

#OurHealthHeroes



OUR HEALTH **HEROES** AWARDS

VIRTUAL AWARDS CEREMONY
TUESDAY 23RD MARCH 2021



Better
Skills

Better
Jobs

Better
Health



Welcome to the Our Health Heroes Awards 2021

Here at Skills for Health, we are delighted to be hosting the fifth annual Our Health Heroes Awards. Despite the unprecedented circumstances of the last year, we still received an incredible number of nominations and votes, with a tremendous enthusiasm to celebrate our wonderful health and social care workforce.

Having delivered the Our Health Heroes Awards for five years, we have been able to meet and engage with some truly inspiring people from across the health and social care sector. The Awards are always a highlight of our year and a wonderful way to ensure that our commitment to celebrating the health workforce is continuously refreshed.

We are not alone this year in wanting to celebrate our nation's healthcare heroes! I'd like to take this opportunity to thank our supporters, who have made the Our Health Heroes campaign such a great success. Thank you to our award category sponsors, NHS Employers, UNISON and SFJ Awards and our event partners Bevan Brittan. I'd also like to thank Lemonzest Events for helping us produce this incredible virtual awards experience.

Today, we'll hear about the working lives of the inspirational individuals and teams who are thoroughly deserving of the title 'Our Health Heroes.' It is a fantastic achievement for anyone to be nominated, and I am incredibly honoured to be a part of this special occasion. I want to wish all the winners huge congratulations. I hope you enjoy this special celebration of your achievements.

John Rogers , Chief Executive, Skills for Health

#OurHealthHeroes

Order of Awards



Hosted by Candace Miller
Executive Director, Skills for Health

"Our Health Heroes has been the highlight of the year for me since it began, yet it has even more significance in this year when the Covid-19 pandemic has taken such a toll on the country, and our health and care services have been front and centre in our collective attention. Our Health Heroes celebrates the amazing individuals and teams from across our health and social care sectors, working in so many different roles and making a difference in so many different ways; Our Health Heroes gives us all the chance to say a huge 'Thank you' to them for all that they do for us."

Welcome

John Rogers, Chief Executive, Skills for Health

Opening Remarks

Edward Argar, Minister of State for Health at the Department of Health and Social Care

Operational Services Support Worker of the Year Award

Presented by Sara Gorton, Head of Health, UNISON

Integrated Team of the Year Award

Presented by Erika Bannerman, Managing Director, NHS Shared Business Services

Learning and Development Team of the Year Award

Presented by John Clark, Head of Awards and Assessment Services, SFJ Awards

Independent Health and Social Care Worker of the Year Award

Presented by David Hare, Chief Executive, Independent Healthcare Providers Network

Clinical Support Worker of the Year Award

Presented by Dr. Navina Evans, Chief Executive, Health Education England

Apprentice of the Year Award

Presented by Roz Norman, Health Services Group Executive Chair, UNISON

Digital Innovation Team/ Project of the Year Award

Presented by Niamh McKenna, CIO, NHS Resolution

Health and Wellbeing Employer of the Year Award

Presented by Prerana Issar, Chief People Officer, NHS England & Improvement

Outstanding Contribution Award

Presented by Michelle Wayt, Assistant Director, NHS Employers

Closing Remarks

Jeremy Newman, Chairman, Skills for Health Board of Directors

#OurHealthHeroes

Operational Services Support Worker of the Year

Kindly Sponsored by



Laura Hurford

Learning & Development Senior Administrator, Welsh Ambulance Services NHS Trust

Based at the National Ambulance Training College, Laura manages the Trust's national L&D administrative Hub. As part of her studies, she carried out a mapping exercise of processes, using the findings to introduce effective methods of reducing work duplication, errors & omissions, improving processes & ensuring timely, accurate reporting of compliance data to the Executive Team & Welsh Government. Recently working with a colleague, she planned an alternative education delivery, resulting in a £30,000 saving, a method now implemented continuously. Laura also volunteers for the Administrative & Clerical Professional Development Initiative, leading the design & facilitation of an organisational Training Needs Analysis of the A&C workforce. She is a true inspiration to others & champions the value & importance of administrative and clerical services & skills.

