



# Royal Star & Garter

Care with courage

**FOR IMMEDIATE RELEASE**

## **Care home charity wins prestigious dementia care award**

Royal Star & Garter receives a top national award for its outstanding dementia care.

The charity won the Professional Excellence category at the Alzheimer's Society's Dementia Hero Awards on Thursday 20 May.

Royal Star & Garter provides loving, compassionate care to veterans and their partners living with disability or dementia, from Homes in Solihull, Surbiton and High Wycombe.

Judges were impressed at how staff across the Homes have been able to meet the challenges posed by the pandemic, and continue providing exceptional person-centred care and innovative activities to residents living with dementia.



*Royal Star & Garter's outstanding dementia care has been recognised*

Relatives whose loved ones are living with dementia and are being cared for at the charity's Homes say the award is in recognition of their staff's hard work and is richly deserved.

The awards evening took place online, during Dementia Action Week, which runs from 17-23 May. It was hosted by Richard Madeley and showcased the stories of people providing outstanding care during the pandemic, recognising the inspirational achievements of those who support people living with dementia.

The award is the latest Royal Star & Garter has received for its specialist dementia care, following successes in the National Dementia Care Awards and Markel 3rd Sector Care Awards.

Trudi's father Alf lives at the Solihull Home. She said: "My father is a resident living with dementia and I have total peace of mind knowing that he's getting exceptional care in a lovely environment. This award is well deserved! I'm so happy for the staff,



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they are all so caring and so cheerful, even throughout the difficult months of the pandemic.”

Judi’s husband Alan has been at the High Wycombe Home since May 2020. She said: “The charity deserves it. The care my husband receives is second-to-none. What they do is marvellous.”



*Gladys enjoying a chat with her four-legged friend Morse*

Billy’s mother Maureen moved into the Surbiton Home in early March 2020, shortly before the first lockdown. He said: “The staff are so caring and it’s a great place to be. She counts her blessings and is really happy to be there, and that’s a big thing for us.”

During the pandemic, staff have worked hard to create a varied programme of tailor-made activities, with innovative events, new clubs, music, arts and games used to tackle the lack of social contact, creating magical moments for residents and raising spirits.

Residents have also been able to keep in touch with relatives through video calls, outdoor visits, Covid-secure meeting rooms and indoor visiting rooms.

## Dementia Hero Awards 2021

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*The awards took place on Thursday 20 May and were hosted by Richard Madeley*

Pauline Shaw, Director of Care at Royal Star & Garter, said: “I’m immensely proud. Through the pandemic, staff have done everything possible to make sure life continued as normally as possible for residents living with dementia. This was no easy task, and required a huge amount of courage, dedication and sacrifices from everyone working in the Homes. This award is for them, and is in recognition for everything they have done.”

Royal Star & Garter is welcoming new residents to its Solihull, Surbiton and High Wycombe Homes, and recruiting staff. For more information, go to [www.starandgarter.org](http://www.starandgarter.org)

**[Ends]**



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## Captions:



**Dementia Hero Award 2: Gladys enjoying a chat with her four-legged friend Morse**



**Dementia Hero Award 1: Royal Star & Garter's outstanding dementia care has been recognised**

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### **About Royal Star & Garter**

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



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**Twitter:** @starandgarter

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



Royal Star & Garter  
is a member of the  
National Care Forum