



The Health & Social Care Awards 2002

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Timetable

Closing Date for entries	17 May 2002
Complete 1st stage of judging process	31 May 2002
Complete 2nd stage of judging process	21 June 2002
Awards ceremony	30 July 2002

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The Health & Social Care Awards 2002



“ Services in health and social care depend on the efforts of very many people. I am delighted we can celebrate some of their work through these awards.”

Nigel Crisp
Permanent Secretary,
Department of Health
and Chief Executive, NHS



“ In this second year of our scheme there are more opportunities for health and social care staff to join together to enter for an award, I wish you well and look forward to hearing more about your work.”

Denise Platt
Chief Inspector,
Social Services
Inspectorate



“ The emphasis that NHS staff - through clinical governance - are putting on quality of care and patient safety is transforming the service at local level. This award scheme recognises high quality people, working in high quality teams, delivering high quality care to their patients.”

Sir Liam Donaldson
Chief Medical Officer



This is the second annual Health and Social Care Awards. Last year the standard of all the finalists and winners was extremely high. This year I am sure those high standards will be reached and surpassed. That's why I believe these awards, probably better than anything else, demonstrate the immense pool of talent and initiative we have in health and social care in our country.

Britain should take real pride in the commitment, dedication and professionalism of health and social care staff which these awards celebrate. They are your opportunity to highlight all that's best about the work you do. And your chance to shout about the improvements you are making to the NHS and social care in your own area.

For me, these awards are special precisely because they are about special people who work so hard to provide a special service to other people. Sometimes that service seems routine to the people who provide it but for the people who receive it the service is always life-enhancing and often life saving. That's why the ethos of public service shines out from every single entry: your working lives dedicated to improving the quality of other people's lives.

So I really hope you will consider entering this year's awards. I know sometimes it is difficult to fill out yet another set of paperwork but it is worth it. The awards really are a great way to demonstrate the excellence of the service you provide. And if you don't take the opportunity to show how good you are who else is going to do it for you?

We are now making a real effort to get more and more resources to the frontline in health and social care. The work you do transforms the resources from government into results for patients and service users. I know that together - the resources, the reforms and the dedication of the staff - make our health and social care services unbeatable. And I know too, that the Health and Social Care Awards 2002 will demonstrate the brilliant work you and your colleagues do, each and every day, in the service of other people.

Good luck and thank you. I look forward to meeting the finalists and winners later in the year.

Alan Milburn, Secretary of State for Health

How do I enter the Health & Social Care Awards 2002?



Entry Booklet



Entry Floppy Disk



Entry CD

How can I get involved?

The Health and Social Care Awards 2002 are open to workers and organisations from across the Public and Voluntary Sectors and independent health and social care providers in England. Awards will be presented for 'Best Practice' across the six delivery priority areas.

Nominations can be made by workers themselves or by service users on their behalf. Your organisation may enter more than one team or initiative, but each of these teams can only enter for one award category. You may also submit a joint entry that involves collaborative working with other organisations. Your submission should include workers and/or beneficiaries from across the Public and Voluntary Sectors and independent health and social care providers, in line with the assessment categories and the assessment criteria.

What are the rewards?

The winners from each category will receive a £10,000 cash prize for their scheme, initiative or service. The money may be spent, for example, to disseminate information and learning from the service, initiative, etc. in question or to develop it further. Runners-up (three per award) will also receive a smaller cash prize of £2,000. You will find a brief overview of last year's award winners on the Department of Health's website:
www.doh.gov.uk/healthandsocialcareawards2002

How will my application be judged?

Panels of senior and expert professionals from health and social care will judge the entries. The judges have clear criteria against which they will assess all entries. Your entry should therefore address all the criteria, which are set out in the Entry Pack. This will help the judges to be objective and thorough in evaluating your entry.

Throughout the entry, the judges will be looking for evidence. They will look for clear statements of action and results achieved, rather than vague descriptions and ambitions. They will expect quantified measures, wherever practicable, whilst recognising the value of qualitative evidence as well.

