Surrey Care Awards 2019 Awards Rules

**Nominations for the Surrey Care Awards 2019 are subject to the following rules:**

1. The Surrey Care Awards is a peer-to-peer scheme in that individuals/teams can only be nominated by their fellow workers, managers or partner organisations.
2. The awards are limited to individuals who have worked for their employer for more than one year (as at 22.11.19) and teams employed in care settings within the administrative area of the county of Surrey or SCA Members in neighbouring areas.
3. It is a condition of entry that finalists will be expected to attend the Gala Awards ceremony on the evening of Friday 22 November 2019.
4. Entries may be submitted **no later than** **5pm on Monday 9th September 2019.**
5. You may submit the same entry for more than one category. Should the judges determine an entry submitted for one category is of greater relevance to another category, they may re-categorise that entry.
6. The completed nomination form and its supporting documents must be scanned and submitted as one **single pdf document. The pdf file name must include Employer Organisation, Category and Nominee Name.** The pdf should be emailed as one single document toawards@surreycare.org.uk. Please put Awards Nomination and the name of the Nominee in the subject line of your email.
7. Winners of the Surrey Care Awards 2018 are not eligible in the same category in 2019.
8. A statement from the nominee’s employer must be submitted with the nomination.
9. Submissions may be supported by a maximum of three additional testimonials of no more than 300 words from service users, their families or other individuals/organisations (e.g. GPs, social workers, community nursing staff.)
10. Entries cannot be amended after the entry deadline has passed.
11. The awards organisers and judges are unable to correspond with individual entrants during the judging process.
12. Entries may be edited by the Surrey Care Awards team to correct any erroneous information. Should it come to light that there are issues, whether ethical or factual, pertaining to any nomination, the Surrey Care Awards team reserves the right to withdraw that nomination, whether that nomination has been selected as a finalist or not. SCA will not be held responsible for the publication of any information contained on the entry forms which is inaccurate.
13. The contact details contained in entries will not be shared outside Surrey Care Association and its agents, unless permission is granted. Nominations in relevant categories may however be forwarded to BBC Community Heroes Awards and Great British Care Awards at the discretion of the judges, subject to the Nominee’s agreement (see Nomination form)
14. The decision of the judges is final.
15. **Finalists will be notified by 5pm on Friday 11th October 2019.**
16. Finalists and winners will be expected to help the organisers publicise the Awards before and after the event, and to help others learn from their work throughout the year. Publicity required may include taking part in interviews and photography/filming for printed, broadcast and digital media.
17. Nomination forms will be shared with SCA’s marketing company Loud Communications Ltd and its agents (designers and printers). Nomination forms will be held by SCA and Loud Communications in both digital and hard copy format for a period of 1 calendar year. Please refer to our privacy policy on our website.

**All nominations must be submitted no later than 5pm on Monday 9th September 2019. Nomination forms must be submitted in pdf format via email to** **awards@surreycare.org.uk**

Surrey Care Awards 2019 Judging Criteria

## Individual Awards

1. **Ancillary Worker of the Year Award (Individual Award)**

For a person in an ancillary role (e.g. gardener, laundry assistant, handyperson, bus driver, administrator, receptionist, etc.) within a social care setting such as a care home or supported living environment who makes a real contribution to improving the quality of service for users.

**Employer’s Statement**

Evidence to support the nomination should include:

1.How long and in what capacity you have known the individual

2.Examples of the way in which the individual has made a positive difference to service users

**Supporting Statements (Maximum of 3 statements, each not exceeding 300 words)**

At least one supporting statement should be from a service user, or a relative/friend of a service user. Other supporting statements may be from residents, family, visiting professionals and colleagues and should include:

* Examples of what the ancillary worker has done to make a difference to the lives of service users
1. **Chef of the Year Award (Individual /Team Award)**

For a chef /cook/catering team working within a social care setting who respects the nutritional needs of services users and makes a real contribution to the quality of care that service users receive.

