



Winners 2022

CHA
CAREHOMEAWARDS

in association with

Care Home
MANAGEMENT

Contents

The Judges	4-5
Outstanding Larger Group Care Provider	7
Outstanding Mid-size Group Care Provider	8
Outstanding Smaller Group Care Provider	9
Outstanding Independent Care Provider	11
Outstanding Care Provider in a Group	13
Best New Care Home	15
Best for Communication	17
Best for Use of Technology and Digital Care Strategy	19
Best for Wellbeing	20
Best Care Home Marketing, Advertising or PR Activities	21
Best Continuing Covid-19 Response	23
Best for Nutrition, Food and Dining	25
Best Facilities Management, Maintenance or Housekeeping Team	26
Best for Use of Care Management Software	27
Best for Innovation in Care	27
Best for Staff Recruitment and Retention	29
Best for Training and Development	29
Best for Nursing Care	30
Best for Specialist Care	31
Best for Architecture or Interior Design	33
Best for Indoor or Outdoor Communal Spaces	34

Outstanding Results



When you read a judge's comment like: **"This entry is incredibly special, I think the way they have grown and continue to grow as a team is amazing."**

Or like these...

"Loved everything about this entry. You can feel the team spirit and care coming through each section."

"This wasn't just about designing a beautiful building, it was designed around the people that would be living there, first and foremost."

"A superb entry, shows care, love and innovation - everything is truly about the residents."

...then you know there have been some pretty outstanding entries across the Awards' categories for 2022.

The overall calibre of entries for 2022 was higher than ever in the opinion of several judges and, in a year of record numbers of submissions, the judges must be praised for their diligence, expertise and impartiality in awarding up to 400 marks for each single entry.

Equally, the unstinting support of the Care Home Awards' sponsors must also be praised. It was a delight to add new sponsors like Gold Care Homes as well as supplier sponsors Sage, Mitre Linen, and Five on a Bike, who each offer very different products and services to the care home sector. And the added delight of seeing the return as sponsors of Autumna, Avery, Bidfood, Care Show, The Outstanding Society and the Residential & Home Care Show was extremely welcome after two tough years.

Supporting the Awards with editorial and promotional activity has been our powerful media partner, Care Home Management, both on and offline. The visibility of their identity on everything associated with the Awards brings important credibility.

The Care Home Awards are a revolving year-long project, now, with planning already taking place for the 2023 Awards, with the Call for Entries kicking off on November 1 and the Awards lunch and ceremony scheduled for June 30, 2023.

Please enjoy the success of this year's winners and high commendations as you read through this book. They deserve the applause and attention for their remarkable achievements.