The judges will also be looking for information that reflects the core principles of the NHS Plan. Therefore, when preparing your entry, you should take the following areas into account:

- Shaping services around the needs and preferences of individual patients, their families and carers
- Working in particular with others to ensure a seamless service
- Supporting and valuing staff; maximising the talents of people working in health and social care
- Improving, and sustaining, the quality of services to patients
- Respecting patient confidentiality and providing access to information about services, treatment and performance
- Tackling and reducing health inequalities
- Developing services that are responsive to the different needs of different populations



What categories can I apply for?

This year's Awards are:

Outstanding Achiever

This award will go to two individuals, one health and one social care, who have devoted their professional career to patients and users in ways that far exceed what is normally expected.

Teams Working to Improve the Patient Experience

This award is for teams or services that have shown a particular aptitude for innovative ideas and forward thinking that have led to a proven breakthrough in improving the patient experience.

Improving Working Lives

This award is for employers who are leading the way in improving the working lives of their staff through best employment practice.

Kindly supported by



Coronary Heart Disease

This award will celebrate services that have improved the care of patients/users with suspected or diagnosed heart failure.

Cancer

This award will focus on services that have improved outcomes through the re-design of services around patients/users with suspected or diagnosed cancer.

Mental Health

This award will focus on social inclusion and the success in three key areas: de-stigmatising mental health conditions; returning to employment and the progress made in assertive outreach.

Kindly supported by The Guardian logo, featuring the words 'The Guardian' in a stylized, black, serif font.

Children's Services

(2 awards)

- This award will celebrate the progress made in child health, including maternity services and adolescent mental health services (CAMHS).
- This award will focus on excellence in Social Services for looked after children and adoption.

Older People

This award will focus on the achievements made in improving the range of care and support available for older people.

Queen Mother Award

This award will celebrate the achievements made in intermediate care by teams of different professionals, working together with individual older people to help them live more independently.

Promoting Independence

This award will focus on projects that have delivered tangible improvements in the quality of life for disabled people.

Emergency Care

This award will centre on services that are providing patients/users with high quality emergency care.

Kindly supported by The logo for HOSPITAL DOCTOR, featuring the words 'HOSPITAL DOCTOR' in a bold, red, sans-serif font.

Waiting Times

This award will celebrate local initiatives that impact/improve the overall patient experience through reduced waiting times, booked admissions and outpatients' appointments.

Primary Care – Access

This award will celebrate the progress being made to improve access to services within primary care.

Primary Care – Partnership

This award will recognise the best examples of partnerships between primary care and social care.

Kindly supported by The logo for DOCTOR, featuring the word 'DOCTOR' in a bold, red, sans-serif font with a small black square to its left.

How do I apply?

These Awards raise the profile of health and social care services and give people a platform to showcase schemes and initiatives that don't otherwise receive widescale coverage.

Once you have looked at the descriptions for this year's awards, and decided which one you wish to apply for, you should complete the Entry Form located at the back of this booklet. There are five different ways to do this. Simply choose the most suitable method and then *return your completed Entry Form to us by 7th May 2002.*

- **Floppy disk:** the attached floppy disk contains the Entry Form in Microsoft Word and instructions on how to complete it. The form asks for information about your scheme, initiative or service and there are answer boxes for you to type your responses in. These boxes will expand as you type.

To open the floppy disk: insert the disk into the disk drive on your PC and open up Microsoft Word. From the Menu bar, click on the 'file' drop down list and select 'open' and then navigate to A:/ and open the Entry Form. You can save the Entry Form to your hard drive if you want to.

To return your completed form you can either save your entry onto the floppy disk and post it to us, clearly marking the envelope 'magnetic media enclosed', or you can e-mail your form to us at hscawards@rslive.co.uk.

- **CD:** the attached CD contains the Entry Form in Microsoft Word and instructions on how to complete it. The form asks for information about your scheme, initiative or service and there are answer boxes for you to type your responses in. These boxes will expand as you type.

