

CHA

CAREHOMEAWARDS



Winners 2023

IN ASSOCIATION WITH

Care Home
MANAGEMENT

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Welcome



It is wonderful to be back working on the Care Home Awards 2023, after being away on maternity leave.

In a world that seems to be dominated by some idiot politicians, rising costs and huge staff shortages a glimpse at the care sector could be utterly depressing. And yet... once again, as the contents of this Winners book show, time after time care homes and care home groups have found ways to continue delivering innovative excellence. Every single Finalist mentioned in the following pages deserves the recognition they are receiving, because reading the entries was a revelation.

Thank you to everyone who entered the Awards in record numbers. Thank you to the Judges who were professional, engaged and diligent in marking the entries. And a big thank you to Acton Banks our headline sponsor and our growing roster of sponsors who so enthusiastically support the Awards. Finally, thanks to everyone for attending.

Care Home Management again deserves special mention for providing promotional and editorial support. Their reach throughout the care home sector in the UK is invaluable.

The Awards lunch and ceremony at the Royal Garden Hotel, London once again proved to be a glorious celebration of the Finalist's, High Commendations and Winners in each category and a very worthwhile networking opportunity.

Thank you all for supporting the seventh year of the Care Home Awards and I hope to see many of you on June 28 next year for the eighth celebration of excellence and innovation in care homes.

Helen Warrilow, commercial director, Care Home Awards



Acton Banks is proud to be in a strong position to serve and support the healthcare sector and the company is thoroughly delighted to be supporting this year's Care Home Awards as Headline Sponsor. Now in their seventh year, the Awards continue to grow in popularity, attracting high achievers from the entire care home sector including the independent homes and smaller care home groups, right through to the mid-size and larger groups.

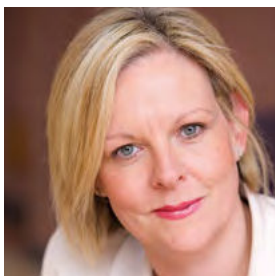
With Finalist companies in categories ranging from technology and digital care to best for wellbeing, and from training and development to best for nursing care and specialist care, we are delighted to join in celebrating all

the Winners today, while also recognising the wider positive effects this year's Finalist companies are having on residents' daily lives throughout the year.

Being Headline Sponsor to the Care Home Awards reflects our commitment to this important sector, celebrating the successes of the year and rewarding the innovative ways that tough challenges are overcome by those striving to provide the best level of care to residents across the UK.

Tracy Cooper, sales and accounts director

The Judges



Sarah Clarke-Kuehn
group director – care,
Sanctuary Care



Gordon Cochrane
CEO, Healthcare Homes
(Spring)



Ailsa Colquhoun
publisher/managing
editor, Care Home
Management



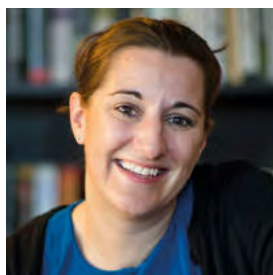
Mark Danis
commercial director,
Caring Homes



Jeanne Davies
managing director,
L&M Healthcare



Sanjay Dhrona
managing director,
The Close Care Home



Zoë Fry
founder and director,
The Outstanding Society



Hayden Knight
CEO, Orchard Care
Homes



Kenny Nelson
managing director,
Adept Care Homes



Karen Paterson
regional director of
operations, Exemplar
Health Care



Caron Sanders-Crook
operations manager,
Canford Healthcare



Kevin Shaw
CEO, Hartford Care



Elaine Taylor
director of operations,
Parklands Group

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Outstanding Care Provider in a Group

WINNER

Asterbury Place, Care UK

Asterbury Place is committed to delivering the best person-centred care possible. The home was rated 'Outstanding' by the Care Quality Commission and continues to support residents to fulfil their goals, facilitate the best contact possible with relatives and the local community, and ensure that residents live fulfilling lives.



