



Aberdeen City Health & Social Care Partnership
A caring partnership

Partnership Matters

HEART Awards 'Special' NEWSLETTER

Staff celebrate Partnership's passionate HEART

Outstanding staff achievement has been celebrated at the Beach Ballroom at Aberdeen Health & Social Care Partnership's second annual HEART Awards.

The occasion drew some 350 colleagues from across the Partnership, and the third and independent sectors, for an evening of accolades – and home-grown entertainment from Partnership staff.



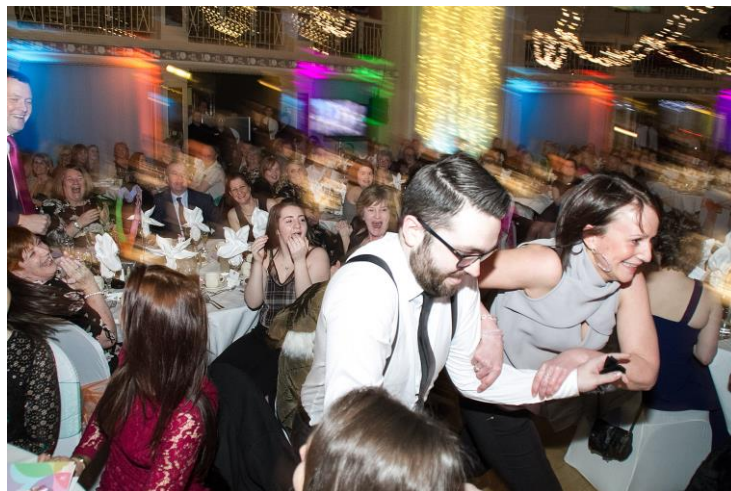
The HEART Awards – ‘Having Exceptional Achievement Recognised Together’ – was designed to celebrate the outstanding work of colleagues in ACHSCP and its partner organisations.

More than 60 nominations for teams and individuals were gathered in the seven award categories.

They were then whittled down by the ACHSCP Executive Team and Integration Joint Board member judges to shortlists of three finalists in each category, from whom the winners were then chosen and announced on the night.

The seven winners and the finalists each received a commemorative HEART Awards plaque.

A charity collection on the night raised £1,500 for the Archie Foundation.



Contenders compete in a game of madcap musical chairs, designed to select the charity to receive the proceeds from the night’s collection

The evening also featured our own entertainment, showcasing the huge range of talents within the organisation, in the shape of acapella quartet Coast, brass outfit Bon Accord Silver Quintet, and torch singer extraordinaire Teresa Waugh.



Bon Accord Silver Quintet with Dr David Cooper (left) on cornet



Coast, with OD Facilitator Fiona Nairn



Teresa Waugh wows the crowd with her rendition of 'Skyfall'

Integration Joint Board chairman Jonathan Passmore told those gathered in the Ballroom: "Tonight I want to pay tribute to the hard work and dedication of all our staff – wherever you work and no matter in what field, whether you are frontline practitioners or members of the support teams behind the scenes without whom this organisation could not function.

"This evening is our opportunity as an IJB and as Partnership leaders to throw the spotlight on just a few of our high-achieving individuals and showcase what you are doing.

"Choosing our winners – selecting the exceptional from such a talented and dedicated crop of nominees – has been very hard. It was both a thought-provoking and a humbling process.

“We pored over each and every one of the very many nominations which came in. We studied them hard. And we spent a great deal of time and energy trying to make sure we came to fair and balanced and consensual decisions as a judging panel. We feel that the individuals and teams that we finally selected are worthy winners, and deserving of their recognition.”

Partnership Chief Officer Judith Proctor told colleagues: “The fact that we had so many nominations this year just goes to show the depth and breadth of the skills we possess in our #TeamAberdeen.

“And it also demonstrates to all of you who were nominated that your colleagues are seeing your great work, your professionalism and your enthusiasm, day in day out. It proves that the people who work in our Partnership know that they have great colleagues working alongside them.

