

Behind the Scenes Wonder - An individual or team who are quietly committed to making a difference, and make things run smoothly with positive outcomes.

Nominees

Aisha Ambre	Aisha has done an excellent job of taking on the senior role in 106. She has an excellent relationship with DW and JF who both enjoy when she is supporting them. Aisha has gradually taken over the responsibilities there without any fuss, she will put in extra hours and has helped JF with some amazing outcomes for example 3 weeks of no incidents or ABCs when he started college.
Sarah Rainey	Sarah oversees our recruitment & HR functions. She is diligent and committed. With recent changes to processes and an increasing number of new starters Sarah keeps on top of it all. She will always offer to help if she can and works hard to make sure that not only are we compliant with guidance and regulation, but that every staff member is treated as a valued individual.
Steve Hodgkin	Steve has great qualities for leadership and is a developer of good interpersonal skills. He portrays a professional working relationship and builds a good rapport with all colleagues and the people who we support on a daily basis.
Team T'ham	It's really important to the gentlemen living at T'ham Road that they have friendly, confident staff, and consistency in approaches. If the team do not work as one, the daily outcomes could be very different for them. The restrictions that came with Covid19 to daily routines really could have been detrimental to their wellbeing and mental health. However, the staff came together and quietly got on with ensuring that life was not disrupted to the point that people being supported didn't cope. In fact, they coped incredibly well due to the dedication of the team. Staff supported the men to find a new routine each day.
Lee Newcombe	Lee has worked very hard to teach the residents of JP literacy and numeracy skills. This has completely changed their lives.
Julie Hall	Julie is someone that has been committed to Saracen and her role for a considerable amount of years. Being part of the organisation for some time, and working flexibly, has meant that she has a really good all round awareness of the needs in all of the services across the board. Due to her part with rota planning, she also has a relationship with the staff teams across all areas. She is a great support with whatever task her hand is turned to. She has a natural skill with rota planning, so when the need arises for support in this area, she has the ability to work at an effective pace that achieves good outcomes for the people supported and for staff.
Julie Hall	Since Josh and Chloe left it was always going to be interesting as we moved into a new process and a new way of battling unallocated shifts. The Care Managers have been amazing at covering their shifts, but Julie in particular has been a hero when it comes to filling unallocated shifts. It's been a big relief to me as it frees me up for other work rather than being tied to unallocated all day and I can relax knowing that our service users have got appropriate support assigned to them (largely with our staff rather than agency). In the few instances where Julie can't find cover, she has sometimes even covered the shift herself, even on weekends. Big thanks to Julie for her support.

Winner: Julie Hall

Excellence in Partnership Working - An individual or team that has improved outcomes for people we support by working closely with others, to improve quality, access to services, personalised care or treatment.

Team B'dale	<p>This nomination is for every staff member that has been part of Team B'dale along the way. Both young people who live at B'dale have very different needs, but staff adapt and respond accordingly to who they are supporting. There has been some intense periods of Partnership working for CW's team. This has been with Health Professionals, School (now College), PBS UK, and police. Through effective Partnership working, a significant difference has been made to CW's life. The staff team have listened to advice and have been open and adaptable to changes in the way we support and have had to work dynamically and with a fluid approach. They have been professional at all times. One of the most successful partnership relationships the team have is that with CW's family. As they are very involved in CW's life and see him regularly, they have had to put their trust in our team and form their own relationships with our staff. The working relationship is intense as the family are with the team supporting CW for prolonged hours. The team have enabled the family to have a positive family dynamic and their time together is fun and relaxed.</p>
CW	<p>I'm nominating CW as I feel that the way he has developed over the last 9 months is amazing. From where we all were with CW 9 months ago to where he is now - well it's literally night and day. The changes with schools and how Connor managed with the lockdown restrictions - to see him now he really is a success story and so happy in himself it's proper nice!</p>
Lee Newcombe	<p>Working closely with SC and supporting her to improve her Maths and English skills</p>
KM	<p>KM has been working towards becoming more independent - from going to the park opposite the house, self-medicating, going to the shop, and following his 'Fizzy Drinks Chart'. He's doing amazingly well and it is fantastic to be a part of this progress. I can't even remember the last time I saw a red sticker on KM's 'Behaviour Chart'. KM has also shown a keen interest in employment and I am currently in the process of making this possible for him.</p>
Klaudia Kucyper	<p>Since working with Klaudia she has shown amazing team skills and I can really see her following the care values. She always listens and she always wants what's best for the service users. She seems so genuinely caring and I really enjoy working with her! I think we make a great team! She definitely deserves recognition for her skills and efforts!</p>
Jonathan Tompkins	<p>Jonathan has shown exceptional efforts in supporting ZQ to access support to Rehabilitation services to manage his substance misuse. He has perceived and shown good resilience in supporting ZQ to enrol on a Princess Trust Programme to build his confidence and social skills</p>
Team 106 all	<p>Because they are the best and work all together, and help each other and every single person go for the extra mile</p>
James Taylor	<p>James has significantly supported his team to improve outcomes with JV's service. JV is able to participate in activities, household tasks, and is beginning to verbalise his needs and wants e.g. to request to go out in the garden, indoors, or for a walk.</p>