Marie Smith

Ward Clerk, St Helens & Knowsley Teaching Hospitals NHS Trust

A crucial part of an intermediate care unit team, Marie helps co-ordinate discharges & is the link between many services. Since COVID-19 halted visiting, her job of answering the phone to relatives has increased dramatically, yet she took this on in her usual cheery manner, running up & down the ward with mobile phones so patients can still communicate with family. Marie also collects & records valuable information on a ward database that supports clinicians with NHS benchmarking & service review, ensuring a quality service is maintained. This information is vital for informing business cases to employ more staff. The Trust team would feel lost without Marie.



Tina Hughes

Domestic Assistant, 2gether Support Solutions, East Kent Hospitals University NHS FT

A Domestic Assistant on the Rainbow Ward at Queen Elizabeth The Queen Mother Hospital, Margate, Tina has worked at the Trust for over 14 years, & her passion for her role & helping others is clear. During the pandemic, when a colleague's grandfather was an inpatient, resulting in him contracting COVID-19, Tina went above & beyond to ensure the family could be kept in contact with him throughout his illness & in his final days – unable to visit due to restrictions. Using her own phone to enable video calls with many distraught relatives & delivering written messages, Tina's support gave the family an opportunity to say goodbye they will never forget.

#OurHealthHeroes



Integrated Team of the Year

South Neighbourhood Primary Care Network, NHS Blackpool

National Winner

This Multi-Disciplinary health and wellbeing Team, spearheaded by Kay Dalton at Blackpool Teaching Hospitals NHS FT, is dramatically improving healthcare in the most socially deprived town in England, Blackpool's South Shore. This team takes a holistic approach, considering patients as a whole person and, in line with the NHS Long Term Plan, aims to improve patient services, engagement with community services, reduce pressure on acute services, and improve leadership by engaging more widely with staff. To resolve the silo working which exists in busy departments, weekly time and cost-effective virtual meetings bring together Blackpool Teaching Hospitals community nurses, matrons, case managers, mental health and wellbeing staff, occupational therapists and physiotherapists (amongst numerous other healthcare professionals) with Blackpool Council Adult Social Care, GP Surgeries from across Blackpool, Blackpool Community Groups, including the Carers Centre and a Lottery-funded social prescribing team, and most recently Blackpool Police. This integrated team ensures all of its members have an equal voice, and all voices are valued. As a result of this inclusivity, they see staff going that extra mile. By working together, they are reducing duplication and improving communication between departments and organisations. The weekly patients' Multi-Disciplinary health and wellbeing Team meeting has been so successful, that a second has been launched to tackle additional healthcare concerns in Blackpool's South Shore.

Learning and Development Team of the Year



Kindly Sponsored by

The Learning Technology Team, Gloucestershire Hospitals NHS Foundation Trust

National Winner

Having quickly identified the knowledge gap for clinical staff who were being diverted from all specialities to work on the COVID 19 effort, the team which was led by Ed Iles, diverted all their resources and developed a "Critical Respiratory eLearning Package" within five days. The Learning Technology Team collaborated with the Trust's Professional Education Team and worked tirelessly on this project giving it absolute priority, even over food and sleep to miraculously produce this amazing package within such a short space of time. Once live, the e learning package was picked up by Health Education England and within the first few days the packs were shared to 50 trusts nationally. After this, the word about this exceptional piece of work was spreading internationally with countries all around the world requesting access. This phenomenal piece of teamwork has had a significant impact, offering support to all NHS Staff and the wider healthcare workforce. This package now proudly and rightfully sits on the HEE Learning Hub for COVID-19.