“So I want to pay tribute to the wonderful work which all of our colleagues do, and which often goes unsung. For every ‘official’ winner’ this evening, there are hundreds of ‘unofficial winners’, right across our organisation – who turn up to work, every day, often working unsocial hours, who make the people of Aberdeen the real ‘winners’, with the sheer quality and professionalism of the services you provide for them.”



Hosts for the evening, Dr Graeme Hoyle and Dr Caroline Howarth

Nominees, Finalists & Winners

Hearing Others: The Communication and Inclusion

Award

Finalists

- Balnagask Supported Living Learning Disability Service
 - West Locality Community Partners Group
 - Fit2Care Programme Planning Group

Winner

Balnagask Supported Living Learning Disability Service



The Balnagask Supported Living Disability Service team receive their award from IJB chair Jonathan Passmore

Balnagask Supported Living Learning Disability Service supports people with learning disabilities and complex behavioural needs and goes about its work in a very person-centred way.

The sizeable team is made up of – Joan Lindsay, Michelle Petrie, Keri Madden, Lesley Anderson, Hilda Boyne, Fiona Duguid, Kasia Kuntis, Fred Sarran, Stuart Scott, Earl Solomon, George Steed, Jackie Kerr, Karen Udulu, Osi Naauko, Martina Kerekova, Mandy Morrison, Ruta Popova, Abisola Balogun, Emeka Unigwe, Nicolae Calistru, Gregory Noble, Isabel Pando, Susan Holt, Kimberley Walker, Sophie McIntyre, Peter Orosz, Russell Webster, Siobhan Lamb and Gail Wilson.

Their nominator told us a moving story about how the team had cared for one particular vulnerable young man in need of very intense support – and said they were “blown away with their approach and communication with the individuals they support”, describing them as “priceless and inclusive”.



West Locality Community Partners Group is made up of a broad range of people with an enthusiasm for developing how we communicate and engage with people living in the west of Aberdeen.

The group is comprised of current members Gosia Duncan, Jane Russell, Lavina Massie, Audrey Harvey, Amanda Gould, Anna Gale, Gwen Robertson, Hayley Buchan, Chris Third, Gosia Mislak and Liz Howarth. And former members also deserve a mention – including Sha’yo Laim, Ken Hutcheon, Anne Wakefield, Ann Smith and Garry MacDonald.

Their nominators said: “The motivation, commitment and enthusiasm of everyone involved has helped to ensure that we have a great platform to build on as we further develop our communication and engagement within the west of the city over the coming year.”



The **Fit2Care Programme Planning Group** is committed to a partnership approach to improving the health and wellbeing of unpaid carers in Aberdeen.

It is made up of representatives from the Partnership, the Active Aberdeen Partnership and the 3rd Sector – Hilary Benson, Jenny McCann, Hazel Reid, Laura Main, Alison Shaw, Nicola Graham, Iain McKay, Sarah Geoghegan, Phionna McInnes, Lyn Ross, Andrinne Craig, Janet Thomson, Mirrissa Ramage and Jayne Boyle.

The group's nomination form told us that one of the highlights of last year was the first Fit2Care programme of events and activities in Aberdeen, which was put together in direct response to enquiries from carers who had been in contact with VSA.

Feedback from carers included comments like "this has been the best Carers Week" in Aberdeen and this has helped shape the development of future events.



The Empowering People Award

Finalists

- **The Carers Exercise and Information Group**
 - **North East Sensory Services Team**
- **Falls Lead for the Partnership, Rosie Cooper**

Winner

North East Sensory Services Team



The NESS team, with Partnership Chief Officer Judith Proctor

North East Sensory Services (NESS) is made up of 50 staff and over 100 volunteers, many with sight and/or hearing loss. It is dedicated to helping those with a sensory impairment to lead more fulfilling, independent and healthy lives.

The NESS team supports over 6,500 people by providing social work, specialist equipment, advice and signposting. And the charity delivers an ever-widening range of groups, social activities and communication services for people who can often find themselves vulnerable and isolated.

NESS offers practical advice, rehab support and specialist equipment to empower service-users to care for their own wellbeing and health, at home, at work and out and about.

