Scottish Care Awards Guidance Notes

Scottish Care would like to invite you to enter your company, staff and service users for the Care Home Awards 2017. Last year’s event was a great success and recognised the work of fantastic staff and providers whilst also giving positive visibility to this often neglected sector.

The entry forms have been made shorter and easier to complete, with the option of online entry and guidance available on which awards are designated for individuals, teams and companies. As you can see there are 13 award categories for the 2017 Awards.

*It is really important that you read the guidelines before completing your nomination. Otherwise, the judges may not accept your nomination.*

*Entrants will be shortlisted based on the information provided in nomination forms. Remember: quality over quantity!*

Nominations can be submitted at: https://www.surveymonkey.co.uk/r/carehomeawards17

**Award Categories**

1. Ancillary & Support Staff Award
2. Nutrition & Eating Well Award
3. Meaningful Activity Award
4. Training & Staff Development Award
5. Innovative Practice Award
6. Emerging Talent Award
7. Manager/ Leader of the Year Award
8. Nurse of the Year Award
9. Carer of the Year Award
10. Specialist Service/ Unit of the Year Award
11. Care Home Service of the Year Award
12. Outstanding Achievement Award
13. Positive Impact Award

Category Entries

Please note the awards have been clearly categorised for individuals, teams and companies. You may enter a colleague or team in more than one category. However, if you wish to do this, please complete separate entries for each category entered. Please ensure all questions are answered.

Categories may be subject to change. Entries at the judge’s discretion may also be entered into a category not specified on the original entry.

General Guidelines

When completing your entry, please note: All awards are sponsored in association with Scottish Care and are open to Scottish Care members registered for Care Home services, their employees, residents and partners.

Remember to provide evidence/examples which show:

- Training and continuous professional development
- Making the most of the opportunities that a career in care can bring
- Making a practical difference to the service an organisation provides through partnership and integration
- Embodiment of the qualities of a care provider – choice, dignity, privacy, equality, diversity, flexibility, self-motivation,
reliability, assertiveness & personalisation
- Partnership working with service users, families, community groups and other agencies

Judging process

The awards will be judged by a panel of independent experts. The process will be facilitated by Scottish Care. The closing date for entries is **Friday 1st September 2017.**

Entries will be short listed during October 2017 and a list of finalists will be posted on the Scottish Care website. Finalists are invited to the Awards evening and winners are announced on the night.

These awards will be judged against the following criteria:
- Entrants must be an employee, resident or partner of a Scottish Care member company.
- The entrant’s organisation must be registered with the Care Inspectorate to deliver Care Home services.
- Where applicable, the entrant must be registered to work in the UK.
- The work described must actually be happening or completed (proposals for a new piece of work will not be considered).

Awards Category Guidance

1) The Ancillary/ Support Staff Award

This award will recognise an excellent member of ancillary or support staff (for example, cooks, handy persons, cleaners and co-ordinators). The recipient could also be providing an external service (for example, physiotherapists, chiropodists, administration). Nominees should:
• Make a significant contribution to the overall care provision
• Give an excellent service to residents
• Show respect to residents and treat them with dignity
• Demonstrate excellence in their job (how)
• Use initiative (example)
• Take special pride in their work

2) The Nutrition & Eating Well Award

This award recognises the ‘whole home approach’ to food and nutrition within the care home, providing recognition to the catering and care staff and nutrition-related activities in the home. The winner will be the person or team that can demonstrate:
• Providing a worthwhile mealtime experience
• Provision of a varied and innovative menu
• Positive understanding of the diverse nutritional needs of residents
• Provision and promotion of healthy food choices
• Maintenance of good standards of hygiene and environmental health

Additional evidence must be provided in the form of menus, training plans, photographs and/or supporting statements indicating the initiatives that have taken place to improve and enhance the mealtime experience.

3) The Meaningful Activity Award

This award will recognise creativity, commitment and achievement in the provision of meaningful activity programmes in care homes. Nominees should evidence:
• Ability to provide and give examples of an exceptional range of services
• Understanding of individuals’ needs for different activities
• Ability to demonstrate how residents and/or relatives/carers
participate in the development of new activities

- Awareness of how to motivate people
- Inclusion for people with a range of mental and physical disabilities
- Innovation and passion for their role
- Examples of how the activities have added to the quality of care and life for residents

4) The Training & Staff Development Award

This award will acknowledge the importance of training within care services and looks for a person, team or care home that has shown:

- Enthusiasm and determination in identifying training and development needs of care staff
- Commitment and achievement in promoting, delivering and sustaining training and continuing professional development
- Success in establishing rolling training programmes
- Ability to enthuse and energise staff to attend and request training

5) The Innovative Practice Award

With the arrival of Self-Directed Support and the integration of health and social care, this award seeks to recognise a team who have embraced the principles of person-centredness and working in partnership. The winning people, team or service will have:

- Demonstrated an innovative approach to empowering people to have more control over the support they need in their lives
- Developed a positive approach to partnership with residents, families, care home staff, colleagues or external partners to improve the lives of those in care homes.
- Sought to embed the values of informed choice, collaboration, involvement, participation, risk enablement
and dignity in their work.