Winner: CW & Team B'dale

Innovation & Inspiration - An individual or team who, through fresh thinking, creativity or originality, has turned a new idea, method or process into a solution which has made a positive impact on our services. It doesn't need to be ground-breaking or world-shattering- only that idea has to make an improvement.

Team 106	I feel team 106 has done a fantastic job with PWS. We have come a long way with all the obstacles we have come across. We have learnt new ways to achieve our outcomes and have seen progress with our PWS thanks to our teams hard work
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Winner: Team 106

Learning & Development Champion - An individual or team who have shown commitment to continued learning, and/or made changes to practice from this.

SC	<p>SC has achieved so much since living at JP. She is embracing the new opportunities presented to her by staff in order to develop new life skills in becoming independent. She has been learning basic maths and English with her support staff (mainly Lee Newcombe). These are skills that SC had no real understanding of 12 months ago. She is now independently taking her medication which is observed and monitored by staff. She is encouraged to check her finance's with staff, which includes counting her money and signing her finance book. She was encouraged to start saving money, which she achieved and was able to enjoy holiday with staff.</p> <p>SC represents everything Saracen Care is about - promoting independence. I am so proud of SC and her achievements. She is a completely different young lady compared to the young girl I first met when she was first introduced to Saracen Care.</p>
Isaac Pareja-Chamizo	<p>Over the last few months, Isaac has vastly improved in performance through putting into practice what he has received through training, or by watching the practice of others. He has shown initiative in his own learning and development, acknowledging where his skill set previously lacked and has made a conscious effort to learn and practice these skills off his own back. Through this I feel Isaac has become one of the most valued team members at Bishopdale and his confidence in his own ability has reflected onto others who now also speak to Isaac for support where this previously would not have occurred.</p>

Winner: SC & Isaac Pareja-Chamizo

Inspiring Leader - An individual who leads by example, and is an inspiration (This could be at any level of the organisation).