#OurHealthHeroes

Independent Health and Social Care Worker of the Year



Joshua Mizen

Specialist Support Worker, Thompson's Homecare

Employed as a specialist support worker for a young blind man, Joshua learned the man's brother had severe learning disabilities & autism & was unpredictable & aggressive. Whilst caring for them both as a result, he has gone above & beyond to form a trusting relationship; engaging them in innovative activities together, which enabled them to remain living with their family at home, significantly improving their lives. During COVID-19 he dropped everything to move in with them, helping to keep them safe whilst shielding. Joshua is a remarkable & very committed young man.

Steve Singh

Driver/ Support Worker, Sahara Care Ltd

Since 2007, Steve has ferried care home young adults with learning or physical disabilities, autism, & mental health needs to day centres & appointments & supports activities & personal care. Yet it is the things he does when he does not know anyone is watching that make him exceptional. The pandemic has been unsettling for service users who don't understand it & Steve helped ease tension by taking residents for 'tours' in the van, upholding social distancing & infection control. He also provided shopping runs when food was hard to obtain by the usual routes. Alongside his driving, Steve can often be found leading yoga sessions, his laughter yoga session is a joy to behold with both staff and residents alike taking part and having fun. Steve is never too busy to help a colleague, relative or service user and he is a positive role model to the people he supports, and therefore so deserving of this recognition.



Peter Morris

Gardener, St Raphael's Hospice

When people are at the most vulnerable part of life, to see a lovely garden & hear birdsong can be an immeasurable joy. Pete is the gardening magician who has transformed the hospice corporate landscape to swathes of colour year-round, having a positive impact on patient & staff well-being. Over the past eighteen months Pete has remained completely focused and committed and has worked tirelessly to improve the grounds around the hospice building. He has created & run bulb planting campaigns in the patient gardens to engage with staff, volunteers & locals & now leads a happy volunteer team who have joined him to maintain them. The patients, their families and all the staff at St Raphael's Hospice are so very grateful for the work Pete does.

#OurHealthHeroes



Clinical Support Worker of the Year



Eileen McCullough

Support Worker, Belfast Health and Social Care Trust

Eileen lives the Trust Values of treating service users & staff alike with compassion, dignity & respect. During the initial COVID-19 peak, she was redeployed to help set up a COVID testing centre for vulnerable mental health service users requiring direct physical interventions or assessment, who were isolated due to symptoms, or unable to receive home visits due to restrictions. Demonstrating a fearless, positive attitude, Eileen led procurement of vital supplies, using her experience & knowledge to understand the needs of this new service, pre-empting problems & offering intuitive, innovative solutions. Eileen is tireless & enthusiastic in her approach to her work.

Thomas Gregory - Smith

Community Support Worker, City Older Adult Community Mental Health Team, Oxford Health NHS Foundation Trust

A Support Worker for the Trust since 2016, Tom excels in providing physical health observations & facilitating therapeutic groups for his clients, who often suffer from severe & enduring mental health problems - his patient approach with 'hardest to reach' clients is impressively effective. Yet Tom's interventions are not limited to physical care. He always thinks about patients' spiritual needs, using his own understanding of theology & links with Pastoral Care in the Trust & wider community. Clinicians often look to his guidance on matters relating to religion, spirituality, music, community resources, therapeutic groups or where there is a need to think outside the box in order to engage a reluctant client. He is truly exceptional.



Claire Norton Petford

Health Care Assistant, Milton Keynes University Hospital

A HCA in the Children's Emergency Department, Claire is the face of the department & staff & patients would be lost without her. Improving children's experience in hospital is important to Claire & taking on the role of play specialist, she creates a welcoming, safe & caring environment for children & families, whilst treating minor injuries on the most uncooperative & scared patients. In her own time, she has now started a play specialist course, to enhance her knowledge. During the pandemic she has created a large visual display in the waiting room, showing patients the faces behind the masks - enabling children to see what staff look like & reducing anxiety.