To open the CD: insert the CD into the CD drive on your PC

and open up Microsoft Word. From the Menu bar, click on the 'file' drop down list and select 'open' and then navigate to your CD drive (this is usually D:/) and open the Entry Form. You can then save the Entry Form to your hard drive.

You can then return your completed form by e-mailing it to us at hscawards@rslive.co.uk.

- **Website:** you can find full details about The Health and Social Care Awards 2002, including the Entry Form, on our website: www.doh.gov.uk/healthandsocialcareawards2002.

The Entry Form is in Microsoft Word and has instructions on how to complete it. The form asks for information about your scheme, initiative or service and there are answer boxes for you to type your responses in. These boxes will expand as you type.

To open the form: select the Entry Form icon and save it to your hard drive.

To return your completed entry: you can e-mail your form to us at hscawards@rslive.co.uk or you can save your form onto a floppy disk and post it to us, clearly marking the envelope 'magnetic media enclosed'. The e-mail address is also posted on our website.

- **E-mail:** you can contact the Awards Helpline on 0121 777 1001 and ask them to e-mail you a copy of the Entry Form. This will include instructions on how to open it.

To return your completed entry: you can either save your form onto a floppy disk and post it to us, clearly marking the envelope 'magnetic media enclosed', or you can e-mail your form to us at hscawards@rslive.co.uk.

- **Other:** if you cannot access the Entry Form by any of the above four methods, you can contact the Awards Helpline on 0121 777 1001 and discuss with them an alternative method that suits your particular requirements.

Please note that if you want to apply for, or nominate someone for, the Outstanding Achiever Award, there is a different form to complete entitled: 'Nomination Form – Outstanding Achiever'.

If you or the people preparing your entry have special needs and would prefer sending your entry in a different format, please call the Awards Helpline to discuss your requirements.

The Entry Form provides you with all the information you need to submit an entry. Once you have completed the form in full, please remember to get your form endorsed on behalf of your organisation by a Chief Executive, Chair, Director or equivalent before sending it to us.

If you are entering jointly with one or more organisations, there is space on the Entry Form for their contact details as well. However, please ensure that you only complete one Entry Form for the Award you are entering, making sure it reflects the views and activities of the partnership as a whole.

We recommend that you keep copies of your entry, as we cannot return them to you. We will, however, send you an acknowledgement note within one week of getting your entry to confirm that we have received it.

Award Winners A review of 2001

2001 saw the launch of The Health and Social Care Awards – a combined awards scheme that brought together the Nye Bevan Awards, the Social Care Awards and the Equality Awards.

This integrated approach provided an opportunity to celebrate the achievements and success of frontline staff within health and social care, harnessing the good practice and highlighting the high quality services that are being delivered.

The event held in July, at the G-Mex in Manchester, was an overwhelming success and saw both winners and finalists receiving the well-deserved recognition for their dedication and commitment to services across the NHS and Social Care.

Comments following last years event

“...it added to the sense of value that we work hard to communicate to our staff group. They are indeed very special people.”

“the event was extremely motivating and I know, speaking on behalf of my partners, we all felt very proud to be present at this event.”

Lifetime Achievement Health

Adele McEvelly

Clinical Nurse Specialist – Birmingham Children’s Hospital (BCH)

After 18 years on the wards at BCH, Adele McEvelly joined a new nursing venture: Diabetes Home Care. She helped to develop this unique service, which is recognised as a national role model. Adele developed teacher education, holiday weekends and educational packages for children and a parent support group. She established the only UK course for nurses and dieticians in the treatment of childhood diabetes and set up a national support group for nurses. She has represented nurses and diabetes care on national committees and task forces and is currently working with the NHS Centre for Health Care Development.

The Panel Comments:

Real dedication – a walking compendium of the health care system – multi-faceted, tremendous all round performance – shows a real dedication and deserves to be applauded and rewarded – clearly, patients found her an inspiration – hands-on work, combined with recognition on a national and international stage.