6) **Emerging Talent Award**

This award will recognise an individual who is either new to the sector or has grown in their role to become a shining example of the care home workforce. They can be working in any role, but need to have:

- Strived to achieve something beyond their normal role requirements
- Been pushed out of their comfort zone
- Shown a willingness to learn and improve
- Demonstrated the difference they have made since commencing their role
- Examples of what they have achieved, ranging from leading on a new initiative to public speaking. It can be large or small but must be a particular example
- Been a positive example to colleagues either within the service or across the care home sector

7) **The Manager/Leader of the Year Award**

This award will be given to a member of care home staff, regardless of level, who has demonstrated effective management and leadership in the development of the service and the delivery of quality care. They will:

- Show vision in developing person centred care and supporting staff to meet the changing needs of the residents
- Be able to demonstrate a high level of expertise together with exceptional skills in the complex business of management and leadership within a care home
- Demonstrate their commitment and leadership in promoting good practice in person centred care and support
- Demonstrate a commitment to learning and development activities
• Give an example(s) of leadership best practice: induction; supervision and appraisal systems; continuing professional development; qualifications and achievements
• Give an example of supporting staff
• Show how they keep up to date with the latest information
• Be able to reflect on what could be better and support others to bring about change

8) The Nurse of the Year Award

This award will be presented to an outstanding individual who represents effective nursing practice within the care home environment. They will:
• Be a dedicated professional nurse
• Have the ability to lead by example
• Inspire other staff within the home in delivering high quality care
• Demonstrate creativity in developing and reshaping nursing care delivery
• Act as an example of the benefits of a career in care home nursing
• Evidence commitment to continuous learning and development
• Show compassion, skill and enthusiasm in their practice

9) The Carer of the Year Award

This award recognises the significant role of carers in consistently providing a high quality standard for people living in residential care. The winner can be a carer of any level, including newcomers, but will:

• Evidence dedication, awareness of colleagues and career development through training
• Give an excellent service to clients
• Understand and demonstrate treating each person as an individual by giving a personalised service
• Help people to be more independent wherever possible
• Respect people’s right to privacy and dignity
• Involve clients and their relatives/carers in the development of their care
• Have examples of putting in extra effort for clients – ‘going the extra mile’
• Be aware of personal development, and looks for opportunities to absorb knowledge and skills.
• Use initiative (example)

10) The Specialist Service/Unit of the Year Award

This award will be given to a service or unit within a service that can reflect the specific skills needed to manage and deliver services sensitive to the needs of older people with dementia, other specialist conditions or client groups. The judges will look for:
• Understanding and demonstrating treating each person as an individual by giving a personalised service
• Ability to demonstrate how they have made a difference to individuals through their specialist care
• Examples of positive risk taking in good care provision
• Passion for improving care/lives of people with specialist needs
• Demonstrating excellence and innovation in developing their care provision
• Adaptability, alertness and responsiveness to the people they care for

11) The Care Home Service of the Year Award

This prestigious award will be given to the individual care home service that can prove that it is at the forefront of excellent care
provision in Scotland. The winner will be a single service, regardless of the size of the organisation. **Organisations may only enter one of their care home services for this award.** The winning service will:

- Have Care Inspectorate grades of 5 or 6 at the most recent inspection for quality of care and support – **evidence of gradings must be supplied with nominations for this category**
- Provide evidence of sustained excellent practice, innovation and positive risk-taking
- Provide examples of a positive culture within the service, including leadership, training, participation and engagement
- Supply testimonials from service users, families, staff, external partners and/or the local authority.

### 12) Outstanding Achievement Award

This award seeks to celebrate the achievements of individuals living in or connected to care homes, such as residents, relatives, community groups or volunteers. Anyone can be nominated for this award, providing they are not employed by a care home. It will be awarded to an individual or group who have:

- Overcome difficulties
- Tried something new
- Accomplished something they didn’t think they could
- Taken steps to enhance their lives or those of others in the care home
- Established/ maintained links between the care home and the wider community
- Made a significant contribution to the care delivered by the care home

### 13) The Positive Impact Award
Each year, Scottish Care wishes to recognise people who have made a significant and sustained impact on the care home sector. This may be either in relation to an individual home or more widely within the sector. The winner will:

- Have worked in the sector for a significant period of time
- Evidence how their sustained input has positively benefited individuals, the care home service and/or the sector more generally
- Provide a background to their career within the sector
- Evidence how they embody the qualities we aspire to in the delivery of care

**How to Enter**

If you are at all in doubt about what is being looked for in relation to any of the Award categories, please get in touch with us. We want as many providers as possible to take part in this celebration of the hard work and dedication shown by those who work across the sector.

**We are encouraging entries to be submitted online via Survey Monkey. This can be accessed at:**
https://www.surveymonkey.co.uk/r/carehomeawards17

You may also complete a hard copy entry form and email completed entries to kat.macmillan@scottishcare.org

Emailed entries typed on A4 paper are acceptable provided they are submitted by email to the above address and the Awards guidance has been followed.

We look forward to receiving your many entries and remember to return all completed entry forms by Friday 1st September 2017.
Publicity

By entering the Scottish Care Awards, entrants agree to the contents of their submission being used in media releases and event literature and agree to participate in live photography at the Awards ceremony.

Scottish Care will select one or more awards categories in which the finalists will feature in a short film about their achievements. This will be shown at the Awards ceremony and will be displayed on the Scottish Care website. If your category is selected and your nomination reaches finalist stage, the person who submitted the nomination will be contacted directly in relation to filming.

For further support with the Awards, please contact:
Scottish Care
25 Barns Street
Ayr, KA7 1XB
email: kat.macmillan@scottishcare.org
web: www.scottishcare.org
telephone: 01292 270240