**Employer’s Statement**

Evidence to support the nomination should include:

1.How long and in what capacity you have known the individual

2.Examples of the way in which the individual has made a positive difference to service users

**Supporting Statements (Maximum of 3 statements, each not exceeding 300 words)**

At least one supporting statement should be from a service user, or a relative/friend of a service user. Other supporting statements may be from residents, family, visiting professionals and colleagues and should include:

* Examples of how the chef/team resects the nutritional needs of service users
* Examples of what the chef/team has done to make a difference to the lives of service users
1. **Beyond the Call of Duty Award of the Year - Care Home**

For a care worker (including for example physiotherapist, occupational therapist etc.) working in a residential care home/care home with nursing (including Learning Disabilities, Older People, People with Physical and Sensory Disabilities) who consistently exceeds the requirements of the post, who demonstrates empathy and understanding for residents and their families/carers and whose actions make a significant difference to the care residents receive.

**Employer’s Statement**

Evidence to support the nomination should include:

1.How long and in what capacity you have known the individual

2.Examples of the way in which the individual has made a positive difference to residents

3.Examples of how the individual consistently exceeds the requirements of the post

**Supporting Statements (Maximum of 3 statements, each not exceeding 300 words)**

At least one supporting statement must be from a resident, group of residents or a relative/friend of a resident. Other supporting statements may be from residents, family, visiting professionals and colleagues and should include:

* Examples of what the care worker has done to enhance the lives of residents
1. **Beyond the Call of Duty Award of the Year - Care at Home**

For a care worker (including for example physiotherapist, occupational therapist etc) from a Domiciliary Care Agency or working in Supported Living, providing care to service users (Older People, Learning Disabilities, People with Physical and Sensory Disabilities etc) in their own homes (including live-in care) who consistently exceeds the requirements of the post, who demonstrates empathy and understanding for service users and their carers and whose actions make a significant difference to the care service users receive.

**Employer’s Statement**

Evidence to support the nomination should include:

1.How long and in what capacity you have known the individual

2.Examples of the way in which the individual has made a positive difference to service users

3.Examples of how the individual consistently exceeds the requirements of the post

**Supporting Statements (Maximum of 3 statements, each not exceeding 300 words)**

At least one supporting statement must be from a service user, group of service user, or a relative/friend of a service user. Other supporting statements may be from service users, family, visiting professionals and colleagues and should include:

* Examples of what the care worker has done to enhance the lives of service users
1. **Care Newcomer of the Year Award**

For a person or apprentice who has less than 2 years’ service (as at 22.11.19) in a care setting (Care Home or Care at Home) and who has made considerable progress in their career and towards gaining relevant qualifications. Judges will be looking for examples of how the nominee has benefited from training and put it into practice. If nominees are currently working towards their qualifications please let us know when they expect to achieve them.

**Employer’s Statement**

Evidence to support the nomination should include:

1.How long and in what capacity you have known the individual

2.Examples of the way in which the individual has made a positive difference to service users

3.Examples of learning and development either through training courses or training delivered in the workplace and how this has been put into practice

**Supporting Statements (Maximum of 3 statements, each not exceeding 300 words)**

At least one supporting statement must be from a service user or a relative/friend of a client. Other supporting statements may be from clients, residents, family, visiting professionals and colleagues and should include:

* Examples of what the individual has done to enhance the lives of service users
1. **Frontline Leader of the Year Award - Care Home**

For a person who is a supervisor, senior care worker, team leader or deputy and has shown clear commitment to improving the delivery of care and support within their team. A person who has shown leadership qualities by reflecting on what could be better and supporting others to bring about change

**Employer’s Statement**

Evidence to support the nomination should include:

1.How long and in what capacity you have known the individual

2.Examples of how the individual has shown clear commitment to improving the delivery of care and support within their team

3.Examples of the way in which the individual has made a positive difference to residents

4.Examples of learning and development either through training courses or training delivered in the workplace and how this has been put into practice

**Supporting Statements (Maximum of 3 statements, each not exceeding 300 words)**

At least one supporting statement must be from a resident, group of residents or a relative/friend of a client. Other supporting statements may be from residents, family, visiting professionals and colleagues and should include:

* Examples of what the individual has done to positively change the lives of residents
1. **Frontline Leader of the Year Award - Care at Home ( Individual Award)**

