

Appendix 1 – Trust CARE values awards

I am delighted to share this summary of the winners of our Trust CARE value awards. Every month from all nominations received from colleagues and members of the public, the Executive Management Committee award four winners, one for each of four categories, which are: Collaborate, Aspire, Respect, and Enable.

September 2025

Category	Name	Role	Nomination	Nominated by
Collaborate	Sean Chambers	Associate Business Manager NSIC	During three recent critical flooding incidents at the Spinal Injury Centre, Sean has been nothing short of extraordinary. His leadership, commitment, and tireless efforts went far beyond the call of duty. He was instrumental in ensuring patient safety, seamless service continuity, and the rapid restoration of vital functions. With exceptional local knowledge and expertise, Sean coordinated the safe relocation of patients with precision and compassion, knowing exactly where every individual had been moved to, and ensuring their needs were never compromised. He calmly managed complex demands, including discharges, cancellations, and rescheduling of clinics, all while actively participating in the hands-on work: cleaning, moving equipment, transporting belongings, and physically carrying beds across the site. Nothing was ever too much trouble. His energy, determination, and unwavering commitment turned a highly challenging situation into one of teamwork, safety, and resilience. Quite simply, the services could not have been managed without him. Sean's dedication embodies the very spirit of care, and he is truly deserving of this award.	Colleague
Aspire	Frailty Hospital at Home Team	Various	The Frailty Hospital at Home team was established in 2023. Previously, there was no team, no protocol, no roadmap or direction; simply a vision that the most frail and vulnerable patients in our society had a right to receive outstanding healthcare, in a place of their choice and in a manner that maximised dignity and their individuality. Since conception, the team have collaborated with pre-existing services, establishing protocols, governance, internal review structures and championing interdisciplinary working to provide an outstanding admission alternative service which patients (based on anonymous feedback) 'cannot believe is provided on the NHS'. Quietly and without fanfare, 365 days a year, the team support vulnerable people in their own homes, giving hospital level treatments (e.g. IV antibiotics and fluids) and discharging safely without patients ever needing to visit the hospital front door. The team work collaboratively with referrers and colleagues in adjoining teams (e.g. UCR and MuDAS) when their capacity is met to support patients until they can assist. Intentionally, there is not a strict referral criterion; each patient is assessed on a case-by-case basis. Patients who choose to go to hospital are supported. Patients who do not improve and are approaching the end of their natural lives are treated with the care and respect that we would wish for members of our own families. This is an outstanding team built on shared personal and professional accountability and extreme pride in what they do. Their feedback speaks volumes, and they should be celebrated for what they do.	Colleague

Respect	Zahra Halvaei	Pharmacist	Each time I have been in hospital she has been very informative goes out of her way to explain the purpose of each medication that I don't know. Looked into an easy way to administer eye drops as I have arthritis in my right hand and cannot squeeze the bottle anymore therefore my dry eye has been getting sore. Looks into my medication when it is changed for no reason. Explains why and I now understand the whys and wherefores of my medication. She is so considerate nothing is too much trouble for her. Thank her please. She explains why and what certain medication does and why I am on it or changed to it. Thank her so much once again.	Patient
Enable	Amanda Baker	Femoral Fracture & Trauma Co-ordinator	Amanda is like a warm cup of tea when you come in from the rain (and sometimes she will literally provide you with one!) Whatever the situation and whoever you are, Amanda will listen and ensure she understands before enabling you to think about the most appropriate solution to your problem and assisting you to fulfil goals where she can. I have watched this approach with patients and junior colleagues, in Amanda's previous role as a senior physiotherapist and more recently on the ward with resident doctors, nurses, managers and consultants as we navigate the NHFD data and ensure that we optimise our attainment of best practice tariffs. Amanda interprets the NHFD data, finding gaps and uses her relationships with the team to really understand where the issues arise. Amanda now provides teaching to explain the clinical importance of NHFD criteria and has facilitated and guided resident doctors on audits and QiPs which have improved compliance and reduced duplication of work. She has worked extensively with bed management to secure a ring-fenced bed. Amanda motivates medical, anaesthetic and surgical consultants, matrons, nurses, therapists and members of community teams to gather monthly to discuss our patients and improve outcomes. Amanda leads and takes ownership of these meetings and ensures that in her absence, information is provided so that we may continue her excellent work. Amanda's can-do and approachable attitude is akin to having the most exclusive of coaches on your side. We are lucky to have Amanda with us.	Colleague