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FINALIST

– Harrier House Care Home, Adept Care Homes

Outstanding Smaller Group Care Provider (up to 25 homes)

WINNER:

Amicura Group

Founded in 2018, Amicura Group has 10 care homes around the UK. It is a family-owned business, growing quickly, and aiming to reshape care experiences for the elderly. Amicura homes are designed as innovative and exciting care environments. They give residents utmost comfort and opportunities to live life to the full. The wellbeing of residents is at the centre of everything Amicura. Residents are given maximum choice and are provided with the independence to make their choices. Their homes make a priority of serving a balanced diet using quality ingredients for residents, and Amicura chefs learn about each resident's likes and health concerns. Each home has a designated activities team working closely with residents' needs, organising events and celebrations for residents to have a fulfilled time at Amicura.

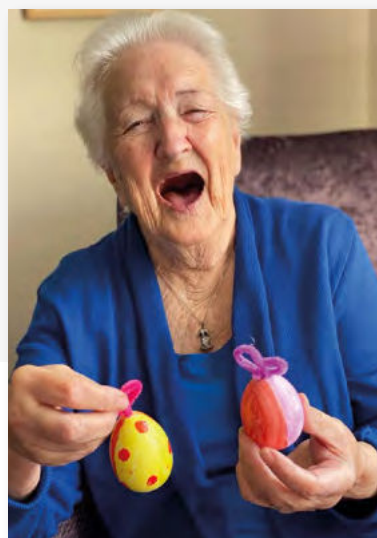


HIGH COMMENDATION:

Adept Care Homes

Adept is one of the largest family-run, independent care providers in the region, offering a luxurious service with the highest quality care. Their offering will ensure that more older people can continue to live their life as part of their local community - with their dignity, independence, and happiness as the cornerstone of their care.

Every decision at the homes is resident-led. As a result, residents feel empowered, relatives have peace of mind, and the team enjoys supporting residents to live meaningful and enriched lives. In their words: "Our promise is that an Adept care home is always a superb place to live or work."



FINALISTS

- Parklands Care Homes
- Rotherwood Healthcare
- Thimbleby Court, Glenholme Healthcare Group
- Virtue Health Services

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Outstanding Independent Care Provider

WINNER:

The Close Care Home

The Close Care Home provides its 90 residents with the utmost dignity and respect while providing the Outstanding care for which it has become known. Breaking paradigms and cliches to deliver care - The Close Way! The Close is known for constantly innovating, outwardly sharing gained knowledge and developments with the sector, and providing advocacy for small independent operators in the most senior and important forums. The Close is proud of its inclusive and dynamic team to strive in every facet of care to move forward and create the best lives for their residents.

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

WINNER:

Signature Senior Lifestyle

In its first full year as an enlarged care home provider, the Signature Senior Lifestyle family is serving and delivering exceptional care to an ever-increasing number of communities.

Growing from 14 homes to 38 homes, its development of cutting-edge care strategies and investment in industry-leading rewards and recognition packages ensures its 2,400 residents and 4,000 colleagues have the support they need to thrive and succeed.

Signature's ability to maximise its homes' exceptional facilities to provide outstanding care which is tailored to each resident is unerring, ensuring they live lives as independently as possible for as long as possible.

Signature



FINALISTS

- Avery Healthcare Group
- Minster Care Group

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Experience



Range



Real
Value



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Expertise



Support

Outstanding Larger Group Care Provider (over 75 homes)

WINNER:

Sanctuary Care

The vision of 'Enriching Lives' is at the heart of everything Sanctuary does. Following the findings of independent research, the Group created the enriching lives framework to support residents in achieving their goals and stimulate the six senses they need to feel truly happy and fulfilled.

Co-production is essential to ensure residents live life to the full. It is embedded into the culture of Sanctuary homes and with care support, residents spend time doing things that give them purpose and joy. Enriching the lives of staff is also vital and Sanctuary has initiatives in place to promote their wellbeing.



FINALISTS

- Anchor
- Care UK

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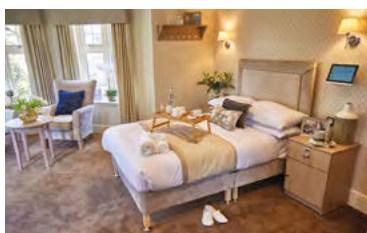


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Avery Healthcare is a leading national care provider offering a safe and supportive environment where residents can flourish, make new friends, maintain contact with their local communities and live a life of possibility.