#OurHealthHeroes

Bevan Brittan

Proud to be supporting **Our Health Heroes Awards 2021**



Bevan Brittan is a Top 100 national law firm, with over 300 lawyers, providing a comprehensive range of legal and advisory services to over 800 businesses and market-leading support for health and social care clients. For more information, please contact:



Jodie
Sinclair

Partner

0370 194 7890 | 07788 561498
jodie.sinclair@bevanbrittan.com



Alastair
Currie

Partner

0370 194 7893 | 07795 547011
alastair.currie@bevanbrittan.com

Birmingham | Bristol | Leeds | London

 Bevan Brittan LLP |  @BevanBrittanLLP | www.bevanbrittan.com | 0370 194 1000

FINALISTS

Apprentice of the Year

Kindly Sponsored by



Sofia Goodchild

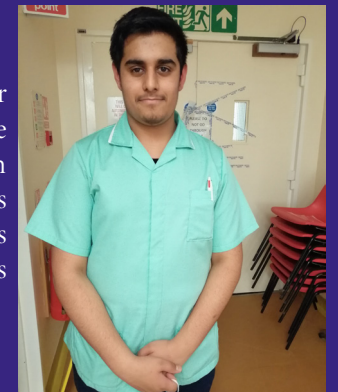
Apprentice Partnerships and Integration Administrator, NHS Castle Point and Rochford CCG

An ambassador for apprenticeships, Sofia recently presented an open account of her apprenticeship experience & learning to the entire organisation, including adjusting to pandemic demands & her thoughts on future direction of change. This reflects her ability to unpick the finer nuances of commissioning healthcare services, which she has shared at multi-organisational forums & community engagement events. Newly leading a project delivering specialist equipment to local care homes to support residents following a fall, Sofia put herself in the individuals' shoes, & understanding the distress in a delayed response to a fall, she researched suitable solutions, & used her compassion to drive the project forward. Sofia is an asset to the NHS.

Isa Khan

Apprentice Healthcare Assistant, Nottingham University NHS Trust

Inspired by family members working at the Trust, Isa started his L2 Healthcare Support Worker Apprenticeship at the height of COVID-19 with no experience but overcame this challenge & now embraces all aspects of ward life. Willingly taking on housekeeper duties, in addition to usual tasks, he ensures the smooth running of the ward. Another area he has excelled in is mouth care. Learning of its importance in training, he made it his mission to change that this vital personal care often gets missed, ensuring daily checks are completed. Raising awareness for Black Lives Matter, & the BAME network across the Trust, he is truly a superb role model.



Janine Pring

Apprentice Respiratory Physiologist, North Bristol NHS Trust

Since joining the Respiratory Physiology team in 2018, Janine has developed her practical skills & knowledge to become the best that she can be, whilst putting the patient at the centre of her work. Her academic insight into the field helps to push forward innovative changes, evidenced when recently volunteering to make a patient leaflet for a new test, which as a result the Trust is now the only hospital in the South West & Wales to offer - the leaflet sent to every patient that attends. Also involved in producing a patient information video to support a new home spirometry service, she is an essential part of the development & support of these innovative new services. Janine is a truly passionate ambassador for respiratory medicine & apprenticeships.

#OurHealthHeroes

Digital Innovation Team/ Project of the Year

Richard Hill & Claire Sibbald
Calderdale & Huddersfield NHS Foundation Trust
 National Winner

Richard and Claire have been described by their nominator as the most the most driven and productive duo seen in 30 years. When tasked last march to roll out video consultations across all services, their can-do attitude meant that some of their most vulnerable patients had access to remote care in no time at all. Their list of achievements just goes on and on. They enabled Microsoft Teams into care homes to set up direct support for the frail elderly, keeping them out of A&E wards at a crucial time. They set up remote prescribing/home delivery ensuring the seamless pathway prevented workload movement to primary care and kept the vulnerable patients out of clinical areas. Alongside developing the patient facing virtual pathways, Richard was key to ensuring the workforce were safe. His tenacity and enthusiasm supported the rapid large-scale movement of most non-clinical colleagues (and those shielding) to work from home. For most in March, MS Teams was just an icon on their desktop that was never used, it was very quickly enabled to support the core business. This pair have gone above and beyond, with Claire personally preparing all patients over the telephone so that they felt comfortable with the technology and trained others to do the same. This dynamic duo are so deserving of this Our Health Heroes Award.

