



# Royal Star & Garter

Care with courage

**FOR IMMEDIATE RELEASE**

## **Royal Star & Garter's Director of Care departs on award-winning high**

Royal Star & Garter's Director of Care has received a prestigious national award, as she prepares to leave the charity after 22 years.

Pauline Shaw OBE was awarded the Chief Nurse Adult Social Care Gold Award during farewell drinks at the Royal Air Force Club in London on 19 October.

Professor Deborah Sturdy CBE, the Chief Nurse for Adult Social Care for England, was there in person to surprise Pauline with the award, which is in recognition of her outstanding achievements at Royal Star & Garter, and distinguished career in nursing and social care.



*Proud Pauline, with her Chief Nurse Adult Social Care Gold Award, given to her by Professor Deborah Sturdy (right)*

Royal Star & Garter provides loving, compassionate care to veterans and their partners living with disability or dementia, with Homes in Solihull, Surbiton and High Wycombe and services reaching out into the community.

Pauline joined the charity in April 2001, and helped transform it into one of the best care home providers in the country.

Under her guidance, the charity has revolutionised care for people living with dementia, leading to national awards and recognition. Pauline also oversaw the move from the charity's historic but outdated Richmond Home to three new state-of-the-art Homes, and in 2018 received an OBE from Queen Elizabeth II for services to veterans. Through her networking, the charity participated in the pilot of the Nursing Associate programme, with Pauline ensuring the voice of social care was included, and she has championed learning opportunities in the Homes for military and civilian nursing students.

Professor Sturdy praised Pauline's work and impact in adult social care. She said: "I am delighted to give Pauline the Chief Nurse Gold Award for her exceptional



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contribution to adult social care nursing. Pauline has been a pioneer of practice development and dedication in the field. She has been an inspiring leader to many, not only at Royal Star & Garter, but across the sector."

Pauline said: "It is such an honour to receive this award. I feel so fortunate to have had the opportunity to develop outstanding nursing and dementia care in the sector."

Pauline qualified as a Nurse in 1982 and worked in the NHS. She joined Royal Star & Garter shortly after returning from New Zealand, where she lived and nursed for 12 years. Under Pauline's leadership, Royal Star & Garter's Solihull and High Wycombe Homes have received Outstanding CQC inspections, while the Surbiton Home is rated Outstanding for care.



*With flowers and cake during a send-off given to her by residents and staff at one of the three Royal Star & Garter Homes*

Looking back on her Royal Star & Garter career, Pauline said: "I've been part of an innovative, forward-thinking organisation striving to provide the best quality care and put residents at the centre of what we do. I'll miss the people and the sense of community that is central to the Royal Star & Garter family. I'll miss chatting to the residents and being a part of their lives. We are a charity that continues to evolve and flourish. We are determined in what we do and how we positively impact people's lives. I am confident the quality of care, delivered through our values, is in good hands."



*Pauline with a Royal Star & Garter resident*

Royal Star & Garter Chief Executive Andy Cole paid tribute to Pauline. He said: "Pauline has transformed the care we provide to veterans and their partners during her more than two decades with us. We are fortunate to have benefitted from her passion and dedication for such a long time. Pauline will be missed by residents and staff in our Homes but this award from Professor Deborah

Sturdy is worthy recognition for all she has achieved. We are determined to build upon her good work, and continue to do her proud."



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Pauline will leave Royal Star & Garter on Thursday, 26 October, with Shirley Hall named as the charity's new Director of Care & Wellbeing.

Royal Star & Garter is welcoming new residents to its Homes in Solihull, Surbiton and High Wycombe. For more information on this, or to work for the charity, please go to [www.starandgarter.org](http://www.starandgarter.org)

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**About Royal Star & Garter**

Our charity provides loving, compassionate care to veterans and their partners living with disability or dementia.

**Twitter:** @starandgarter

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**Website:** [www.starandgarter.org](http://www.starandgarter.org)



Royal Star & Garter  
is a member of the  
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