Becci Hopton	Becci is a fantastic Manager, both professional and approachable. Becci is able to lead a team seamlessly attending to the needs of individuals and the staff members. Becci enhances qualities by allowing staff the opportunity to take on responsibilities and to proactively learn from more senior staff members e.g. In my own personal experience Jayne Devereux and Carol Gelder were asked to mentor in the role of a senior in preparation for an available position. Becci is extremely person-centred where the individuals we support are concerned, ensuring actions and outcomes are met and care plans are up to date.
Becci Hopton	Becci is a great mentor and has been very supportive of me as a new manager. Becci has helped and supported me to grow, she is always there to help me if there is something I do not understand, especially when being faced with new tasks.
Mariama Ibrahima	Mariama has been a very good ambassador for Saracen care. She is readily available to give advice on any queries. She is supportive to new staff and her work ethics are exceptional. She is inspirational and I celebrate her.
Nkosi Christian Collins	Nkosi is always approachable, polite, and consistent in his role as team leader and colleague. Christian has worked hard, teaching others as he goes, always looking out for all staff and service users that he interacts with and being a role model for others to follow.
James Taylor	James is very phenomenal person, and I can say I have learned a lot with my few months working in Saracen from James. He is very passionate about his job and his feedback is excellent
Tracey Gardiner	Tracey has always supported me in my role at Saracen Care and is an amazing leader. Through her support and leadership, I feel I have become more confident in my role and learn better through her.
Peter Williams	Pete as a senior staff member, during my time I have worked with him has always been an inspiring person. I have learned so much, it's always a good feeling when working together. He listens to feedback & constantly is there when needed - always ready to help. This is a big reason for additional skills I have picked up & improvements that I have made.
Kimberley Jackson	KJ was, and is, an inspiration to me as a new-be to care.
Carole Gelder	Carole is an inspiring Team Leader; she is always there to offer support and guidance even when she is not on shift nothing is ever too much trouble for her. She runs Spa in a professional way, everything is up to date and it is a pleasure working with her and the team .
Carole Gelder	Carole Gelder is hardworking, a great leader and doesn't just fulfil her role - she goes above and beyond for staff and the people we support. Carole even in her own time is there for staff and people we support when she is needed. In my opinion the house she oversees and works in wouldn't be the same or run as well without her supervision and guidance. Carole isn't just a senior, she's like family to staff and the people we support. We all have great trust in Carole, and she treats every one with respect. Carole is someone that all staff and people we support can come to in time for help and advice. Carole even when off or on holiday cares enough about Spa that she will often call the house to check everything is ok. Carole is very reassuring and kind, but still respected as a person in authority but doesn't abuse this role and works effectively and fairly. As a member of staff I always look forward to working with Carole, and all the staff and the people we support always feel more confident with Carole around to keep the house in check. To me personally Carole deserves this award because she works harder than anyone else :)

Tracey Gardiner	Tracey is a dedicated and committed part of Saracen Care, she is always so polite, helpful and happy when we talk either in the office or on the phone. Tracey always helps me with appointments and maintenance issues and is a great support and I know that she will help achieve the results needed.
Nkosi Khumalo	When I first came into care work, I found Nkosi to be very pleasant to be around. He not only showed me how things are done, but also took the time to explain why the service user (TG in this case) was behaving the way he was and what was going on in his mind. This helped me no end to understand TG and the way he thinks. Nkosi also took me through a shadow shift with RP, which gave me confidence to work with RP on my own. On a personal level, Nkosi also took the time to message me when my wife was having mental health problems, and send his kind wishes. This above all meant more to me than anything else.
Dave Hardaker	I love working with David, such a kind, caring man who has made me feel a very valuable part of LB's support team and has great confidence in me. He told LB that I was going to do just fine with him and could be trusted. This was within the first ten minutes of meeting them both on my shadow shift. Whenever I hand over to him at LB's he always says "Thanks for all you do". There are some things he doesn't have to do but sends me home feeling valued. That man, along with Nkosi, have helped me grow in this career, which was new to me 18 months ago.
Richard Kutosi	An enthusiastic, well organised leader who is very engaged into his role. He is focused not only on improving the support of PWS, but also on building up a positive relationship with them. What is more, by listening, praising and being there for staff he managed to establish a good, trustworthy relationship with them.

Winners: Nkosi, Carole G, Tracey G, Becci Hopton

Living our Values - An individual or Team who regularly demonstrates care and compassion, listens to and respects others, whilst keeping people we support at the heart of everything they do.

