deeply kind. She shows a true genuineness to every single member of the team, helps us all, and without her, we wouldn't have the foundation of the Staff Support and Counselling Service. When I'm having a rough day, I know that Jenny is always there with a kind, compassionate word (or a good joke) to shake me out of my slump, she has clear passion for the service and all who work within it, and at the same time Jenny is always the person I can count on to give the full truth (whether it's a difficult thing to hear or not!) I couldn't think of anyone more responsible than Jenny; I can trust her with any task which she would do to an outstanding standard, she shows complete excellence in every aspect of her role, and I honestly can't name one other person who exemplifies the CARE values any more than Jenny.

How does this person or team show a commitment to the Trust values?

I think Jenny is the person who shows full commitment to the Trust Values in the way she works on a day to day basis. As I mentioned above, she is someone who I know can not only be responsible for any task, but will complete it with so much excellence and speed that I think often 'how does she do it?'. The kindness and compassion that Jenny has shown to me daily has helped me not only feel confident in my role, but confident that I can continue to improve. I honestly don't know where I would be in this role without Jenny, and this is not an exaggeration.

Is there anything else you would like to share about the person or team you have nominated?

Jenny is so deserving of this award, and I think I have been very clear about my reasons for nominating, but I could go on for days!

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Phil Wardle

Advanced Nurse Practitioner

Ward 7 Harplands hospital

ST4 6TH

How does this person meet the criteria for this nomination?

Phil finished his 3 year Masters course and qualified to become an Advanced Nurse Practitioner last year. Since his arrival on ward 7 he has been a breath of fresh air, he actively supports the nursing team to provide the best possible care to the patients on the ward, especially in regards to their physical health needs, which in turn reduces the amount of patients who are transferred to Royal Stoke by early detection and planning interventions. In doing this he has driven clinical practice forward on ward 7, starting up an ANP led MDT meeting. His skills are so much more than clinical, his presence and attitude filters through the staff who work around him in an uplifting and positive way. He also helps to 'up skill' ward staff by providing training when needed.

How does this person or team show a commitment to the Trust values?

Phil has been a fabulous asset to ward 7 and all of the older persons services. He is always on hand or at the end of a phone to support when any questions needing answering. Nothing is too much trouble and he will go above and beyond to ensure that patients receive the care and service that they deserve. He's a wonderful practitioner who is an integral part of Older persons services and is admired and respected by all that work with him. Phil displays his endless compassion every minute of every shift that he is on the ward, he ensures that both patients and families are fully supported and given

the correct up to and date information around treatment and diagnosis

Is there anything else you would like to share about the person or team you have nominated?

Phil is extremely highly thought of, not only on ward 7 but within the older persons network. He is a fantastic addition to the team and we feel very lucky to have him, and he truly deserves recognition for all of his hard work and dedication.

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Mark West
HCSW

How does this person meet the criteria for this nomination?

Fantastic with the patients and meets there needs!Delivers the best possible care

How does this person or team show a commitment to the Trust values?

Very caring, companionate towards staff and patients very approachable to staff and patientsresponsible at his joband excellent at his job

Is there anything else you would like to share about the person or team you have nominated?

Category

Proud to CARE



Individual or Team?

Individual

Name of nominee

Julie Wilkinson

Support Time Recovery worker

Sutherland Centre, Belgrave Road Dresden
ST4 3PN

How does this person meet the criteria for this nomination?

Julie Wilkinson. Julie has been a STR worker at the Sutherland Centre for a number of years now and is a valued member of the team. Julie's has a wealth of experience with housing, benefit issues, and has supported patients with this. Prior to the pandemic Julie had also completed her phlebotomy training. During the pandemic, due to staff sickness, at very short notice Julie managed the blood clinic at the Sutherland Centre. Julie managed this really well in very difficult circumstances, putting the patient's first, making sure the patients relevant checks are ok Julie is persistent to achieve positive outcomes for her patients regardless of the difficulties in contacting and liaising with professionals in housing and benefit agencies, Julie will continue to do so until she has been able to offer a solution to the patients. At all times remaining very professional. Julie never expresses her frustration when patients continue to contact her and wanting to know outcomes. Through her persistence and dedication, Julie has successfully managed to rehouse several patients into more appropriate and suitable accommodation. Julie always has the patient's best interests at heart and is a credit not only to the team but also to the Trust. Julie will go the extra mile every time for the patients she works with. Julie has demonstrated the Trust values of Proud to Care- she is Compassionate, Approachable, Responsible and Excellent.

How does this person or team show a commitment to the Trust values?

Julie always has the patient's best interests at heart and is a credit not only to the team but also to the Trust. Julie will go the extra mile every time for the patients she works with. Julie has demonstrated the Trust values of Proud to Care- she is

Compassionate, Approachable, Responsible and Excellent.

Is there anything else you would like to share about the person or team you have nominated?

Julie is an asset to the team and has continued to demonstrate core values of respect, dignity, reliability, she is very approachable and will always go the extra mile to support patients to achieve positive outcomes.