Their nominators told us: “The NESS team works hard to support every service-user to become more independent and to live a more fulfilling, healthy life”.



The **Carers Exercise and Information Group** started as a way of giving carers access to strength and balance exercise classes and has grown into a whole lot more.

Made up of Pam Gourlay, Morag Rickard, Jackie Thomson, Jon Laurie, and its participants, the group has recently linked with Sport Aberdeen, NHS Grampian and Voluntary Service Aberdeen to provide follow-on exercise classes. These enable couples to continue exercising together and progress to other activities as their strength, balance and general fitness improves.

People who attend have a wide range of difficulties.

Participants have worked together to encourage and motivate each other – and the staff are extremely motivated and really get to know the people they are working with. “It’s a fantastic learning environment,” their nominators said.



Rosie Cooper has been passionate about falls since completing her falls strength and balance course a number of years ago. And her heartfelt belief is that falls are everyone’s business.

Rosie has engaged with many staff in health and social care settings, as well as those in the third sector as she continues to empower people.

She has worked with the Scottish Ambulance Service, out-of-hours services, Bon Accord Care and the district nursing team to develop and sustain a response service for the uninjured fallers in Aberdeen.

Her work about engaging with a care home in the city around falls prevention has been published in the British Medical Journal.

As Rosie frequently reminds all around her, small changes can make big differences to the health and wellbeing of those around us.



Aberdeen's Choice – The Community's Award

Finalists

- **Alcohol and Drugs Action**
- **Diana Daneels and Jayne Gardiner, Young Person's Sensory Service**
- **Sandra Anderson, Care Manager, Garthdee Medical Group**

Winner

Alcohol and Drugs Action



ADA team members show off their award, with the Partnership Head of Strategy and Transformation Sally Shaw

ADA really empowers service-users, giving them not only a voice but the skills to ensure it's a powerful one.

Through surveys, conversation cafes and their forum, they have committed to listening to the views of those who use their services and empowered them by supporting the formation of the Service User Forum.

In the year since its inception, forum members have been championed by ADA to progress in their recovery – and this has helped them at every turn to make the changes in service that they want and need.

The forum has also been helped to host open events to bring people together in recovery.

Their nominators told us that the relationship between ADA and the forum is very much “a partnership of mutual respect and a really welcoming and exciting place to be a part of”.



Diana Daneels and Jayne Gardiner coordinate the North East Sensory Services' Young Person's Sensory Service, which provides activities and groups for young people.

Children who are blind or deaf can be very lonely, but Diana and Jayne go out of their way to make life fun, exciting and safe.

Their nomination told us that the duo really do “go above and beyond the call of duty”, meaning that the parents of children in their care can “truly relax, knowing that their youngsters are well cared for and safe”.

One parent said: “Diana and Jayne work with the kids to provide practical, safe activities which teenagers love – and that’s not easy! When away with YPSS, I am confident all my daughter’s needs are catered for – and she will be loved. There is nothing they wouldn’t do for her.”



Sandra Anderson is the Care Manager for Garthdee Medical Group.

Her nominator gave us a very personal insight into the effort, care and energy she puts into her role, telling us: “She worked with dad, us, the care homes, and the council finance department and empowered dad, and us, to make the right decisions with a positive outcome.

“She visited dad in his new home within three days and has kept in touch with us. Sandra has shown exceptional care and efficiency, which I have appreciated enormously at a personal level. This is not just a ‘tick box/get-it-done’ job for Sandra but a vocation.”



The Rising Star Award

Finalists

- **Rachel Donald**
- **Heather Kennedy**
- **Kenny O'Brien**

Winner
Kenny O'Brien



Rising Star winner Kenny O'Brien, with IJB vice-chair Cllr Sarah Duncan

Kenny O'Brien has been nominated for the leadership role he has undertaken over the last two years in relation to the delayed discharge performance of the Partnership.

Working as part of a team and leading on the issue, Kenny's work has resulted in a huge improvement in performance. The achievement has resulted in comment from the Scottish Health Secretary and interest from a number of other Partnerships asking 'how we did it'.