Health and Wellbeing Employer of the Year

Northampton General Hospital NHS Trust
 National Winner

The Health and Well-being Staff Support Services at Northampton General Hospital NHS Trust, led by Bronwen Curtis, is made up of varied services to maximise the emotional, physical and practical resources available to support staff. Their collaborative and multidisciplinary approach applies the skills of experienced clinicians with non-clinical and voluntary staff roles to deliver exceptionally diverse, preventative, and responsive effective outcomes. Some of their key innovations include the "Our Space" project, which provides space and resources to help with staff relaxation, and the Trust wide Occupational Health and Well-being Services, which offer wide support in areas such as mental health first aid intervention and self-help services. The Health and Wellbeing Service also assists in responding to new staff challenges (such as developing a financial resource to support staff with families who have financial difficulties following the pandemic). Their "Return to Work Toolkit" for shielding staff was produced in collaboration between the Staff Psychology Service, the OD Team and the Health and Wellbeing Service to maximise both psychological and practical support for frontline and managerial staff returning to work. Overall, the continuous and effective Collaborative and integrated approaches demonstrate why they are today's worthy winners of the Health and Wellbeing Employer of the Year Award.

#OurHealthHeroes



Outstanding Contribution Award

Kindly Sponsored by



Janis Hostad

Lecturer/ Educator and Development Coordinator, Hull University Teaching Hospitals NHS Trust

An experienced nurse, academic & educator in cancer & palliative care for over 40 years, Janis has co-authored a series of books unique in the field - 'Dimensions of Palliative Care Education'. She was instrumental in setting up the National Association of Palliative Care Educators, helped develop the Trust's Coaching & Leadership Programmes & trained as a facilitator to deliver the National Advanced Communications Skills training. During the pandemic she developed a bereavement telephone line, creating protocols, guidelines, scripts & job plans truly demonstrating bereavement support can be improved through good communication & compassion. Her 6-week Bereavement Support Group, she runs in her own time, supports loved ones of those who've died of cancer. She is a true inspiration.

Dr. Amit Arora

Consultant Geriatrician, University Hospital of North Midlands

A consultant geriatrician at UHNM since 2004, Dr Amit Arora has served as Chair of the British Geriatrics Society (England), sits on NHSE/DHSC committees & has led his team to over 15 national awards. He launched the 'National Deconditioning Awareness & Prevention Campaign: Sit Up Get Dressed Keep Moving' in 2016, which he relaunched free globally during the pandemic - raising awareness, changing mindset & culture in hospitals. Founding the Midlands Frailty Academy, it has provided free frailty training to 600+ healthcare staff. During the pandemic, he personally delivered virtual training on managing COVID illness to 700+ community staff. He was involved in developing educational videos for BAME communities to participate in research & recruiting patients to vaccine trials. He has developed many careers & future leaders just as a true leader would do.



Cordy Gaubert

Clinical Specialist Physiotherapist, Bradford Teaching Hospitals NHS Trust

As lead ICU physiotherapist, Cordy has spearheaded collaboration across the therapist & multi-disciplinary team, implementing service changes with colleagues to accommodate, meet the needs & aid recovery of COVID-19 patients. She's provided respiratory teaching to redeployed colleagues & worked closely with those picking up discharged ICU patients. She has also brought respiratory, musculoskeletal & neuro-physiotherapy teams together in a unified way, developing care pathways to try & prevent long-stay ICU patient complications - she has now co-submitted a business plan for Critical Care Rehabilitation roles to enhance ongoing, recovery care of ICU-leavers. This uniformed endeavour has created a space where clinicians felt supported, patient care has been excellent & services have developed for good.