Nkosi Khumalo	Nkosi is an exceptional human being who has the biggest heart. He was meant to work with people and make a difference to people's lives. He treats everyone as individuals and responds to different needs appropriately. His own personal values mean that he supports both people we support and staff teams with respect and understanding. He makes sure he listens to people and truly hears them. He has a calming nature and is someone that people like to be around. He appreciates staff in his teams and is a great role model for them. He's a team player and works really well with others to get the job done. He is very reliable and always goes the extra mile to ensure things run smoothly within the services. Nkosi is someone who is open to all views and opinions and has skill sets which mean he can be diplomatic and professional, whilst sharing his opinions, or advocating for someone supported. He presents as professional and is a good all-round representation of the values we wish for all Saracen staff to possess. He truly cares about people achieving goals and it's really clear to see what it means to him when this happens.
Jayne Devereux	Jayne has recently joined the T team and has got a special bond with J. J would tell me about her time with Jayne and would laugh while telling me. Jayne is hard working and would pick up any unallocated shifts as she knows J is in need of routine staff.
Tika Gurung	<p>Tika has worked really well with CO and SB. She responds well to CO's care, behaviours and is really tuned in to all her moods and knows exactly how to respond to this. Tika is always calm, patient and caring in all ways of the way she supports CO. Tika is always positive and encouraging when working with CO.</p> <p>With SB Tika is always prompting and encouraging SB to complete his tasks. Tika is always one step ahead with SB in regard to SB having on set of Dementia.</p> <p>Tika works well with staff as part of a team as well as on her own. She takes pride in her work and supports the above PWS to the full max. A lovely, kind, and caring lady.</p>
Tika Gurung	Tika always supports CO in such a lovely, kind, person-centred way. She goes above and beyond to ensure she is settled and happy. Tika will always help in times of need when a shift with CO is outstanding and needing to be covered. She is a very dedicated and loyal staff member, and following a recent meeting with an external care provider, it was fed back to myself that they thought she was brilliant with communicating with CO.

Winner: Tika Gurung

Long Standing Team Member - A team member who has shown dedication and commitment to the people we support throughout a prolonged period of employment.

Angie Aitchinson	<p>I would like to nominate Angie A. She has always been a hard worker and will go above and beyond with the people we support. She always shows dignity, compassion and respect, with all PWS, at all times. She never complains about anything. And when asked to do anything it's always completed.</p> <p>She has put her own time into things, an example being at SM where she helped paint the house.</p> <p>She's just a lovely person all-round and think she needs to be recognised for all her hard work since being with Saracen.</p>
Carole Gelder	<p>I've been doing regular shifts at Spa for a while now, Carole has been a supportive leader for the house. She is always available on the phone if needed. She is approachable if any concerns need sharing, or if advice is needed.</p> <p>She is always bubbly with the PWS also staff, and has a kind heart.</p>
Carole Gelder	<p>Carole knows her service well at SM. She is dedicated to providing a warm and welcoming home to the individuals she supports and encourages positive relationships and consistency. Carole is extremely supportive towards her colleagues and is always willing and happy to help them within and out of work. Carole is a bubble of knowledge - like a Google search you can retrieve any work-related information from her at any time.</p>
Julie Hall	<p>Julie has worked for Saracen Care for over 10 years. She is able to work across many areas; supporting the PWS, supporting staff, covering shifts and overall supporting all levels of the organisation without complaint. She is Saracen Care's shining star!</p>
Lee Newcombe	<p>Lee has made a huge impact on SC, by supporting her with her educational needs. This includes both basic maths, English and spelling, and learning the days of the week as well as months of the year.</p> <p>Lee is also SC's key worker and will ensure to support her to meet her goal. Recently Lee introduced an in-house savings scheme to SC, which in turn supported her to save enough money to go away on holiday for a short break. SC continues to save as she can now see the benefits from doing this.</p>
Ressen Mhangara	<p>Ressen is someone that shows relentless dedication to all the individuals she supports with Saracen Care. Her work is a huge part of who she is - she is a true carer. She genuinely wants to help people and ensure everyone is ok. She is very reliable, and she gives the people we support reassurance and confidence. Some of the people that she supports have expressed how comfortable she makes them feel and that they enjoy her support. She is someone that is lovely to be around and has a warm, reassuring smile. She will always go the extra mile.</p>
Sara Romaniuk	<p>Sara works with a committed and determined attitude at one service and has been for quite a period of time. Not a shift goes by where she hasn't given her all to improve quality of life and general wellbeing for those she cares for. Any staff who work with her can attest to her work ethic and positive attitude. Many long days and sleeps yet doesn't make a meal of anything, just gets on with the tasks at hand. She is a credit and asset to the service she works.</p>
Steve Hodgins	<p>Steve is always very helpful; he never hesitates to help where ever he can with support work and he has helped deliver PPE to Swindon for Saracen Care.</p>
Steve Hodgins	<p>Steve is a really versatile and adaptable support worker who really does care and wants to make a difference. He will work where there is a need for his skill set and I've never known him say that he's not up for the challenge, or that he doesn't want to do something. He takes everything in his stride, and simply gets on with it! He comes alive when he talks about the people he's supporting achieving their goals and outcomes and appreciates that small goals to</p>