His nominator said: "The major improvement has been the result of efforts from many, many staff. However, it is clear to me that Kenny's drive, leadership and professionalism have been pivotal in this success. His style is inclusive and inquisitive, yet robust and firm when required – hence the results he has achieved."



Rachel Donald is Assistant Support Manager and is held in the highest regard as she goes about the business of making sure the Health Village and outlying AHP areas run as well as they possibly can.

In fact, her nomination told us that she “goes above and beyond expectations. She has proved this especially during the last year, during which there were high numbers of vacancies and sick leave within her team.”

Her nomination continued: “Rachel is easy-going – but this is not a bad thing! Rachel can assert her authority when required – however she always does this with kindness and compassion. Nothing is ever too much for Rachel.”



Heather Kennedy took on her role as senior support worker at Dominies Road only a few months ago, and with her dedication, hard work and patience she has already made a huge difference.

Here’s what just part of her nomination said; “She has proved herself to be a great leader, carefully considering everybody’s opinions, ideas and critiques within her team.

“Her optimism, professionalism and sense of commitment are contagious, and have inspired everybody at Dominies Road to do the same. She really believes in teamwork, and is constantly trying to organise activities to foster a sense of team spirit, creating a relaxed environment where everybody can feel at ease.

“The relationship with families has greatly improved since she started working there, making them more involved and active in their everyday activities.”



#TeamAberdeen: The Integrated Working Award

Finalists

- **Equal Partners In Care Group at Royal Cornhill Hospital (EPIC)**
 - **Len Ironside Centre Day Service Team**
 - **Exchange Clinic Team**

Winner
The EPIC Group



EPIC winners, with Judith Proctor

EPIC is a group where carers, health professionals, social work staff and 3rd sector staff come together to identify and resolve carers issues.

It comprises: Susan Clegg, Gill Moffat, Arlene Malcolm, Hilary Benson, Shona Sinkins, John Donaghey, Jane Fletcher, Karen Gunn, Shirley Porter, Jennifer Gibb, Kevin Barclay, Jaqueline Kynoch, Alastair Palin, Shirley Porter, Susan Wright, Debbie Banks and Dan Warrander.

The group has used the Triangle of Care Self-Assessment tool as an innovative opportunity to improve the support for carers. And they have done great work in staff training, for example through the Senior Charge Nurse Forum.

In short, the EPIC Group is the embodiment of many of the key values and aims of our Health & Social Care Partnership.



The opening of the new **Len Ironside Centre** has brought about a step-change in the way day services are delivered to vulnerable adults in Aberdeen.

The service is no longer an isolated care service. It is now a fully-functioning integrated service, with health and social care colleagues working together for the benefit of supported individuals.

Physiotherapists, speech and language therapists, OTs and care managers are all on site and involved with the day centre team. And working relationships are flourishing.

The team – Freda Smith, Amanda Watson, Maureen Skene, Tracey Duncan, and their support workers – deserve recognition for the positive impact they have made to the lives of disabled adults in Aberdeen, and the positive impact they have made by integrating them into the local community.



The **Exchange Clinic Team** is the dedicated sexual health clinic for gay and bisexual men in Grampian.

Team members Simon Pringle, Pam Santo, Colin Mckay, Colleen Anderson, Kelsey Wilson, Eileen McKenzie and Nicola Duncan represent a joint venture between the third sector, Alcohol & Drugs Action and the sexual health service of NHS Grampian.

All of them have come together to overcome barriers to provide integrated services to a particular client group, several of whom have never accessed services before.

And they have “gone the extra mile to make the clinic a welcoming and positive place”.

Working in this integrated way also has wider benefits for the Alcohol & Drugs Action team, who have had more engagement with the client group to help address a whole range of health and wellbeing issues.