#OurHealthHeroes

Skills for Health

skillsforhealth.org.uk

Skills for Health is a not-for-profit organisation committed to the development of an improved and sustainable healthcare workforce across the UK. Established in 2002 as the Sector Skills Council for Health for the UK health sector, Skills for Health helps to inform policy and standards focusing on the health, education and improving the wider wellbeing of public health.

Our products and service offering is based on our core mission of developing a more skilled, productive and flexible workforce. Promoting better jobs, careers and sustainable employment, developing appropriate employer-led qualifications and raising standards in skills and training to maximise quality, productivity and health outcomes.



NHS Employers

nhsemployers.org.uk

The employers' organisation for the NHS in England. They help employers to develop a sustainable workforce, improve staff experience and be the best employers they can be. Their practical resources and expert insights help make sense of current and emerging healthcare issues, to keep employers up to date with the latest thinking and ensure they are informed and equipped to support the NHS workforce. NHS Employers also lead the national collective relationships with trade unions on behalf of the NHS and the Secretary of State for Health and Social Care.



UNISON

unison.org.uk

As the UK's largest healthcare union, its members include nurses, midwives, health visitors, paramedics, cleaners, healthcare assistants, porters, caterers, medical secretaries, as well as clerical, administrative, scientific and technical staff. The One Team campaign aims to promote the message that everyone who works in the NHS is valued, no matter what role they fulfil. UNISON is proud to be sponsoring the Our Health Heroes operational services award to recognise the amazing work support staff do every day.



#OurHealthHeroes

SFJ Awards

sfjawards.com

SFJ Awards is a nationally recognised and regulated awarding organisation and approved end-point assessment organisation for apprenticeships. They work with employers and training providers to help people working in justice and community safety, the armed forces, local government and healthcare to develop their skills and operate more effectively. SFJ Awards work in partnership with employers and training providers to meet their current and future workforce development needs. They deliver a personal, practical service to all their partners based on the in-depth sector knowledge and experience of their team.



Bevan Brittan

bevanbrittan.com

Bevan Brittan is a UK-Top 100 national law firm providing a comprehensive range of legal and advisory services to over 800 businesses as well as being a market-leading firm within health and social care, housing and local and central government. Highly skilled, their people have built up exceptional knowledge over time in their chosen markets to gain invaluable experience and deliver a confident, rounded view. They proactively and passionately deliver legal and regulatory advice that generates outstanding results and truly delivers value for their clients.

Bevan Brittan 

Thanks also goes to....



#OurHealthHeroes



Care and support
through terminal illness

National Day of Reflection

23 March

Take a minute to reflect
and a moment to connect

Since the first lockdown began in 2020, hundreds of thousands of people have died. Too many lives have been cut short and millions have been bereaved.

Behind the statistics and whatever the cause, every death has been devastating for the people left behind.

Join us today, the first anniversary of the first UK lockdown, to reflect on our collective loss, support those who've been bereaved, and hope for a brighter future.

There are still tough times ahead, as the death toll continues to rise. This annual day will give us all time to pause and think about this unprecedented loss we're facing, and support each other through grief in the years to come.

Shine a light

Tonight at 8pm, let's come together to light up the night to remember someone who's died, and to show your support to all those who are grieving. Stand outside with a candle, a torch, even your phone, or shine a light in your window for everyone to see.

The Marie Curie Support Line provides practical and emotional support for anyone who's been bereaved, whether it happened recently or some time ago. You can also get ongoing support from a bereavement volunteer.

Support Line:
0800 090 2309

Online information and support:

mariecurie.org.uk/support

Booklets and resources:

mariecurie.org.uk/publications

Whatever you do for the National Day of Reflection, share your photos, reflections and experiences using #DayOfReflection

Awards Ceremony produced by
lemonzest



OUR HEALTH HEROES

Skills for Health
skillsforhealth.org.uk
ohhwards@skillsforhealth.org.uk



#OurHealthHeroes



Better
Skills

Better
Jobs

Better
Health