Matthew Davies
managing director, Care Home Awards

Friday July 1, 2022

The Judges



Naomi Atkinson

director of operations,
Potens



Sanjay Dhrona

managing director,
The Close Care Home



Tim Buckley

COO,
Agincare Group



John Fennell

CEO,
Rotherwood Group



Ailsa Colquhoun

publisher/managing editor,
Care Home Management



Zoë Fry

owner/manager,
Valerie Manor



Mark Danis

commercial director,
Avery Healthcare Group



Debbie Harris

founder,
Autumna



Jeanne Davies

managing director,
L&M Healthcare



Kenny Nelson

managing director, Adept
Care Homes



Karen Paterson
regional director
of operations,
Exemplar Health Care



Amanda Scott
CEO,
Forest Healthcare

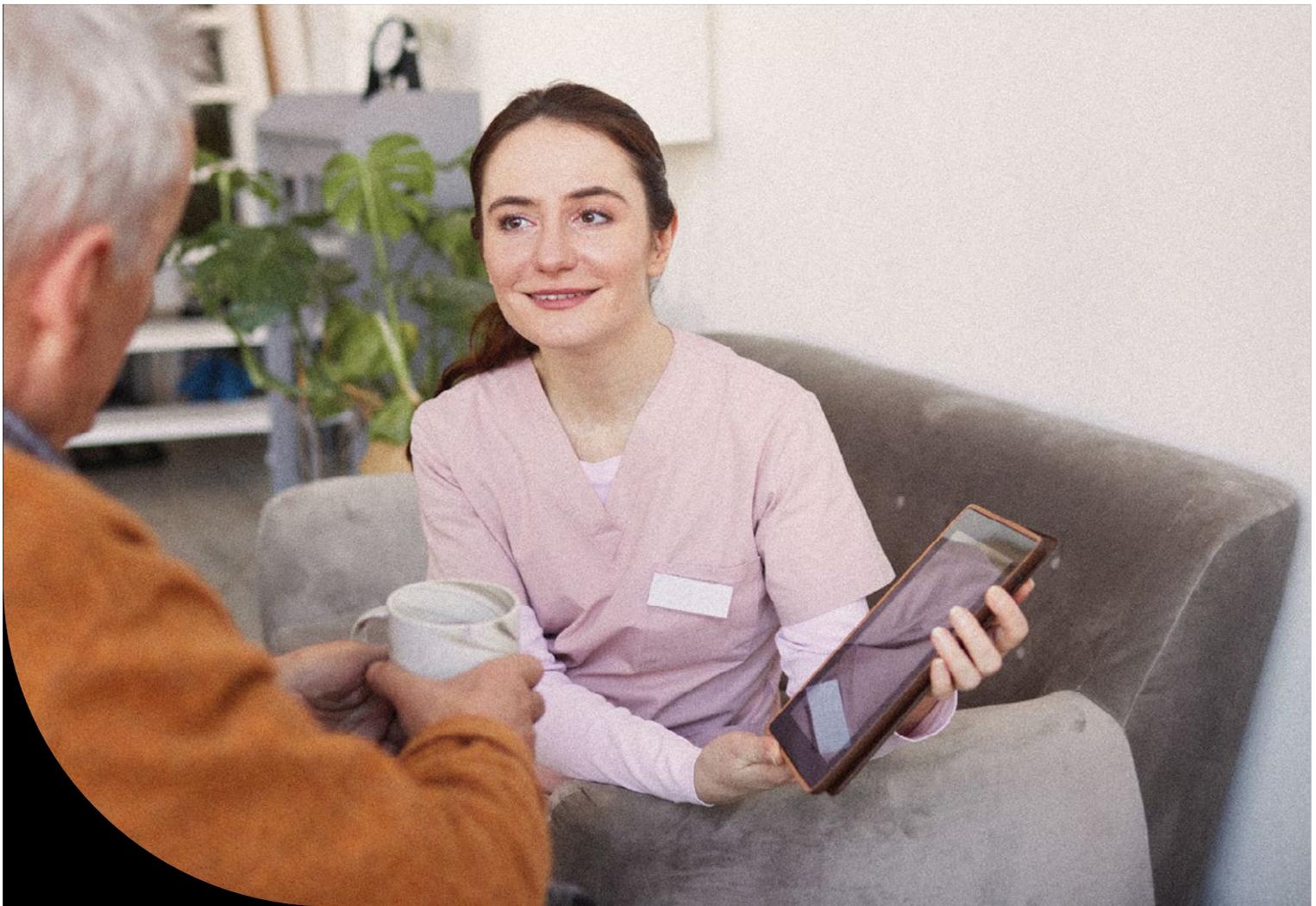


Caron Sanders-Crook
operations manager,
Canford Healthcare



Elaine Taylor
director of operations,
Parklands

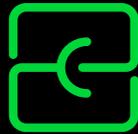




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Outstanding Larger Group Care Provider (over 75 homes)

WINNER

Care UK

Care UK is committed to delivering the highest quality care, with 21 homes rated 'Outstanding' overall. Their Fulfilling Lives approach to care and quality has enabled Care UK to continue to enhance the lives of residents with their personal preferences, wellbeing and independence. Each of the Group's 153 care home teams is encouraged to listen to residents and relatives, to work in partnership with regulators and to constantly develop their own skills and expertise to deliver the best possible care. Innovative technologies and protocols have helped keep residents, relatives and colleagues safe throughout the pandemic.



