

Cottage Ward ✨ Team Award Nomination

This nomination recognises the exceptional, compassionate, and person-centred care provided on Cottage Ward. Patient and family feedback consistently shows a team who transform frightening, painful, or lonely moments into experiences of safety, dignity, and genuine human connection. Patients describe being met with kindness and unwavering support, regardless of language barriers, emotional distress, complex conditions, or long hospital stays.

Many arrived after significant trauma—falls, fractures, surgery, confusion, seizures, or severe infections—and repeatedly shared how staff made them feel cared for, heard, and valued. Patients described staff as *“kind, caring and patient”* and said they were treated *“as if they were their friend.”* Some noted that staff visited even when not assigned to them, simply to offer comfort. Nurses, HCAs, therapists and physios took time to talk, reassure, and ease loneliness.

The multidisciplinary approach is a standout strength. Therapists were praised for gentle but effective rehabilitation and creative group activities that helped patients regain confidence and independence. Families highlighted excellent communication, cultural sensitivity—such as staff speaking Portuguese and Spanish to ease a patient’s fear—and thoughtful gestures like finding a fan or ensuring meals were personalised.

Patients often regained mobility they thought impossible and families said they *“never had to worry.”* Cottage Ward exemplifies outstanding NHS care, grounded in genuine compassion and teamwork, and is truly deserving of recognition.



CAMHS Anchor Team Award Nomination

In recognition of their exceptional, compassionate support for carers, young people, and families facing trauma and complex emotional challenges. Their work consistently transforms overwhelming situations into moments of safety, understanding, and hope.

Carers describe Anchor as life-changing. One shared how working with Andy gave them *“a reflective space to unpick why things happened and what I could do differently,”* helping them better understand and support their young person. When the young person felt ready for one-to-one sessions, Greg created an environment where they felt instantly safe, allowing them to explore identity, emotions, and self-worth. As they said, *“At the start I felt like I was drowning... now things feel manageable.”*

Sarah is repeatedly praised for being *“always on the other end of the phone,”* offering practical trauma-informed strategies and emotional reassurance. One grandparent said, *“She helped me deal with his trauma, but also my own mental health.”* Another family facing disclosures of abuse described the team as *“prompt, approachable and very understanding... no topic was too difficult to raise.”*

Andrew's group sessions further empower carers, who describe him as *“amazing, welcoming and inclusive.”*

Across every story, Anchor provides support that heals, strengthens relationships, and truly creates moments that matter.

Hospital at Home (Psychical Health) ✨ Team Award Nomination

In recognition of their exceptional compassion, professionalism, and life-changing support for patients and families during some of their most frightening and vulnerable moments.

Patients repeatedly describe the team as *“kind, knowledgeable and sympathetic,”* and praise the way staff visit promptly, listen carefully, and take action when it matters most. One patient receiving IV antibiotics at home said the nurses were *“very kind... visiting and calling on the phone,”* making them feel safe and cared for. Another shared, *“Louise was reassuring, very professional and caring... I couldn’t have wished for better,”* after receiving urgent treatment on a Sunday.

Their impact is often transformative. A patient wrote, *“The nurse arrived within 30 minutes, listened to me, and resolved my problem straight away... within days I felt almost back to normal.”* Others described feeling frightened after hospital discharge until the team arrived: *“I suddenly didn’t feel so scared and alone.”*

Families emphasised how the team helped loved ones remain safely at home, with one saying, *“They achieved more in a few days than during a whole week in hospital.”* Another reflected, *“Michelle and Penny were amazing—this service is second to none.”*

The Hospital at Home Team truly creates moments that matter—bringing hospital-level care, reassurance, and humanity right to patients’ homes.



Community Stroke ✨ Change is Planned Award Nomination

The Community Stroke Service is nominated for the Planning for Change Award for its exemplary use of patient experience to drive strategic improvement across the stroke rehabilitation pathway. Detailed feedback received from a stroke survivor's family highlighted inconsistent access to therapy, inequities in equipment provision, and delays in essential assessments. Rather than responding defensively, the Integrated Services Manager showed strong leadership by acknowledging these shortcomings and leveraging the feedback as a catalyst for service redesign.

Over the past 12 months, the team has undertaken significant transformation work to align with the National Integrated Community Stroke Service Model. This includes extending rehabilitation provision beyond the historic six-week limit and moving toward a needs-based model offering up to six months of support. The service has also invested in digital tools, such as iPads and therapy applications, enabling more flexible and accessible communication therapy across inpatient and community settings. Furthermore, collaborative working with nursing and support staff has been strengthened to ensure therapy can continue even outside scheduled clinician sessions.

Although these improvements did not help the original case directly, the service's commitment to reflective practice, equitable care, and sustainable change will positively impact future stroke survivors. This is an excellent example of planning for change rooted in compassion, evidence, and accountability.



Heather, Admiral Nurse Herefordshire ✨ Individual Award Nomination.

Heather exemplifies the highest standard of patient-centred care and is truly deserving of the Patient Care Award. Across multiple patient accounts, she is consistently described as compassionate, knowledgeable, and profoundly supportive during some of the most challenging moments families face while caring for loved ones with dementia.

Families repeatedly highlight how Heather immediately established trust through her warmth, understanding, and ability to explain complex dementia-related behaviours in clear, reassuring ways. One family described how, from the very first visit, Heather became *“kind, understanding and knowledgeable... able to explain what Mum was going through and how we should react”*, enabling them to care for their mother at home in her final months—something that was deeply important to them.

Another carer shared that Heather helped her understand dementia from her husband’s point of view, giving her the skills and confidence to reconnect during an extremely difficult period. She expressed being *“eternally grateful for her support.”*

Heather’s care extends far beyond clinical support. Families describe her as a friend, an advocate, and a steady presence who listens without judgement, offers emotional grounding, and links them to essential services. One family said they would be *“forever grateful”* for her guidance and the dignity she helped bring to the end-of-life journey.

Her impact is profound, consistent, and life-changing. Heather embodies exceptional patient care and stands out as a compassionate professional who transforms the dementia journey for every family she supports.