some are immense for others. He is definitely passionate about advocating for individuals and is confident in ensuring their voices are heard. He is so reliable and dependable in all aspects of his work. He is also someone who is incredibly loyal. Steve is a safe pair of hands and would make anyone feel confident and reassured to go for their goals. He has a “can do” attitude, is a true team player, and a fantastic role model.

Tanya Coleman	Tanya has been a rock in JJs service. Tanya comes in and helps cook JJs meals providing him with a well-balanced diet and meeting a health outcome of gaining weight. Tanya is happy to support/develop other team members and is keen to take on more responsibility within the service. Tanya is developing herself into an excellent senior support worker and has taken on helping to decorate JJs sensory room with a photo of staff and JJ.
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Tracey Gardiner	Tracey always helps staff and the PWS and goes out of her way to do so. She has been through a lot the past year and she is always there for others
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Winner: Steve Hodgin

Making a Difference by Responding to Feedback - An individual or team who has made significant improvements to the person they support by asking for and acting upon feedback, in order to improve the areas that people supported say matter most to them.

This team have supported TG to have a voice and to be confident in expressing his wants and wishes through communication rather than behaviours. By enabling this open two-way line of communication, TG has been able to feedback what he wants from life. This has meant that life is a lot less frustrating for him. This in itself is a huge achievement - for him to be able to give feedback. The team always know what goal they are supporting him to work towards. Whether it be independence, friendships, health and fitness. The team have been exceptional advocates for TG to ensure they support him to be heard no matter what challenges they have been faced with. TG has feedback that one of his greatest wishes is to have a reduction in staffing, and to be leading a fulfilling community integrated life. He also wanted to have friends and a girlfriend. The team have worked alongside him in a consistent manner to enable him to achieve all these things. To get to this point where the reduction of staffing is to be trialled has been fantastic considering that little more than 17 months ago TG was living in a very different secure setting. Team TG have truly listened to him and helped him embrace a world of opportunities and exciting times ahead. His life has become a lot less restrictive and he can continue to know that dreams can become a reality. He knows that he's important and is heard.

Team TG

Team TG have genuinely helped to change this young mans life. Not only have they been outstanding support workers, but they've been super role models. They should all feel really proud!

Winner: Team TG

Managers Recognition Award (Managers only to nominate) - An individual or team who have made an outstanding contribution to the people we support.

Paula Dollman	Paula started with Saracen in 2019 with no care experience and over her time with Saracen Care has developed into an excellent support worker. Paula will work across all services and has worked with PWS who have had personality disorders, physical disabilities, mental health and challenging and complex needs. Paula will always deliver Person Centred Care and will have the needs of the PWS paramount to service delivery. Paula is very adaptable and flexible and is always willing to help cover shifts whenever possible and willing to move from service to service at short notice to enable us to provide cover required. If myself or a family member required assistance I would be grateful for Paula to deliver this service as she is a very caring, empathic lady who empowers the PWS and will encourage independence at all times.
Kayleigh Gardener	Kayleigh shows commitment and resilience will always go the extra mile. Most recently someone she supported had a particularly difficult day. Kayleigh stayed with the PWS in her own time to help them settle, offering reassurance. She informed the PWS family member that she always feels happier leaving when the PWS are calm and relaxed.
Dave Hardaker	Dave has made a fantastic contribution to all services he's worked in, however, there is one gentlemen who he has made an exceptional difference to his life. When L first was supported by Saracen he had had a really difficult time and found some aspects of life very tricky. Trusting people and positive relationships was something which was not something that was going to come easily. With Dave's support and incredible patience there has been a turnaround in L's life. Dave has spent a lot of time supporting 1:1 and has enabled this individual to form positive relationships with others too, not just him. L listens to Dave and trusts him completely. Where L finds it difficult to meet new people and let them into his life, even support workers, L has enabled this to happen as long as Dave is part of this process. This has meant the team has been able to grow and L is gaining more from having different people in his life. Dave, in essence, has given L confidence in people and has opened his life up.
Wendy Mustoe	<p>Wendy has been part of the team at MR for over 10 years. On transferring across to Saracen (from a previous organisation) Wendy clearly showed that she possessed a wealth of knowledge and experience that has seemed to have gone unnoticed.</p> <p>Wendy always seemed to take the lead when it came to the running of the service but this proved difficult when executing due to not having the influence of a senior role. Wendy, however, continued with her commitment to the service and the PWS in delivering excellent care and ensured that staff followed.</p> <p>With achieving the senior position Wendy has continued to show dedication to both the service and the PWS. She takes pride in the house and ensures it is looking presentable and homely.</p> <p>Wendy has always provided management with excellent feedback to ensure effective communication and responsiveness.</p> <p>Wendy has ensured that the PWS have been kept up to date with developments with regards to COVID and has actively been involved in reducing any concerns and anxieties that the PWS have had during the ongoing pandemic. Wendy has also taken a lead role in the reduction of a PWS alcohol intake which in turn has really improved their quality of life. This is ongoing and regular updates are given.</p>