For a person who is a supervisor, senior care worker, team leader or deputy and has shown clear commitment to improving the delivery of care and support within their team. A person who has shown leadership qualities by reflecting on what could be better and supporting others to bring about change

**Employer’s Statement**

Evidence to support the nomination should include:

1.How long and in what capacity you have known the individual

2.Examples of how the individual has shown clear commitment to improving the delivery of care and support within their team

3.Examples of the way in which the individual has made a positive difference to service users

4.Examples of learning and development either through training courses or training delivered in the workplace and how this has been put into practice

**Supporting Statements (Maximum of 3 statements, each not exceeding 300 words)**

At least one supporting statement must be from a service user, group of service users or a relative/friend of a service user. Other supporting statements may be from service users, family, visiting professionals and colleagues and should include:

* Examples of what the individual has done to positively change the lives of service users
1. **Long Service Contribution to Social Care Award**

For a person who has dedicated the greater part of their working life to the adult social care sector or they have made a significant long-term contribution to it. This person has shown exceptional dedication and commitment, provided a consistently good standard of service and made a positive difference to service users, their families/friends and to the staff team in any adult care setting.

**Employer or Peer Statement**

Evidence to support the nomination should include:

1.How long and in what capacity you have known the individual

2.Examples of the contribution the individual has made over the course of their career to achieve the best outcomes for service users

**Supporting Statements (Maximum of 3 statements, each not exceeding 300 words)**

At least one supporting statement must be from a client or service user. Other supporting statements may be from service users, colleagues, carers, and other professionals (including visiting professionals) and should include:

* Examples of what the individual has done to make a positive difference to the service, service users and their families/carers
1. **Registered Manager of the Year Award – Care Home/Care at Home**

For a manager of a care setting/service who has shown outstanding leadership and management skills in developing a service and team that delivers consistently good outcomes for service users. The registered manager should show vision in developing person centred care and supporting staff to meet the ever-changing needs of service users.

**Employer’s Statement**

Evidence to support the nomination should include:

1.How long and in what capacity you have known the individual

2.Examples of outstanding leadership and management skills

3.Examples of the outcomes of the individual’s contribution to residents and colleagues

4.Examples of commitment to continuing professional development and how this has been put into practice.

**Supporting Statements (Maximum of 3 statements, each not exceeding 300 words)**

At least one supporting statement must be from a resident or service user. Other supporting statements may be from service users, colleagues, carers and visiting professionals and should include:

* Examples of what the individual has done to make a positive difference to residents and their families/carers

**Individual/Team Award**

1. **Most Innovative Activity Programme involving Service Users (Individual /Team Award)**

For an individual or team that devises and delivers a needs-led, varied, appropriate and innovative activity programme that makes a positive difference to service users. Judges will also be looking for evidence of tailored programmes to suit individual service user needs as well as evidence of interaction and involvement in the wider local community to enhance the lives of service users.

**Employer’s Statement**

Evidence to support the nomination should include:

1.Examples of the innovative approach

2.Examples of individually tailored programmes

3.Examples of engagement with the wider local community

4.Examples of improved outcomes for service users

**Supporting Statements (Maximum of 3 statements, each not exceeding 300 words)**

At least one supporting statement must be from a service user or their relative/friend. Other supporting statements may be from family, visiting professionals, colleagues, community representatives and should include:

* The ways in which the activity programme has positively changed the lives of service users/residents

**Team Awards**

1. **Care Team of the Year Award –Care Home ( Team Award)**

This award recognises a team that demonstrates a commitment to developing and delivering high quality care. Judges will be looking for a shared vision and agreed goals, as well as evidence of the specific skills required to develop, manage and deliver services, excellent communication processes and the recognition of each member’s contribution to the team. Applicants should include evidence of how they have improved the quality of life for residents.