FINALIST

– Barchester Healthcare

sponsored by



Outstanding Mid-size Group Care Provider (26-75 homes)

WINNER

Signature Senior Lifestyle

Since October 2020, Signature Senior Lifestyle has continued to set the industry benchmark for operating exceptional care homes. Their remarkable achievements have been driven by an unwavering commitment to creating care homes where residents and team members are able to flourish. Signature's successes include opening a Grade II listed care home at Hendon Hall, launching a market-leading rewards programme, and further improving their care delivery through innovative strategies and initiatives. As a testament to Signature's prowess, 97% of their care homes are rated either 'Good' or 'Outstanding' by the CQC.



HIGH COMMENDATION

Healthcare Homes Group

Founded in 2005, Healthcare Homes has 48 high quality, residential, nursing and specialist care homes located across the East and South of England that care for around 2,400 residents. Caring is at the heart of everything Healthcare Homes does and the Group's objective has always been to create homes where people receive the highest standards of care; where dignity is respected; where talents and interests are encouraged; and where life is lived to its fullest potential.



Signature

FINALIST

– Avery Healthcare

Outstanding Smaller Group Care Provider (up to 25 homes)

WINNER

Stow Healthcare Group

Stow Healthcare is the group that doesn't slow down and doesn't stop innovating. From a start up company to a six times national care group award winner in just a decade, Stow Healthcare now comprises six homes, and has a reputation as a 'disrupter' in the industry. They acquire homes with the most difficult history and poorest rating, and drive them forward to CQC 'outstanding' rated homes. It is one thing to create a new home from scratch; it is quite another to turn around the historic failure of others, win over staff and gain trust from residents and families.



HIGH COMMENDATION

Adept Care Homes

Adept is one of the largest family-run, independent care providers in the region, offering a luxurious award-winning service with the highest quality of care. Every decision at Adept Care Homes is resident-led and, as a result, residents feel empowered and relatives have peace of mind.



FINALISTS

- Boutique Care Homes
- Bradwell Hall Group of Companies
- Gold Care Homes
- PJ Care
- Rotherwood Healthcare
- Tanglewood Care Services



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Ruth
French

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James
Rycroft

For those providers that have achieved an Outstanding rating you are invited to become a Contributor to the OS.



Russell
Leese

We hold monthly virtual meetings on the 3rd Thursday of the month as well as our monthly newsletter and soon to be released app.



Samantha
Crawley

The OS is free to join and we look forward to welcoming you to the Society.

To find out more please use the QR Code or email address to contact us.



Sanjay
Dhrona



info@theoutstandingsociety.co.uk



Zoe
Fry

Outstanding Independent Care Provider

WINNER

Chelsea Court Place, Loveday & Co

Loveday Chelsea Court Place blends tailored, compassionate care with world-class hospitality to create an unrivalled culture of uncompromising excellence. Loveday combines a unique blend of superior quality property and interior design with 5-star service standards. The exceedingly high levels of personalised care coupled with the care staffing ratio provides uncompromised attention to detail and industry-leading outcomes. The team members work collaboratively, excelling in every aspect of their roles to achieve a CQC outstanding rating and were praised in the recent report for being “exceptionally proactive in supporting people to be in the best possible health.”

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FINALIST

– The White House Nursing Home

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Outstanding Care Provider in a Group

WINNER

Cherrytree, Kara Healthcare

Cherrytree Care Home is an award-winning, family-owned and run care home situated in Countesthorpe, Leicestershire. The home offers high-quality dementia, residential and respite care. The team of caring and qualified staff goes above and beyond to create a friendly and safe environment for everyone in the home. Tailored care plans and 24-hour personal support for each resident ensure an individual's needs are continually met.