The Beating Heart Award

Finalists

- Kirsty Ranford, former team leader at George Street project, SAMH
 - Marywell Homeless Practice
- Hospital Based Social Work and Discharge Hub

Winner

Marywell Homeless Practice



Marywell Homeless Practice team, with Partnership Chief Finance Officer Alex Stephen

Marywell Homeless Practice comprises Dr Richard Legg, Dr Harvey Dillon, Liz Wilson, Irene Surrell, Jennifer Park and Brenda McKay.

And they, together, treat their homeless patients with the utmost respect and care at the practice.

The homeless practice integrates with other health services and the third sector to provide their clients – who are homeless or in temporary accommodation – with access to health care.

Their nominators told us that the practice has had little recognition for the hard work they put in on behalf of the homeless patients.

“They see the patients first hand and from the minute they arrive through the door they receive such a lovely welcome. Every client who walks through the door is treated with dignity, respect and compassion.”



Kirsty Ranford was the team leader at the George Street project of the Scottish Association for Mental Health, who has now moved on to study for a social work degree.

At George Street, Kirsty truly went out of her way to make everyone feel valued, listened to and respected. She always had time for everyone, no matter how big or small the problem. She fostered a culture of person-centred, recovery-focused support that made service-users feel safe and cared for while also encouraging skills for independence and self-reliance.

The service for people with severe and enduring mental illness and complex needs meant that challenging situations were common. But Kirsty helped the staff team feel confident in responding to these situations, while at the same time encouraging self-care for staff members.

Kirsty, said her nominator, was “an incredible asset to SAMH George Street and will make a fantastic social worker”.



The **Hospital Based Social Work and Discharge Hub** in ARI and at Woodend has had a big impact on people’s outcomes by helping to reduce the number of people delayed in hospital when they are well enough to go home.

Thanks to them, people in Aberdeen now have significantly shorter lengths of stay in hospital – and now have options to go to a step-down facility if they need more help before going home.

The team have our Partnership’s values in their hearts and clearly care for the people they support.

They are solution and community-focused and work collaboratively and positively across organisational and professional boundaries.

Their nomination said: “They pull out all the stops to support someone to get home from hospital. It really matters to them as a team that they are able to do this for the person and their family.”



Our Pick: The Staff Choice Award

Finalists

- **Volunteer worker Linda Algie**
- **Golden Games Ambassador Sylvia Wood**
- **Hazel McAllan and Christina Geddes, Balnagask Social Music Group**

Winners

Hazel McAllan and Christina Geddes



Balnagask Social Music Group stalwarts Hazel McAllan and Christina Geddes, with Partnership Clinical Lead Dr Stephen Lynch

Hazel McAllan and Christina Geddes run Balnagask Social Music Group, which is free and open to all at Balnagask Community Centre.

The sisters – who are pensioners, community centre management team members and “Torry Quines” – take organising these groups very passionately.

Entertaining older people and their carers, Hazel and Christina dress up in wigs and hats, and dance and sing their hearts out to familiar tunes of old, from Country & Western to traditional Scottish songs. And everyone joins in the fun.

Loneliness and social isolation can be a problem amongst the age group they support – and the social music group goes a long way towards combating this issue.

Hazel and Christina fundraise tirelessly throughout the year to pay for everything – and they really do deserve a huge thank-you for all their efforts over the years in the area in which they both grew up and still live in.



Linda Algie has managed to overcome her own addiction – and now dedicates herself to helping others achieve the same.

Her nomination said: “Linda is always one of the first to volunteer her time and her seemingly endless enthusiasm, leading weekly support groups which have become an enormous success.

“The people attending the group often cite her as their inspiration. They feel an enormous sense of pride in her accomplishments as they were able to witness her transformation from someone who accessed support services to someone who now delivers them.”

Linda is also an active volunteer for ADA and participates in its service-user forum, and she helps to create better services for those who need them. She is, in short, a tireless worker who serves as an enormous inspiration to all who meet her.



Sylvia Wood is a volunteer ambassador for the Golden Games, attending all of the steering group meetings and playing a key part in planning the games for the past two years.

She has helped and supported the steering group to grow a programme that reflects and recognises the skills and abilities of older people.

She works all year round in her volunteer role – and for the past three years she has been instrumental in the planning and designing of the Golden Games Ambassador role.