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- Highly trained staff teams

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Avery Healthcare Group
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Best New Care Home

WINNER:

Hendon Hall, Signature Senior Lifestyle

In a year since it opened, Signature at Hendon Hall embodies an incredible care home supporting residents, their loved ones, team members, and the local community in the grandest settings. Serving a cosmopolitan resident base, Hendon Hall's talented team members provide enriching activities and outstanding care to support its residents. A Grade II listed 18th century building is famous for having housed the England National Football Team before their historic 1966 World Cup Win and Signature at Hendon Hall has ensured the building's next chapter sits proudly alongside those of its illustrious past.



Signature

FINALISTS

- Beulah Vista, Rakesh Wadhwa
- Chichester Grange, Care UK
- Heathland House, Cinnamon Luxury Care
- Loveday Kensington, Loveday & Co
- Potters Grange, Ardale
- Surbitonian Gardens, The Anavo Group
- The Gables, Cinnamon Luxury Care
- Thimbleby Court, Glenholme Healthcare Group

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Best for Communication and Use of Digital Channels

WINNER:

Cornerstone Healthcare Group

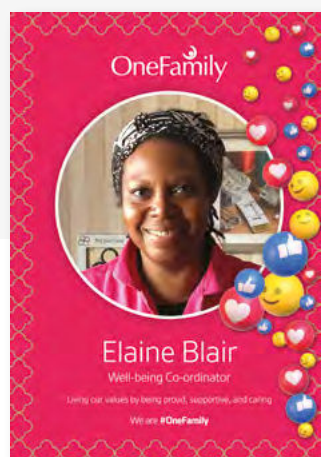
Cornerstone Healthcare Group (CHG) provides highly specialised care for vulnerable people who present with challenging behaviours associated with a progressive neurodegenerative diagnosis and mental health needs. The Group operates three care homes: South Africa Lodge (99 beds) and Kitnocks House (63 beds) in Hampshire and Marula Lodge (42 beds) in Surrey, employing 368 staff. All three services were inspected and rated 'Good' by the CQC in 2022. CHG are in the process of building two new services, Cale View (74 beds) in Somerset and The Burren (80 beds) in Bristol. Digital platforms are used to promote the view that specialist and complex care is an enriching environment within which to live and to work offering a huge amount of career satisfaction.



HIGH COMMENDATION:

Avery Healthcare Group

Avery's goal in 2022 was to build a family culture to drive high performance. Achieving this goal required consistently great communication and staff engagement. Avery has developed a Well-being Performance model, which is underpinned by their #OneFamily culture. Communication was and is a core component of Avery's success.



FINALISTS

- Halecroft Grange, Care UK
- The Future Care Group

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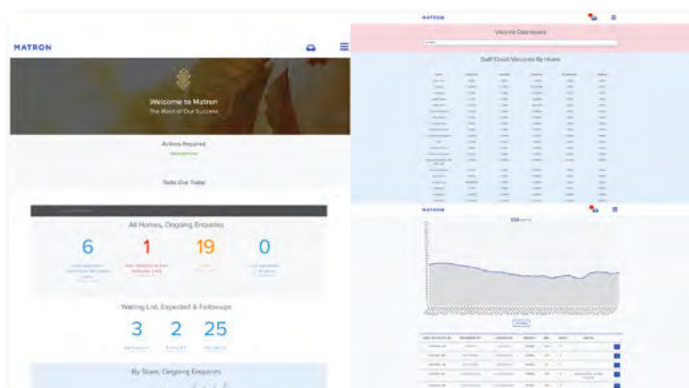


Best for Use of Technology and Digital Care Strategy

WINNER

Rotherwood Healthcare

Matron is Rotherwood's bespoke software solution, designed, continuously developed and implemented in-house. Matron provides for better, faster coordination of care in each of their Homes, whilst also allowing them to manage the business effectively and safely. The software runs across all Rotherwood Homes and their Home Support Centre, connecting them and providing complete visibility to Home and department Managers, ensuring compliance with instant feedback in reports across a broad range of bespoke modules. Matron is agile and responds to Rotherwood's needs as the business grows.