**Employer’s statement**

Evidence to support the nomination should include:

1.Examples of how the team has made a positive difference to residents

2.Examples of improved outcomes for the business

3.Examples of continuing professional development, (learning and development through training courses or delivered in the workplace) and how this has been put into practice

**Supporting Statements (Maximum of 3 statements, each not exceeding 300 words)**

At least one supporting statement must be from a resident, or a relative/friend of a resident. Other supporting statements may be from residents, carers, family, visiting professionals and colleagues and should include:

* The ways in which the team has made a positive difference to residents, families and carers
1. **Care Team of the Year Award –Care at Home ( Team Award)**

This award recognises a team that demonstrates a commitment to developing and delivering high quality care. Judges will be looking for a shared vision and agreed goals, as well as evidence of the specific skills required to develop, manage and deliver services, excellent communication processes and the recognition of each member’s contribution to the team. Applicants should include evidence of how they have improved the quality of life for service users.

**Employer’s statement**

Evidence to support the nomination should include:

1.Examples of how the team has made a positive difference to service users

2.Examples of improved outcomes for the business

3.Examples of continuing professional development, (learning and development through training courses or delivered in the workplace) and how this has been put into practice

**Supporting Statements (Maximum of 3 statements, each not exceeding 300 words)**

At least one supporting statement must be from a resident, or a relative/friend of a service user. Other supporting statements may be from residents, carers, family, visiting professionals and colleagues and should include:

* The ways in which the team has made a positive difference to service users, families and carers
1. **Excellence in Delivering Dementia Care (Team Award)**

This award recognises a team in any care setting which demonstrates a commitment to developing and delivering high quality, innovative care and services for people with dementia. Judges will be looking for evidence of the specific skills required to develop, manage and deliver services sensitive to the needs of people living with dementia. Nominations should include evidence of how the team has improved the quality of life for service users with dementia through a range of measures that may include the physical environment, nutrition, activities, staff training and involving families /carers.

**Employer’s Statement**

Evidence to support the nomination should include:

1.Examples of team’s innovative approach

2.Examples of how the team has made a positive difference to service users/residents

3.Examples of how the team has made a positive difference to families and carers

* 4.Examples of continuing professional development, (learning and development through training courses or delivered in the workplace) and how this has been put into practice

**Supporting Statements (Maximum of 3 statements, each not exceeding 300 words)**

At least one supporting statement must be from a client, or a relative/friend/carer of a resident. Other supporting statements may be from residents, carers, family, visiting professionals and colleagues and should include:

* The ways in which the team has made a positive difference to service users, families and carers

**Company Awards**

1. **Care Provider of the Year Award (Company Award)**

This award recognises an outstanding provider which has shown enthusiasm and determination in identifying and meeting the needs of service users, carers, staff and the wider community. Judges will be looking for evidence of what marks this provider as exceptional, examples may include, but are not limited to: championing of a personalised approach to social care services; developing a capable, confident and skilled workforce; introduction of innovative practices; use of technology; involvement of the wider community; good leadership; recognition of staff achievements; focus on staff health and well-being; learning and development and clear career pathways.

**Employer’s Statement**

Evidence to support the nomination should include:

1.Examples of the methodology used to ensure best practice

2.Examples of the provider’s outstanding activities or approach

3.Examples of responding to changes within the adult social care sector

4.Examples of improved outcomes for service users

6.Examples of improved outcomes for the provider/business

7.Examples of improved outcomes for staff ( paid or unpaid)

**Supporting Statements (Maximum of 3 statements, each not exceeding 300 words)**

Supporting statements may be from colleagues, employees, service users, family, carers, visiting professionals and should include:

* The ways in which the provider has positively changed the lives of service users

**15. Innovation and good practice in staff recruitment & retention ( Company Award)**

This award recognises an outstanding provider that has shown innovation in recruiting, developing and retaining a capable, confident and skilled workforce.

Judges will be looking for evidence of how the provider has introduced innovative recruitment practices; identified workforce development needs; developed innovative training solutions to meet these needs and how the learning has been incorporated into practice in the workplace.

**Employer’s Statement**

Evidence to support the nomination should include:

1.Examples of innovative recruitment and retention practices

2.Examples of incorporating learning/training into practice

3.Examples of improved outcomes for staff, service users and for the provider’s business

**Supporting Statements (Maximum of 3 statements, each not exceeding 300 words)**

Supporting statements may be from employees, colleagues, service users, visiting professionals and any others who have seen or experienced evidence of the provider’s excellence in workforce development and should include:

* The ways in which the new recruitment & retention practices have improved outcomes for service users

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