Wendy has demonstrated efficiency, leadership, and enthusiasm for her role and has risen to the challenges presented to her in leading the team at Moredon Road.

Team TG The team has worked tirelessly to promote T's independence. The ratio of staff is falling yet again due to the outstanding work the team are doing under sometimes very difficult circumstances. T is living a life so different to when we started supporting him.

Winners (4): Wendy, Dave, Kayleigh Paula, Lee Newcombe (nominated in 3 categories)

Summary

Who are you Nominating?	Outcome
Aisha Ambre	Nominee behind the scenes wonder
Angie Aitchison	Nominee long standing staff member
Becci Hopton	Winner of Inspiring Leader
Carole Gelder	Winner of Inspiring Leader, Nominee of Longstanding staff member x2
Christian Collins	Nominee Inspiring Leader
CW (& Team)	Winner Excellence in Partnership Working
Dave Hardaker	Winner – Managers Recognition Award Nominee Inspiring Leader
Isaac Parejo	Winner – Learning & Development Champion
James Taylor	Nominee Inspiring Leader Nominee – Excellence in Partnership Working
Jayne devereux	Nominee – Living our Values
Jonathan Tompkins	Nominee – Excellence in Partnership Working
Julie Hall	Winner – Behind the Scenes Wonder Nominee – longstanding staff member
Kayleigh Gardener	Winner – Managers Recognition Award
Kimberley Jackson	Nominee – Inspiring Leader
KM	Nominee- Excellence in Partnership Working
Kludia Kucyper	Nominee- Excellence in Partnership Working
Lee Newcombe	Winner - Managers Recognition Award (based on being the only nominee identified across 3 different categories!)
Mariama Ibrahima	Nominee- Inspiring Leader
Nkosi Khumalo	Winner – Inspiring Leader Nominee- Living our Values
Paula Dollimore	Winner – Managers Recognition Award
Peter Williams	Nominee – Inspiring Leader
Ressen Mhangara	Nominee- Long standing Team Member
Richard Kutosi	Nominee – Inspiring Leader
Sara Romaniuk	Nominee- Long standing Team Member
Sarah Rainey	Nominee behind the scenes wonder
SC at JP	Winner - Learning & Development Champion
Steve Hodgkin	Winner – Longstanding Team Member Nominee behind the scenes wonder
Tanya Coleman	Nominee- Long standing Team Member
Team 106 all	Winner – Innovation & Inspiration Nominee -
Team B'dale (& CW)	Winner - Excellence in Partnership Working
Team TG	Winner - Making a Difference by Responding to Feedback Nominee – Excellence in Partnership Working Nominee – Managers Recognition Award

Team T'ham	Nominee – Behind the Scenes Wonder
Tika Gurung	Winner – Living our Values
Tracey Gardiner (Jenkins)	Winner – Inspiring Leader Nominee – Long standing Team Member
Wendy Musto	Winner – Managers Recognition Award