Her nomination said: “Sylvia really walks the walk and now takes part in 11 activities every week to keep her fit and healthy. I am very proud to have seen her blossom and feel humbled by her passion for improving the health and wellbeing of not only herself but for everyone in our city.”



HEART Award finalists picture gallery



Staff Choice finalist, Golden Games Ambassador Sylvia Wood, with Jayne Boyle



The Carers Exercise and Information Group, finalists in the Empowering People category



Volunteer worker Linda Algie, a finalist in the Staff Pick section



The Exchange Clinic Team, #TeamAberdeen finalists



#TeamAberdeen finalists, the Len Ironside Centre Day Service Team



The West Locality Community Partners Group, who were Communication & Inclusion Award finalists



The Fit2Care Programme Planning Group, who were finalists in the Communication & Inclusion category



Rising Star finalist Heather Kennedy, who is a senior support worker at Dominies Road



Assistant Support Manager Rachel Donald, a Rising Star finalist



The Hospital-Based Social Work and Discharge Hub, finalists in Beating Heart award



Partnership Falls Lead Rosie Cooper, a finalist in the Empowering People section

And thanks go to:

- **Ray Douglas** and John Johnson and the **Beach Ballroom staff** for helping to make the evening such a success.
- The **Granite City Events** team, **Shmu** and **Rosie's** for, respectively, the light and sound, the videography and photography, and the beautiful table favours.

AND TO . . .

- **The Project Team** – Sarah Gibbon, Grace Milne, Gail Woodcock, Sandy Reid, Claire Duncan, Fiona Nairn, Heather Tennant, Jayne Boyle, Jenny Rae, Jo Hall, Liz Howarth, Stephen McNamee and Susie Downie – without whom the event could not have happened.



Susie, Stephen, Sarah, Gail, Heather, Grace and Jo – just some of the Project Team



Our HEART Award nominees

Aberdeen City School Nursing Team
Aberdeen Parkinson's MD Team
ADA
ADA Volunteers
Linda Algie
Sandra Anderson
Balnagask Social Music Group
Balnagask Supported Living
Anne Bennett
Emma Bennett
Business Support Team
CAARS
Carers Exercise and Information Group
Dr Jamie Cassidy
Choose Life Steering Group
Community Nursing Direct Delivery Admin Support Team
Community Nursing Teams (all)
Community Tissue Viability Service
Rosie Cooper
Criminal Justice Team #3
Criminal Justice Unpaid Work Team
Diana Daneels and Jayne Gardiner
Rachel Donald
Gosia Duncan
Ian Duncan
Enablement Team BAC
EPIC Group
Yvonne Ewen
Exchange Clinic Team
Fit2 Care Programme Planning Group
Focus On Dementia
Health Village Blue Zone Admin Team
Health Village Green Zone Admin Team
Health Visiting Team Members
Hospital Based Social Work and Discharge Hub
Heather Kennedy
Kingswood Daycentre
Len Ironside Day Service
Looked After Project
Eleanor Low
Hazel McAllan and Christina Geddes
MacMillan Specialist Nursing Team
Marywell Homeless Practice
Christine Masson
NESS
Kenneth O'Brien
Dr Craig Oxley
Linda Press

**Kirsty Ranford
Christine Rothnie
Linda Sandilands
Emma Scott
Senior Child Protection Nurses
Jim Skene
South Aligned Community Nursing Team
Naomi Stevenson
Stoma Nurses
Janet Thompson and Deborah Byars
Tillydrone Network
Timmermarket Team
West Locality - Community Partners Group
Sarah Wood
Sylvia Wood**