Lifetime Achievement Social Care

Linda Couchman

Link Resource Centre Team Leader – Cheshire County Council, Social Services

Linda Couchman began her career in special needs services in 1974, in Peterborough. Moving to Cheshire, she became a residential care assistant for adults with learning difficulties. At the forefront of moving service users into the community, she set up the first Acorn project houses in Crewe. In the early 90’s, she became Centre Team Leader at Link Housing, which works with adults with mental health needs in the community. It has now grown to serve 240 users with a staff of 50. It is recognised as a model of good practice – a status that owes much to Linda’s enthusiasm, commitment and leadership qualities.

The Panel Comments:

A long-term carer who has changed with the times – innovative – very flexible, user-focussed approach – her personality shines through – strong team leadership skills – you get the sense that she genuinely cares.

Innovation

Winner – Social Care

**Young Livin' –
Alpha Road Children's Resource Centre**

**Royal Borough of Kingston upon Thames,
Social Services, Children and Family Division**

Young Livin' is a help and advice web site for young people aged between 11 and 21. It provides information and direct e-mail access to a qualified social worker who acts as a young person's advisor, providing advice and consultation. Or the young person can be referred to a more appropriate statutory or voluntary agency. Youngsters are also able to access a variety of carefully vetted local and national web sites. Young Livin' has been fully developed and maintained with the active input of young people and they regularly review the quality of information and advice provided.

The Panel Comments:

High level of user involvement – improves access for people unlikely to seek advice directly – innovative provision of e-mail access to confidential help and advice – successful without too many resources.

Winner – Health

**A computer-aided algorithm for the treatment
of anaemia in dialysis patients**

**St James's University Hospital,
Leeds Teaching Hospitals NHS Trust**

Anaemia can be a serious problem for patients undergoing dialysis treatment for kidney failure. It can be treated by the use of iron therapy and the drug Erythropoietin (EPO). The Trust has developed a computer-aided algorithm: a clinical management system that standardises the delivery of clinical therapy and measures the outcome of treating anaemia in some 350 dialysis patients at St James's. EPO resistance is most commonly due to iron deficiency, so this is treated prior to increasing the dosage of EPO, to gain the maximum benefit from this costly drug.

The Panel Comments:

Shown evidence of cost-effectiveness – widely applicable within the NHS – releases medical staff time for other areas of patients' care – more accurate treatment in a shorter time – evidence that the quality of life of patients has improved.



Improving the Working Lives of Staff

Winner – Health

Staff Support Service

Leeds Community and Mental Health Services Teaching NHS Trust

A pilot project aimed at developing a positive approach to supporting staff, individually and in teams; with a view to promoting the health of the workforce, taking an active approach to staff well-being and improving their capacity to work. The project focused on three interlinked areas, the provision of a confidential one-to-one support for personal as well as work related issues; the provision of support for teams through team building activities, facilitation and mediation, and an exploration and development of employee-friendly policies and practices.

To date, 120 staff, representing 17% of the pilot area's workforce, and some outside the area have sought support, at all levels and from all occupational groups.

The Panel Comments:

Addresses psychological well-being of staff – lots of energy and honesty – very impressive outcomes in reducing sickness absence – highly successful service that deserves to be adopted more widely – very innovative service.

Winner – Social Care

Developing excellence through an empowered, responsive and committed workforce

City of Sunderland Council, Social Services Department

A 'whole system' approach to workforce development and improvement. Incorporating effective communications; proactive workforce planning; recognition and celebration of achievement; an enabling performance management framework; and quality environments in the offices, homes, training facilities and other establishments.

The aim – to raise staff morale, improve service quality and customer satisfaction and to enhance the Council's reputation as a service provider and an employer, leading to IIP status.

The Panel Comments:

Involving the whole of the organisation with sound HR practices – external evaluation provided evidence – excellent benchmarking and positive outcomes.