FINALIST

– Lonsdale Mews, Care UK

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Avery Healthcare Group

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Best New Care Home

WINNER

Priestly Fields, Handsale Care Homes

Opened in November 2021, Priestly Fields was built to offer 78 spacious ensuite bedrooms, along with a gastropub, farmers market, cinema, spa, salon, gym, library, private dining room, garden lounge, and GP office. The innovative physical structure of the building has been tailored to suit the specific needs of residents requiring continuous care. Enticing communal areas that encourage independence and stimulate the senses were included in the design. Positioning itself as an interactive and inviting community hub, Priestly Fields' holistic approach has considered peoples' physical, emotional, social, and spiritual wellbeing. Biophilic 'living walls' and natural wood, stone, and glass features help to enhance mental wellbeing, while the building's human-centric interior design provides an authentic and homely atmosphere.



FINALISTS

- Anglecare Residential Living, Angelcare UK
- Brampton Manor, Boutique Care Homes
- Eastcote Park, Cinnamon Luxury Care with Harris Irwin Associates
- Harrier House, Adept Care Homes
- Lonsdale Mews, Care UK
- Park Field Grange, Cinnamon Luxury Care with Harris Irwin Associates
- Queen Elizabeth's Foundation for Disabled People
- Signature at Beckenham, Signature Senior Lifestyle
- Vida Court, Vida Healthcare
- Woodview Care Home, Bradwell Hall Group

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Best for Communication and Use of Digital Channels

WINNER

L&M Healthcare

L&M Healthcare owns and operates six care homes across the Northwest of England that specialise in dementia care. During lockdown 2021, L&M found a unique way of communicating Father's Day wishes - enabled by using digital channels in a meaningful, thought provoking and memorable way. Bringing together stakeholders and communities surrounding L&M homes at a time when all care homes were closed to visitors. 'My Dad's Life Work' is a series of true to life dad stories, produced by their families and shared via digital channels to help make Father's Day unique and special during a difficult time.

HIGH COMMENDATION

Cairdean House, Care UK

Throughout the pandemic, the team at Cairdean House has used the widest range of communication and digital channels to keep residents in touch with family, friends and the wider community, bringing value added benefits to their physical and mental wellbeing.



FINALISTS

- PJ Care with SpringUp PR
- St George's Residential, Kirkland Care Group
- Vida Healthcare

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Best for Use of Technology and Digital Care Strategy

WINNER

Amberley Lodge, Care UK

A close working partnership with NHS South-West London CCG means Amberley Lodge in Purley has become the go-to team for trialling healthcare innovations. In late 2019 the CCG contacted the home to take part in a trial regarding the use of telemedicine in the care home setting. The care home team has been able to use telemedicine throughout the pandemic to secure consultations for residents, greatly reduce the number of hospitalisations and in so doing minimise the risk of cross-infection from the hospital – between May 2020 and December 2021, the home reported no cases of Covid-19.



HIGH COMMENDATION

Ribble View, Exemplar Health Care

Ribble View is an Exemplar Health Care specialist care home that supports adults living with complex needs. The team at the home, alongside experts from Rescape Innovation, have been using virtual reality (VR) technology (called DR.VR) to support therapy sessions at the home. Over the past twelve months, the Therapy Team has worked with individuals to create tailored VR experiences based on their interests and personal choices. As a result, they've seen some great progress made in people's health and wellbeing, in particular reduced stress and anxiety, and increased movement.



FINALISTS

- Peregrine House, Gold Care Homes
- Rotherwood Healthcare
- Sandfields, Care UK
- Tanglewood Care Services
- The White House Nursing Home

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Care Home
MANAGEMENT

Best for Wellbeing

WINNER

Sway Place, Care UK

The care experienced by residents of Sway Place is impressively person-centred. When new residents move into the home, they and their families help to plan the care and support they receive. Activities are extremely important in daily home life. They take place seven days a week and there are three separate small group activities a day along with ad hoc, one-to-one sessions. Residents are empowered to continue with lifelong hobbies or to try something new. One gentleman leads woodworking sessions and is the Resident Ambassador, while an ex-professional musician has performed in a gala musical evening.