HIGH COMMENDATION:

The Laurels, Creative Support

The Laurels provides 24/7 care for 29 residents in Carlisle and has adopted a number of new technologies to maximise the wellbeing of their residents – such as the Mobi Interactive Sensory Device. They were the first care home in North Cumbria to sign up to the Health Call Digital Care Home Service, a pilot scheme to support care homes to become better connected in the digital age.



PRESENTED BY

Care Home
MANAGEMENT

FINALISTS

- Asterbury Place, Care UK
- Chetwynd House Care Home, Adept Care Homes
- Multiple Oakland Care Homes, Oakland Care (in partnership with GHM Care)
- The Future Care Group
- Thimbleby Court, Glenholme Healthcare Group

Best for Wellbeing

JOINT 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.



JOINT WINNER

Cascade

Cascade helps the people who live with them to have fulfilling lives and puts their wellbeing at the forefront of the care provided. People supported are listened to actively and Cascade provides them with opportunities that are important to them. This in turn helps residents to lead happy lives – a vital part of them feeling good about themselves – and gives a them a positive outlook on life, thus improving their overall wellbeing.



HIGH COMMENDATION

Metchley Manor, Care UK

Members of the dedicated Lifestyles Team at Metchley Manor are the home's Fairy Godmothers – making wishes come true and helping residents to live full and happy lives. From arranging for a group of residents to attend the Commonwealth Games, to visits from orchestras, nights out at the ballet and tailored Namaste sessions, residents sit at the heart of everything the team does. Not only does this mean happy residents and families, but it has also resulted in clear benefits to residents including reductions in falls, infections, distressed behaviour and weight loss.

FINALISTS

- Amy Woodgate House, Gold Care Homes
- Anchor
- Ashridge Court Care Centre, Canford Healthcare
- Fairmile Grange, Encore Care Homes
- Kingsley Care Home, Amicura Group
- Kiwi House Care Home, Adept Care Homes
- Mayflower Care Home, Canford Healthcare
- Millennium Care
- Norfolk House, Care UK
- Parklands Care Homes
- Sanctuary Care
- Signature at Chorleywood, Signature Senior Lifestyle
- The Close Care Home
- The Laurels, Creative Support

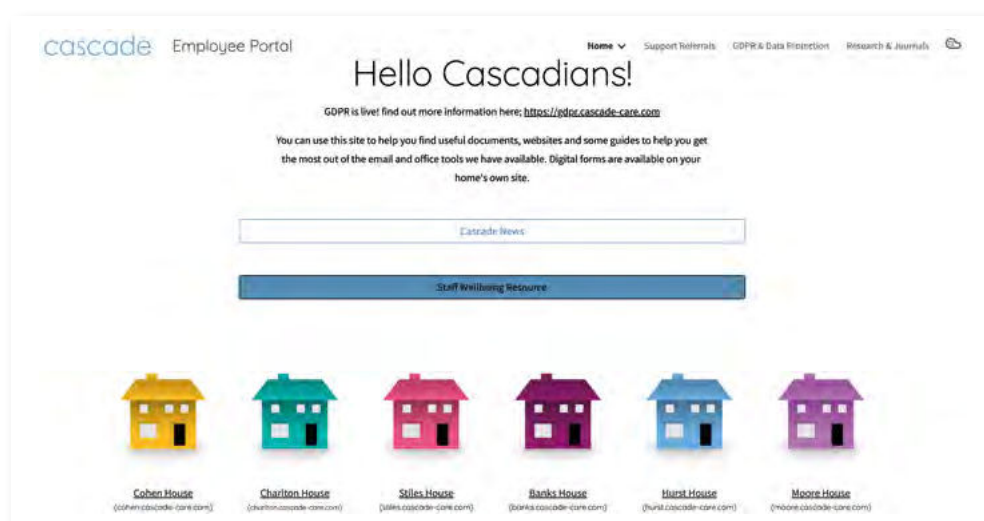
Best for Use of Care Management Software

WINNER

Cascade

Cascade has developed and built an in-house care management system that allows managers to personalise the recording of care and make CQC and Ofsted checks more streamlined. Tools have been put in place that allow the proactive analysis of data, which can directly make positive and effective changes to the support Cascade provides, improving the lives of residents.

cascade



FINALIST

– Rotherwood Healthcare

enhance



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Best for Nutrition, Food and Dining

WINNER

Avery Healthcare Group

The Avery Culinary and Hospitality team identified a potential risk to residents and the business around increased choking incidents during the year 2022 compared to 2021 and explored whether there was a possible link to incorrect modified textured meals being created and served. The results were not what was expected but have led to a proactive and beneficial programme of improvement.