Winner – Zero Tolerance

The procedure for care of individuals who are violent or abusive

Barts and The London NHS Trust

A new policy to tackle violent and abusive patients and visitors, which aims to make the Trust's hospitals safer and pleasanter places for staff to work in and for patients to be treated. The policy has been developed in the context of the Zero Tolerance Initiative and provides guidance to staff on how to handle abusive patients and visitors. It details the types of conduct that are unacceptable and the sanctions that can be applied to both visitors and patients who are persistently aggressive or violent. All abusive adult patients and visitors are first warned informally, then given a formal verbal warning if necessary. The next step is a written formal warning, or 'yellow card'; then a 'red card' can be issued excluding the patients from the Trust for one year – subject to emergencies.

The policy has raised the profile of the issue of violence within the Trust, raised morale amongst nursing staff, provided tangible support for junior staff, reduced fear amongst patients, and protected vulnerable and elderly patients from violence and abuse. What it has also succeeded in doing is ensuring that clinical need is always the primary factor in determining the allocation of time and resources, leading to improvements in patient care.

The Panel Comments:

Ambitious, comprehensive and achievable scheme – problems addressed in wider clinical service than A&E – excellent case study of situation – much trust in junior staff, with good dissemination techniques.

Modernisation

Winner – Social Care

Rapid Access Rehabilitation Service

Halton Borough Council, Social Care Housing and Health

With its NHS partners, the service provides multi-disciplinary assessments within 24 hours for residents over 65. It aims to improve their level of independence, speed discharge from and avoid unnecessary admission to hospital and inappropriate residential and nursing home placement. The team comprises occupational therapists, nurses, physiotherapists and other specialists, led by a manager from social services. The service was built on the existing rapid response nursing team and a six-bed rehabilitation unit. In its first year, the service has helped over 500 people, 72% of them remaining in their own homes.

The Panel Comments:

Quantifiable outcomes – good partnership working – demonstrated high levels of user satisfaction – response and opening times excellent.

Winner – Health

Diabetic Eye Screening Service

East Gloucestershire NHS Trust – Cheltenham General Hospital

The first scheme in the UK using state-of-the-art technology, to offer local screening to detect sight-threatening retinopathy. At a time to suit the patient, a screener at their GP takes digital colour photographs of each eye, which are transferred to hospital on a laptop, downloaded, examined and a confidential grading report produced within a secure software system. If a significant abnormality is found then the patient is referred to an ophthalmologist in the eye clinic. It is a scheme that aims to provide a cost-effective use of limited specialist services to those most at need, through early and appropriate referral.

The Panel Comments:

Unbelievable take-up of service – educational aspect alone is worth the award – good use of technology – involving all stakeholders – increased uptake from 40% to 90% – achieved international recognition – stands out as a service.

Working in Partnership

Winner – Joint Award

Barnardo's Sexual Exploitation of Children on the Streets – (SECOS) Project

East West Centre, Middlesbrough

Research in 1998/99 confirmed that young people and children were visibly involved in prostitution on the streets of Middlesbrough. The research was undertaken by Barnardo's on behalf of South Tees Area Child Protection Committee and the Borough Council and turned the SECOS project into a service. SECOS seeks to take the youngsters involved out of prostitution; through an individual holistic approach; counselling following assessment; sexual health counselling, support and advice; raising awareness and addressing abusive and coercive relationships past and present; liaison, education and training for other professionals, including the Police and Child Protection.

The Panel Comments:

Well organised service working with a difficult problem in deprived area – good results through innovative working and wide range of partners – good user involvement – results show it is possible to break the cycle of abuse.

Improving the Lives of People with Heart Disease

Winner – One Award

The Heart Workshop

Maryport Community Resource Centre West Cumbria Council for Voluntary Service

A community based cardiac rehabilitation service; run by four volunteers, with help and support from a WCCVS community development worker. Three of the volunteers are qualified fitness instructors and all have taken part in cardiac rehabilitation training. If suitable, heart attack patients or those with coronary artery bypass grafts are invited to join the project in Maryport. Activities are geared to the individual and their abilities rather than a set programme. These activities can include walking, swimming, green gym or exercise sessions. There is also advice on benefits, housing, healthy eating and support to stop smoking.