HIGH COMMENDATION

CHD Living

Established in 1984, CHD Living is an award-winning, family-owned and operated group of care facilities with almost 40 years of experience providing the best quality care to its communities. With 13 residences throughout Surrey, CHD Living also operates two specialist rehabilitation centres and a domiciliary care business. Its specialist homes can care for people who require post-surgical rehabilitation and neurorehabilitation, as well as young adults with enduring mental illnesses. Each of its properties is designed to suit the differing needs of their residents.



FINALISTS

- Castleford House, Milkwood Care
- Exemplar Health Care
- Maples Care Home, Canford Care Homes
- Middleton Hall Retirement Village
- Moat House Care Home, Adept Care Homes
- Rowan Court Care Home, Avery Healthcare

Best Care Home Marketing, Advertising or PR Activities

WINNER

Avery Healthcare

The nation's renewed community spirit resulting from Covid-19 led the Avery Marketing team to create a 2021 strategy that brought everyone together in a celebration of thanks. Coupling heart-warming content with innovations in digital marketing resulted in a 7% increase in CTR (Click-through Rate) and continued increases in new resident enquiries during a difficult market period.



2021 Marketing Calendar

The 2021 Marketing Calendar shows the key activities we have planned for the year. The Marketing Team will give you more information about each event closer to the time. Throughout the year, please also keep an ongoing focus on your Facebook posts, carehome.co.uk reviews, Google reviews and your local community engagement.

JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
Cutlery-Free Dining Internal and external launch 	#HappyPod Resident and relatives visiting pictures for social media 	Easter Egg 5'Mile Homes to collect donations of Easter Eggs and give back to local children on the bunny bus. 	Focus on carehome.co.uk, Google, and Facebook reviews and local community engagement 	Big Event Days 17 th - 23 rd May 	Focus on carehome.co.uk, Google, and Facebook reviews and local community engagement 
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
Big Event Days 5 th - 11 th July (Celebration Day on 9 th) 	Focus on carehome.co.uk, Google, and Facebook reviews and local community engagement 	Big Event Days 24 th September WE ARE MACMILLAN. CANCER SUPPORT World's Biggest Coffee Morning 	World Mental Health Day 10 th October 	Winter Campaign Promotion of Avery's home's as being safe, warm and friendly environments. 	Advent Calendar 

Avery Healthcare Group
3 Cygnet Drive | Swan Valley | Northampton | NN4 9BS
Tel. 01604 675566 | marketing@averyhealthcare.co.uk



FINALISTS

- Berkley Care Group
- Central and Cecil
- Gold Care Homes
- PJ Care with SpringUp PR
- Tanglewood Care Services

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Best Continuing Covid-19 Response

WINNER

Heather View, Care UK

The pandemic presented unprecedented challenges to the care sector - the team at Heather View included. Through managing the crisis and maintaining a happy home, the team has acquired new skills, taken new approaches and adopted a range of techniques and technologies which they are taking forward into the future, and which have ultimately made the home better and an even more tightly knit family.



HIGH COMMENDATION

Gold Care Homes

Gold Care Homes has continually made appropriate adaptations to deliver safe ways of working for all areas of the business, in response to the initial lockdown back in 2020. A COVID-19 Response Team co-ordinated extensive training for home staff, provided technological solutions to facilitate personal face to face communication with loved ones and further implemented secure visiting facilities across homes. Furthermore, Heath Lodge and Burrows were identified and assessed to provide a designated service supporting vulnerable adults infected with COVID-19 requiring discharge from hospital.