HIGH COMMENDATION

Mayfield House Residential Care Home, C Littleton & Sons

Mayfield House makes sure staff get to know residents' changing tastes, creates dishes around their eating capabilities, seeks new ways of offering more choice, and involves residents in creating menus and cooking. From helping a resident to bake scones from her grandmother's recipe to hosting cookery classes and competitions, Mayfield puts the heart into food and dining.



FINALISTS

- Asterbury Place, Care UK
- Chetwynd House Care Home, Adept Care Homes
- Dorset House Nursing Home, Rotherwood Healthcare
- Loveday
- Metchley Manor, Care UK
- Signature at Elton House, Signature Senior Lifestyle
- St George's Park Nursing Home, Rotherwood Healthcare
- Chandler Court, Care UK

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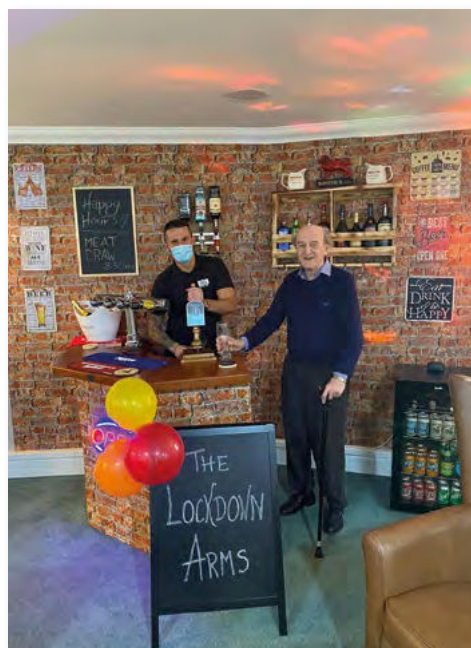
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Best Continuing Covid-19 Response

The Potteries, Care UK

Based in the South West, which has retained comparatively high levels of Covid-19 post-pandemic, the team at The Potteries in Poole have kept a skilful balance between opening the home up to the world and returning to a fun 'back to normal' and remaining cautious to protect residents. The home experienced no deaths or outbreaks in the home during the pandemic, and just one outbreak during Christmas 2021, which was managed and contained efficiently. Learning from that time has enlightened the current running of the home.



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Best Facilities Management, Maintenance or Housekeeping Team

WINNER

Chetwynd House Care Home, Adept Care Homes

The maintenance and housekeeping team, equipped with an understanding of the foundations, with sound leadership, can not only develop, but implement, review and manage their ability to deliver on their vision, that Chetwynd House should always be 'a superb place to live or work.' The maintenance team's willingness to go above and beyond their roles and the initiatives they had developed to improve care and reduce costs.



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HIGH COMMENDATION:

Tracey Chapel, Franklin House, Care UK

"Our home would not run as smoothly as it does without our Head Housekeeper, Tracey Chapel," said Mathew Mathew, Home Manager at Franklin House. Not only does Tracey lead the Housekeeping Team and ensures the home is spotless, but she is a valued member of the home's Senior Leadership Team, loved by the residents and never afraid to step up to take on any role assigned to her - or one she thinks needs doing.



FINALISTS

- Cheaney Court Care Home, Minster Care Management
- Dorset House Nursing Home, Rotherwood Healthcare
- Oakfield Croft, Care UK
- Tunbridge Wells Care Centre, Canford Healthcare



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Best Care Home Marketing, Advertising or PR Activities

WINNER

Care UK

In September 2022, Care UK celebrated their 40th anniversary. Having grown from a small, regional provider to a leader in the UK care home sector, much of their success is thanks to the support of the communities in which they operate. Care UK wanted to celebrate this milestone by giving back to those communities, coming together as one Care UK family of colleagues, residents and families with a goal of raising £40,000 in 40 days to support charitable organisations across the UK. They not only exceeded that goal but did so in highly creative ways.