The Panel Comments:

Innovative and patient-led that tackles local inequalities and has had a significant impact – works well with local partners – good plans in place for evaluation – commitment and enthusiasm of the volunteer staff is its great strength – much-needed project with a bright future.

Improving the Lives of People with Cancer

Winner – One Award

Salisbury Beacon Breast Care Service

Salisbury Health Care NHS Trust

An integrated and patient-centred care pathway that leads from initial GP visit, to hospital and back to the GP. Patients are given choice of dates for outpatients, operation, discharge and follow up. A range of information is available to patients, including leaflets, a patient-held diary, an information room with video in the department and a web site. The role of breast care nurses has been extended, using ward nurses to pre-admit patients before their operation. A network of GP experts improves management in primary care. Rapid access and treatment times are already well within the NHS target for 2004.

The Panel Comments:

Excellent scheme – provides seamless care – time taken from GP to surgery significantly reduced; with no reduction in quality of service – really focussed on the needs of the patient.

Improving the Lives of People with Mental Health Problems

Winner – Social Care

The New Hope Project and Jigsaw Project

Penrose Housing Association, London

This voluntary organisation provides high quality residential care, training and outreach support to individuals being discharged from regional secure units or special hospitals. All have been in contact with the criminal justice system and most have complex needs arising from mental health, substance misuse and personality disorders. New Hope is a 24-hour staffed registered care home for clients with high support needs and Jigsaw is a 24-hour supported mixture of staffed flats and community flats with outreach support for those who look for a more independent way of life. Both projects hold a weekly psychiatric surgery.

The Panel Comments:

Impressive – working with a client group that has complex needs in an area that calls for greater service development – individual components are very replicable.

Winner – Health

Asian Service Directorate

North Birmingham Mental Health NHS Trust

Information resources that benefit staff, users, carers and the community. Effective media links have gained exposure on a range of local and national radio and television news and feature programmes; as well as the local general and specialist press. A video and booklet in six languages to combat the stigma of mental illness and the resulting discrimination has sold 900 copies to date. Also selling well is a video drama on suicide presented by Saeed Jaffrey and Meera Syal; whilst live interactive drama, in partnership with South Asian Arts Agency, has staged 65 performances across the West Midlands.

The Panel Comments:

Well targeted – strongly user-focussed – good use of wide range of media – good strong outcomes from this activity – strong sense of personal commitment.

Improving the Lives of People who are Older

Winner – Health

Intermediate care services for older people

Leeds Community & Mental Health Services NHS Trust

Set up to promote the health and independence of all older people and co-ordinated through Leeds Health Authority, the scheme has a community-based multi-disciplinary, intermediate care team in each PCG area. The teams provide expert care and rehabilitation in or near to a person's home. Joint health and social care assessment teams construct care packages to meet individual needs. Partnerships with the independent sector provide up to fifty beds. Other partnerships with social services and the voluntary sector are developing creative day support that offers social care, health promotion and specialist rehabilitation.

The Panel Comments:

Very practical scheme – comprehensive and made a difference – ahead of its time – dynamic, creative and innovative.

Winner – Social Care

Flexible care service

Age Concern, Oxfordshire City & County

Enhancing the quality of life for older people with mental health needs by offering home-based active support that responds directly to their needs and wishes. Trained care staff visit clients regularly and offer individualised care and befriending; gaining trust and encouraging people to pursue activities that they enjoy. Age Concern has worked closely with professionals from the community mental health teams and with social services carer managers. There are five teams based in each district council area. The service supports 180 people and has a waiting list of 78.

The Panel Comments:

Good commitment to services – focussed delivery around the needs of users – responsive to what people want – identified a gap and has filled it cleverly.

Improving the Lives of People Aged Under 16

Winner – Health

Community Outreach Project – Child and Adolescent Mental Health Services

CAMHS Academic Unit – Bedfordshire and Luton Community NHS Trust

Meeting the needs within the community of children with behaviour problems, through early intervention using behaviour management strategies. Primary mental health workers act as community clinicians at the interface between primary care and specialist therapists in the Child and Adolescent Mental Health Service. Their role is to prevent escalation of behavioural and emotional difficulties and to support primary care workers, such as health visitors and school nurses who work with families. A key feature of the project is the provision of six-month training posts for local health visitors to develop their skills in mental health work.

