Scottish Care Awards Guidance Notes

Scottish Care would like to invite you to enter your company, staff and service users for the Care at Home and Housing Support Awards 2018. 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 11 award categories for the 2018 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!*

**Award Categories**

1. Care at Home Services Carer(s) of the Year – Individual or Team
2. Housing Support Services Carer(s) of the Year – Individual or Team
3. Management & Leadership Award - Individual
4. Training & Staff Development Award – Individual or Company
5. Care Services Coordinator / Administrator of the Year – Individual
6. Innovative Practice Award – Team
7. Outstanding Achievement Award - Individual
8. Housing Support Provider of the Year – Company
9. Care at Home Provider of the Year – Company

*Awards will be held on Friday 18th May 2018 at the Glasgow Marriott Hotel*
10. Positive Impact Award – Individual  
11. Day Service of the Year – Company or Service

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 at Home and Housing Support Services, their service users and partners.

Remember to provide evidence/examples which show:

- Training and continuous professional development
- Making the most of the opportunities that a career in community 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

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Entries will be short listed during April 2018 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, carer, support worker, nurse, team manager or trainer employed by a Scottish Care member company.
- The entrant’s organisation must be registered with the Care Inspectorate to deliver Care at Home and or Housing Support 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. Care at Home Services Carer(s) of the Year – Individual or Team
   This award recognises the significant role of carers in consistently providing a high quality standard for people living at home. The winner can be a paid carer or group of carers 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)

2. Housing Support Services Carer(s) of the Year – Individual or Team

This award recognises the significant role of carers in consistently providing a high quality standard for people living in housing support services. The winner can be a paid carer or group of carers 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)

3. Management & Leadership Award – Individual

This award will be given to a member of 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 clients
- Be able to demonstrate a high level of expertise together with exceptional skills in the complex business of management and leadership within a care at home or housing support service

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• 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

4. Training & Staff Development Award – Individual or Company
This award will acknowledge the importance of training within care services. It can go to a ‘champion’ or trainer and looks for a person, team or company 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. Care Services Coordinator/Administrator of the Year – Individual
The delivery of good homecare services requires a high level of organisation and logistical planning to ensure the right people are in the right place at the right time. Without able Coordinators/Administrators, services would grind to a halt. It can often be a thankless task, so we want to give this group of staff the recognition they deserve. In your submission tell us:
• What makes them stand out?
• How has their co-ordination or administration made the lives of service users and staff better?

6. Innovative Practice Award – Team
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 clients, families, professionals, colleagues or external partners to improve the lives of individuals
- Sought to embed the values of informed choice, collaboration, involvement, participation, risk enablement and dignity in their work.

7. Outstanding Achievement Award – Individual
This award seeks to celebrate the lives of individuals and their continued achievements whilst being supported at home. It will be awarded to an individual or group who receives care and support and who has:

- 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 community
- Established/ maintained links with their wider community

8/9. Care at Home Provider of the Year/ Housing Support Provider of the Year – Company
These prestigious awards will be given to individual services that can prove they are at the forefront of excellent care provision in Scotland. The winner will be a single service, regardless of the size of the organisation. The winning services in each category 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

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• 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.
• Show how users and carers have a voice within the organisation
• Demonstrate how the organisation is reshaping and responding to national and local policy drivers

10. Positive Impact Award – Individual
Each year, Scottish Care wishes to recognise people who have made a significant and sustained contribution to the care at home and housing support sector. This may be either in relation to an individual service 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, services 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

11. Day Service of the Year Award – Company or Service
This new award has been introduced to highlight the amazing work which is being delivered by day services and organisations across Scotland. Day provision comes in very diverse forms but at their best they provide individuals with opportunities to remain connected and involved with others and their local communities, to engage in activities of interest and learn and discover new interests. They are also critical in providing respite and renewal to family carers as well as helping people to foster new friendships. The winning service will:
• Provide evidence of sustained excellent practice, innovation and positive risk-taking
• Provide examples of a positive culture within the service, which is inclusive of individuals who use the service and their families.
• Demonstrate the range of activities and supports offered by the organisation and the extent to which they are inclusive
Show the extent to which the service is sensitive to individual cultural, disability and linguistic needs.

Supply testimonials from service users, families, staff and external partners.

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:

You may also complete a hard copy entry form and email completed entries to: awards@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 16th March 2018.

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 Award category 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, you will be contacted directly in relation to filming.

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