FINALISTS

- Roden Hall, Rotherwood Healthcare
- The Marbrook Centre

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Contact Name: Lisa Menzella

Contact Number: 07976 355112

Email: lisa.menzella@mitrelinen.co.uk

Best for Nutrition, Food and Dining



WINNER

Avery Healthcare

Simon Lawrence is the Head of Culinary and Hospitality at Avery Healthcare and is passionate about leading change within the field of culinary and hospitality in care home settings. His projects push boundaries and produce excellent outcomes. 2021 has been his year for holding homes accountable for their food waste, educating all on what food waste equates to in environmental terms and finding a solution to make positive change. He has rolled out the ambitious Cutlery Free Dining programme across 59 Avery homes and joined #FairKitchens to champion sustainable and resilient workplaces.

FINALISTS

- Barchester Healthcare
- Cascade
- Chelsea Court Place, Loveday & Co
- Cumberland Care Home, Care UK
- Dorset House, Rotherwood Healthcare
- Mayfield House Residential Care Home, Littleton Holdings
- Prince George House, Care UK
- Tanglewood Care Services
- Signature Senior Lifestyle

HIGH COMMENDATION

Chetwynd House Care Home, Adept Care Homes

The dedicated hospitality team at Chetwynd House takes pride in producing healthy, appetising food that provides good nutrition and hydration so essential to wellness and the physical and mental well-being of residents. All meals are freshly prepared, packed full of flavour and include seasonal favourites. In addition, residents can enjoy a range of lighter meals and snacks throughout the day to suit them. Delicious menus are inspired by the residents themselves and every decision at the home is resident-led.



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Mitre 
for you...

Best Facilities Management, Maintenance or Housekeeping Team

WINNER

Cumberland Care Home, Care UK

Josh Sammons joined the team at Cumberland Care Home in Mitcham in June 2019. It was only his second job, and he'd never been into a care home before. Josh often works six days a week but it's his determination to support residents and colleagues in any way that sets him apart. His initiative, commitment, and determination to support the home have seen him work in all departments, apart from care. Most importantly, the bonds he's formed with individual residents have brought them meaning and enhanced their quality of life. "It's nice going home knowing you've made a difference," Josh says.



FINALISTS

- Dorset House, Rotherwood Healthcare
- Halecroft Grange, Care UK
- Hanford Court Care Home, Avery Healthcare
- Mayflower Care Home, Canford Healthcare
- Queensway House, Gold Care Homes

Best for Use of Care Management Software

WINNER

Baugh House Care Centre, Gold Care Homes

Gold Care Homes has been implementing a robust Digitised Care Planning suite to make the planning and recording of care more efficient and person-centred. Baugh House Care Centre have been recognised by both the CQC and regulatory authorities in using this system to engage with residents and families in the creation and update of planned care for residents. This allows an entirely personalised plan that is both targeted to the individual resident's needs and wishes as well as the flexibility to adapt. It proved to be extremely useful during a CQC inspection, resulting in a GOOD rating.



FINALISTS

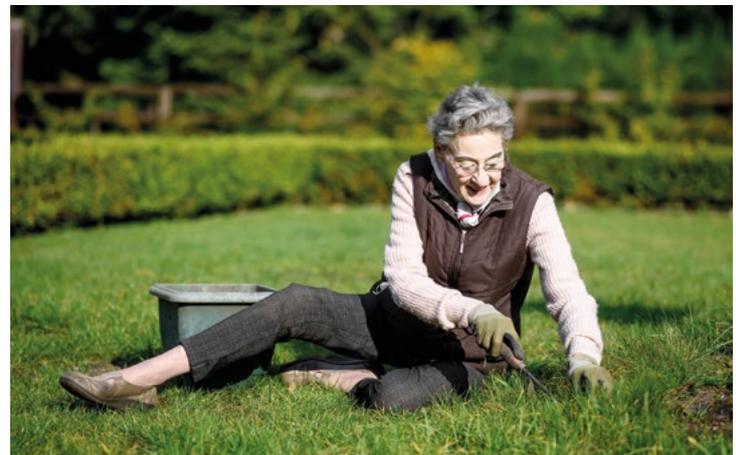
– Carpathia Grange, Care UK

Best for Innovation in Care

WINNER

Stow Healthcare Group

Stow Healthcare is an innovator and disrupter to its core. With a reputation for rescuing failed homes and turning them around to outstanding rated facilities, the team at Stow just does things differently. The pandemic has seen the greatest period of growth and creativity yet. To ensure the business has thrived, a sixth home was purchased – albeit with historic failings; innovative public-private partnerships have been developed to support local hospitals under immense pressure; a 25-bed nursing Designated COVID Setting was opened; and a new Memory Centre was created based on innovative Montessori dementia care principles and staffed by 'homemakers'.