The Panel Comments:

Simple, user friendly and highly effective – very positive outcomes – high participation and partnership – could be reproduced at low cost country-wide.

Winner – Social Care

“Moving On Up” project

Suffolk County Council Social Services Department

From its inception as a live drama to its transformation into film, ‘Moving On Up’ has enabled young people to share their experiences of the care system, to communicate their ideas and participate in change. Suffolk County Council has been working in partnership with Red Rose Chain Young People’s Theatre and Film Company since 1998; on projects that include documentary videos, film and live drama. Dramas that have been used to train education and social care staff. A training pack is being produced and there is interest in extending the project to local authorities outside Suffolk.

The Panel Comments:

Highly innovative, with strong participation and visible outcomes – well focussed on its target group – comprehensive evaluation – continuous development through training.

Improving the Lives of People who Care for Others

Winner – One Award

Carers’ Breaks – Direct Access

Bury MBC, Social Services Department

Designed to meet the carers’ wish for an easy-to-operate scheme that would allow them to control their own short breaks, so they could pursue other educational, social or health activities. An innovative feature is that the breaks are covered by domiciliary services, rather than respite in residential homes. Open to all categories of client, control is by a ‘voucher’ system that gives the carer maximum flexibility and independence to arrange the services directly with the chosen provider – who has to measure up to the national carers’ standards and who is closely controlled and monitored.

The Panel Comments:

Proactive and thorough – multi-client group – aimed at needs of carers – good solid results – simple and capable of general application.

Improving the Lives of People with Disabilities

Winner – Health

Improving access for people with disabilities

Sheffield Teaching Hospitals Northern General Hospital

Very little work had been done to improve access to Trust services for people with disabilities. So the project has involved users from the start. The resulting initiative includes disability awareness training for staff; portable loop systems, minicomms and sign language interpreters to communicate with the hearing impaired; links with the Typetalk service; and sign language courses for staff. There is also a programme of changes to the physical environment of the hospitals to ease access; active recruitment of more volunteers who have a disability; and improved access to patient information.

The Panel Comments:

Excellent example of real partnership between professionals and users – good results – could be applied to other groups – ‘gone for it’, heart and soul. Good disability awareness raising for the deaf.

Winner – Social Care

Deafblind UK Regional Deafblind Development Project

Deafblind UK (DBUK)

DBUK set out to identify some of the most socially excluded members of society by putting skilled and dedicated workers ‘on the patch’ and working alongside other agencies to encourage better inclusion and services for deafblind people. Workers are trained to communicate by alternative methods and to understand the uniqueness of this disability. As deafblind people were identified and assessed, local authority services could be accessed and specialist services provided by DBUK itself. There has been a huge increase in services provided for deafblind people and many more such people have been identified. The result is greater safety, activity, social interaction and independence.

The Panel Comments:

Excellent model – actively sought results – good evidence – done a lot on a shoestring – small but really important project – the people shine through, passionate and committed.

Improving the Lives of People through an Innovative Direct Payments Scheme

Winner – Social Care

Hampshire Direct Payments Scheme

Hampshire County Council

The Hampshire Scheme is available to all qualifying users across the county, in partnership with the Southampton Centre for Independent Living, Age Concern and the Hampshire Centre for Independent Living. With its roots in the early 80’s, the Scheme really began in 1998 and has since expanded to cover over 450 people, including those with physical or learning disabilities, sensory impairment, mental health problems and from the black and minority ethnic communities. The Department’s application focused on the work that has been done over the past year to extend the scheme to include older people.

The Panel Comments:

Reached larger group of people – involved the users more – went out to users and asked ‘what would you like?’, which is so refreshing – quality of information proved crucial – innovative web site.