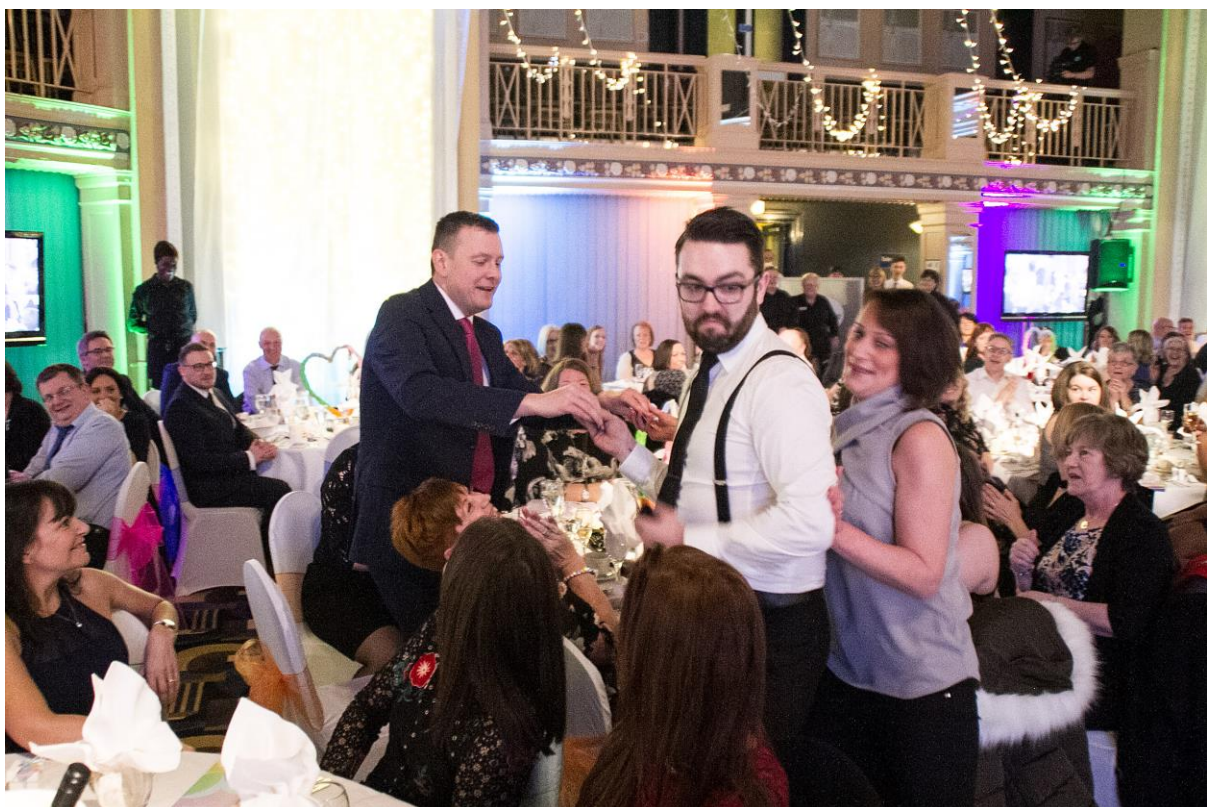
Just a few of the 350 guests at the evening



Well done . . . staff show their appreciation for a winning team



Give us your money . . . ! Host Caroline keeps firm control during the party game



Money man . . . Chief Finance Officer Alex Stephen reluctantly hands over his credit card during the party game (he got it back . . .)



Good evening everyone . . . staff enjoy themselves at the HEART Awards



Following doctor's orders . . . our party game winner selects the winning charity . . .
from a bedpan



All smiles . . . colleagues share a joke (and soft drinks)



Movie show . . . Guests watch Secret Agent Howarth and Secret Agent Hoyle go through their paces in the staff-made movie which was shown on the night



For Your Eyes Only . . . Project Team member Sandy Reid enjoys the James Bond spoof spy movie which the team produced especially for the evening



Staff enjoy the astonishing acting skills of the cast of our James Bond-themed movie



We won the cup . . . ! Staff react with typically calm professionalism after hearing they've lifted a trophy . . .



All heart . . . category winners are delighted with their award



Thumbs up . . . Kenny O'Brien is a proud winner!



Art and design . . . Kincorth Academy students designed wonderful posters for the Falls Clinic recently



Beam Team . . . The Len Ironside Centre crew seem quite pleased to have been chosen as a finalist!