FINALISTS

– Autumn Vale, Gold Care Homes

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Best for Staff Recruitment and Retention

WINNER

Moat House Care Home, Adept Care Homes

The Moat House team is fundamental to residents' experiences of care and their quality of life. COVID-19 has created additional pressures and challenges throughout the industry, and Brexit has impacted on recruitment. Tireless work to improve the recruitment process and encourage team retention ensures the Moat House team feels valued at work and receives good training while building robust team relationships.



HIGH COMMENDATION

Castleford House, Milkwood Care

The best way to avoid a recruitment crisis is to not need to recruit. Castleford House is excellent at not just retaining staff, but improving the team whenever someone leaves. The Induction, training and supervision scheme is intense and innovative, ensuring that anyone who does not meet the values and ethos of the team do not stay for long.

FINALISTS

- Newbury Manor
- PJ Care

sponsored by



Best for Training and Development

WINNER

Rotherwood Healthcare

"Our people are integral to the running/development of our business and we work hard to ensure everyone understands how they contribute and the value they bring to the high quality, people-centred service we offer." And it all starts with Rotherwood Healthcare recruiting the right staff and then ensuring those staff stay by developing them and offering second-to-none career opportunities, together with the right salary package and benefits, plus support. Rotherwood has come a long way and the results speak for themselves.



FINALISTS

- Avery Healthcare
- Barchester Healthcare
- Dashwood Manor Care Home, Care UK
- Exemplar Health Care
- Gold Care Homes
- Mowat Court, Care UK
- PJ Care
- Stow Healthcare Group
- Vida Healthcare

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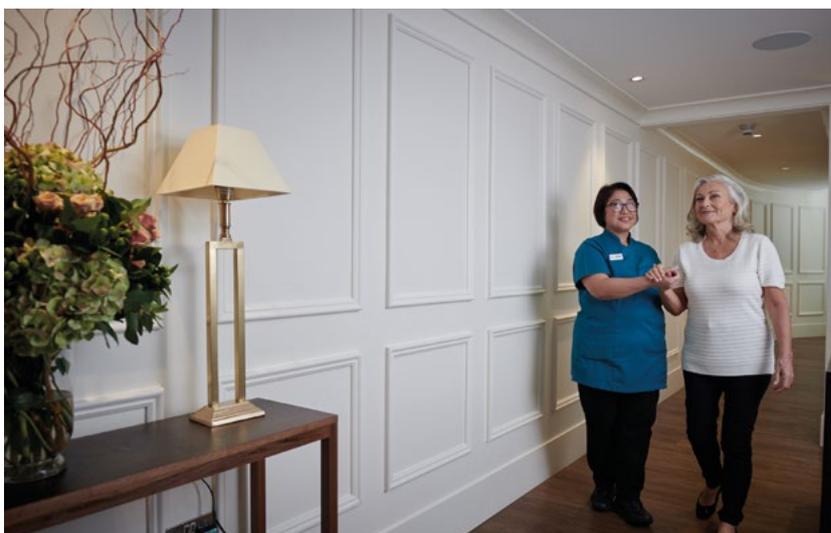


Best for Nursing Care

WINNER

Chelsea Court Place, Loveday & Co

Delivering excellent, enriching dementia care and optimising the health of each individual are the primary aims of the nursing team at Chelsea Court Place, who go above and beyond at every level. The unique nursing & care model combined with cutting-edge care management technology, allows the team to deliver exceptionally high levels of care, achieving the very best outcomes. In the recent CQC inspection (outstanding rating received), the inspectors were impressed by the nursing care, "Every person we met was clearly happy and enjoying their lives and were greatly exceeding previous expectations thanks to the excellent care they were receiving."