FINALISTS

- Avery Healthcare Group
- Mountbatten Grange, Care UK
- Rotherwood Healthcare
- Wisdom Booths campaign, Care UK

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Best for Staff Recruitment and Retention

WINNER

Avery Healthcare Group

The UK's employment crisis, especially within the social care sector, led Avery to focus on staff recruitment and retention. Coupling an innovative marketing-based focus on recruitment with smarter processes, a new overseas strategy and Values launch resulted in a 3-fold increase in job applications and a 559 net gain of staff to a total workforce of 4500 staff during a challenging year that affected most sectors across the UK.



HIGH COMMENDATION:

Moat House Care Home, Adept Care Homes

Care homes are a key part of the health and social care system and the Moat House team is essential for residents' experiences of care and their quality of life. COVID-19 has created additional pressures and challenges throughout the industry, and Brexit has shown real negative impact on recruitment. The Moat House Care Home has worked tirelessly to improve the recruitment process and encourage team member retention by ensuring the team feels valued at work, has the opportunity to work flexible hours, is supported by an experienced management team and receives good training while building robust team relationships.



FINALIST

– Rotherwood Healthcare

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Best for Indoor or Outdoor Communal Spaces

WINNER

Signature at Coombe Hill Manor, Signature Senior Lifestyle

Providing the perfect combination of talented team members and first class facilities, Coombe Hill Manor's breathtaking environment possesses ample scope to engage residents and support their specific care needs. Communal spaces at the home are designed and integrated into a wholesome and far-reaching activities programme supported by Coombe Hill Manor's highly-skilled team: each member bringing a unique background that encourages residents to embrace and take part in stimulating activities that champion their wellbeing. Through marrying innovation and a relentless focus on expression, residents can live a life as independently as possible for as long as possible.

Signature
DELIVERING PEACE OF MIND



FINALISTS

- Anning House, Care UK
- Glastonbury Court, Care UK
- Thimbleby Court, Glenholme Healthcare Group
- Roden Hall Care Home, Rotherwood Healthcare

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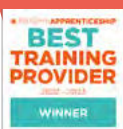
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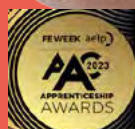
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Winner
2023



WINNER
APPRENTICESHIP
PROVIDER OF
THE YEAR



Best for Training and Development

WINNER

Rotherwood Healthcare

Rotherwood Healthcare's ongoing focus on the training/development of their people has garnered huge benefits for residents, the business and personnel including;

- Increased staff retention rate
- Celebrating long-service with staff members - 20+, 10+ and 5+ years
- Decreased staff turnover
- Developing their own Nurses/Quality Assurance. The ripple effect means that Rotherwood is looking at further improved compliance and, potentially, higher accreditation
- Being the first care home group to take advantage of the new RAPID post-graduate course run by Birmingham City University which concentrates on the recognition and interpretation of physiological deterioration in older people/the elderly.



HIGH COMMENDATION:

Sanctuary Care

By spotting and nurturing talent, showing staff they are valued and investing in them both personally and professionally, they remain motivated and inspired to deliver the best care to Sanctuary residents. And when it comes to enriching the lives of staff, the tools are available to empower them to look after their mental and physical wellbeing: equally as important as supporting them and enabling their careers to flourish. From training on cultivating conversations about mental health, to their staff networks where employees are shaping the Group's future, Sanctuary believes they are creating a culture where people thrive.



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skills**

FINALISTS

- Heather View, Care UK
- Middleton Hall Retirement Village
- Tricuro

Best for Nursing Care

WINNER

Loveday Kensington, Loveday & Co

The Loveday commitment to care, world-class hospitality, a unique service proposition and an innovative activities programme, combined with their beautiful, state-of-the-art residences ensures that Loveday is a world-class leader and pioneer in care. As the UK's first private members' club for those who need care, Loveday is innovating around the traditional care home model, making it more accessible and desirable. The team delivers excellent, enriching, dementia care. Optimising the health of each individual is the primary aim of Loveday's nursing team, which goes 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.



LOVEDAY

CARE BEYOND COMPARE

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HIGH COMMENDATION:

Weald Heights, Care UK

As a home where the entire senior leadership team consists of qualified nurses, it is unsurprising that outstanding nursing and the values that accompany it are the golden threads that weave through care and the resident experience at Weald Heights. From the pre-admission of residents to gold standard end-of-life care, nursing involvement in activities and enriching residents' lives through to the training and mentoring of non-clinical colleagues, the very best nursing standards are the driving force behind their effective person-centred care.



FINALISTS

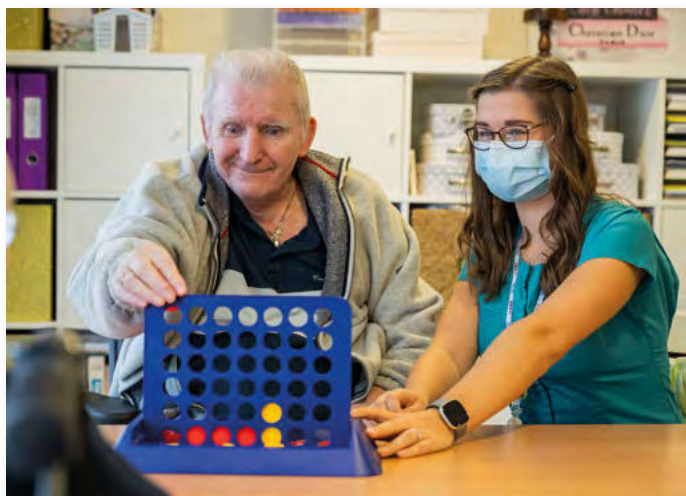
- Ardale Healthcare
- Cornerstone Healthcare Group
- Gwen Walford Nursing Home, Rotherwood Healthcare

Best for Specialist Care

WINNER:

Perry Manor, Care UK

Following consultation with the local CQC about dementia needs, Perry Manor has created the Malvern suite, a safe and nurturing home for those living with dementia who have been failed elsewhere. In doing so the team has restored meaning not just to the lives of those residents, but also to their families. Through experiential training and ongoing support for colleagues the home can boast one of the most effective dementia care teams in the care home sector. Working closely with other professionals, innovative developments in care truly meet the needs of the area's dementia care agenda.



care UK

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HIGH COMMENDATION:

All Saints Way, Select Lifestyles

All Saints Way is a large site offering residential and respite support for those needing specialist care. They aim to do so by:

- always putting the clients first, giving them a voice by listening to their feedback
- planning new ways to develop the site, including building a state-of-the-art games room
- undertaking extensive employee training, including having their own in-house training facility
- working hard to offer a safe, fun and enriching environment
- always finding ways to innovate
- truly caring about all residents.



FINALISTS:

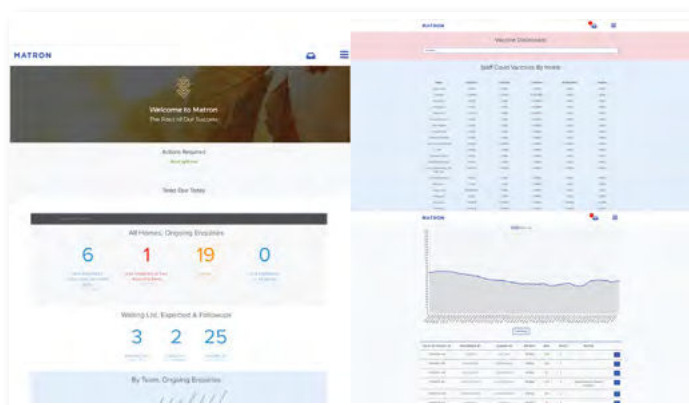
- Cornerstone Healthcare Group
- Harrier House Care Home, Adept Care Homes
- Loveday Kensington, Loveday & Co
- Lynhales Hall Nursing Home John Sperry Memorial Unit (JSU), Rotherwood Healthcare
- Orchard Care Homes
- Roseway House, Amicura
- St George's Park Nursing Home, Rotherwood Healthcare

Best for Innovation in Care

WINNER:

Rotherwood Healthcare

Matron is Rotherwood Healthcare's bespoke software solution and runs across all their Homes and the Home Support Centre, connecting them and giving complete visibility to Home and department Managers, ensuring compliance, whilst providing instant feedback via reports covering a plethora of bespoke modules. Rotherwood's research shows no other software comes close to Matron. It's agile and responds to the Group's needs as the business grows and it's true to say that Matron sits at the heart of Rotherwood Healthcare's business.