FINALISTS

- Cedar Court Care, Kara Healthcare
- Clayton Manor Care Home, Avery Healthcare
- Gwen Walford House, Rotherwood Group
- Sovereign Lodge Nursing Home, Healthcare Homes Group
- St Katharine's House, Gold Care Homes
- Trentham House Care Home, Bradwell Hall

Best for Specialist Care

WINNER

John Sperry Memorial Unit, Lynhales Hall Nursing Home, Rotherwood Healthcare

Exceptional specialist care is given giving to residents who live with varying types and stages of Dementia and other mental health conditions in the John Sperry Memorial Unit at Lynhales Hall.

There is a sharp focus on providing continuity of care, ensuring residents become familiar with the carers around them and, in turn, staff become deeply familiar with and connected to the residents and the health conditions they live with. The team continues to develop techniques, including being able to quickly identify an individual's triggers, as well as how to quickly and sensitively de-escalate and distract residents when a challenge arises.



FINALISTS

- Chelsea Court Place, Loveday & Co
- Hampton Grange, Rotherwood Healthcare
- Hillside Nursing Home, Gold Care Homes
- Perry Manor Care Home, Care UK
- PJ Care
- SIL
- St George's Park, Rotherwood Healthcare



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-  Enhance Recruitment
-  Improve Team Morale
-  Impact CQC Scores



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“We found our experience with Five on a Bike to be fantastic! The team from start to finish did a professional job and nothing was too much hassle. Communication was excellent and they kept us informed about the plans for filming every step of the way. We are blown away by the end results!”

Gary Nagle - Professional Carers

Best for Architecture or Interior Design

WINNER

Priestly Fields, Handsale Care Homes

The innovative physical structure of the Priestly Fields' building has been tailored to suit the specific needs of people requiring continuous care, with enticing communal areas being included in the design that encourage independence and stimulate the senses. Positioning itself as an interactive and inviting community hub, Priestly Fields' holistic approach has considered peoples' physical, emotional, social, and spiritual wellbeing. Biophilic 'living walls' and natural wood, stone, and glass features help to enhance mental wellbeing, while the building's human-centric interior design provides an authentic and homely atmosphere throughout the 78 spacious ensuite bedrooms, the farmers market, cinema, spa, salon, gym, library, private dining room, garden lounge and GP office and gastropub.



HIGH COMMENDATION

Signature at Hendon Hall, Signature Senior Lifestyle

A Grade II listed 18th century building famous for housing the England National Football Team before their historic 1966 World Cup Win, Signature at Hendon Hall has been transformed into a luxury care home offering industry-leading care with 102 spacious apartments. The care home's interior and exterior designs have been carefully preserved, enhanced and reimaged to transform the possibilities of luxury residential care. This has created unrivalled care home amenities, including a cinema, restaurant, bistro, landscaped gardens, spa, bar and private dining.



FINALISTS

- Avery Park, Avery Healthcare
- Chichester Grange, Care UK
- Harrier House, Adept Care Homes
- Kitwood House, L&M Healthcare

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Best for Indoor or Outdoor Communal Spaces

WINNER

Appleby House, Care UK

Since becoming Home Manager of Appleby House eight years ago, Shona Bradbury has worked to make the care home feel like a home from home for every resident. Everyone sees themselves as part of the 'Appleby family' and the whole team enables residents to live a fulfilling life. One of Shona's passions is meaningful engagement, so, over time, the team has evolved the home environment to meet residents' needs and interests. There's now an art gallery, an art studio, and ice-cream parlour. The most recent development has been a new shop.



FINALISTS

- Compton View Residential Care Home
- Moat House, Adept Care Homes
- Roden Hall, Rotherwood Healthcare
- Stanley Park, Care UK
- The Potteries, Care UK



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