 **ROTHERWOOD**
HEALTHCARE

HIGH COMMENDATION:

Multiple Oakland Care Homes, Oakland Care (in partnership with GHM Care)

NexusCare is a messaging platform that delivers nurse call alerts and other alarms directly to the smart devices carried by carers, eliminating the need for noisy wallboards and delivering alert event information directly to the hands of carers. Oakland Care has adopted NexusCare and already rolled it out to 6 homes across the group, with a further 2 existing homes and all future new properties to also have the solution.



FINALISTS:

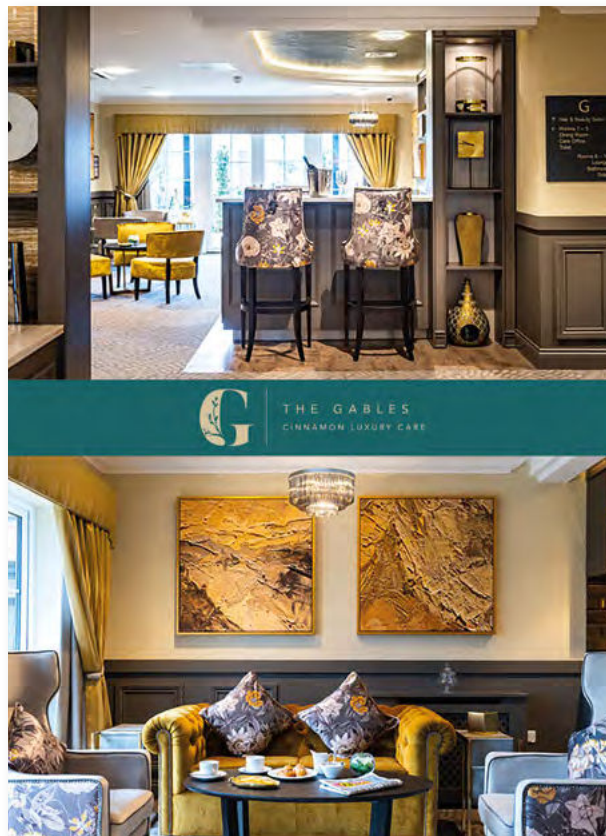
- Birchwood Grange Care Home, Avery Healthcare Group
- Millennium Care
- Virtue Health Services

Best for Architecture or Interior Design

WINNER:

The Gables, Cinnamon Luxury Care

The Gables is a brand new, purpose built care home which opened in November 2022. The care home offers 53 ensuite bedrooms and 4 one-bedroom care suites which are perfect for couples or for individuals looking for extra space and independence. It offers personalised round-the-clock residential and dementia care individually tailored to the needs of the residents. In addition, there is the opportunity for short respite stays which afford families and carers the peace of mind to take a well-earned break knowing that their loved one is safely cared for. The Gables was designed with luxury and hospitality in mind; the first impression of the bright and welcoming reception and café is one of style and elegance. Every detail has been considered to include a café bar, hair and beauty salon, cinema and private dining room together with an array of other facilities where residents, their families and friends can enjoy time together.



FINALISTS:

- Beulah Vista, Rakesh Wadhwa
- Bridge Manor Care Home, Avery Healthcare Group
- Elliscombe House, Ellie Group
- Heathland House, Cinnamon Luxury Care
- Invicta Court, Care UK
- Lakeside Staff, Millennium Care
- Liberton Brae, Amicura Group
- Loveday Kensington, Loveday and Co
- Subitonia Gardens, The Anavo Group
- Thimbleby Court, Glenholme Healthcare Group



October 1, 2023:
Call for Entries opens

January 31, 2024:
Closing date for entries

February/March 2024:
Judging takes place

May 17, 2024:
Awards lunch and
ceremony, London

CHA
CAREHOMEAWARDS

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Care Home
MANAGEMENT

Awards planning/strategy: Helen Warrilow (helen@spl.events)
Event entries/attendance: Sarah Marr (sarah@spl.events)
Sponsorship/branding opportunities: Matt MacNamara (matt@spl.events)





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