



Royal Star & Garter

Care with courage

FOR IMMEDIATE RELEASE

International Nurses Day - New Home Manager's rise through ranks at Royal Star & Garter

Royal Star & Garter in High Wycombe has a new Home Manager – 13 years after she joined the veterans' charity as a Nurse.

Reggie Ballos was confirmed as Registered Manager of the care home in Hughenden Avenue earlier this year, following an interview with the Care Quality Commission (CQC). She had been interim Home Manager since September 2020.

Royal Star & Garter provides loving, compassionate care to veterans and their partners living with disability or dementia. It also has Homes in Solihull and Surbiton, and Reggie is the charity's only member of care staff who has worked in all three locations.



Reggie at Royal Star & Garter in High Wycombe

Writing about her achievement in a blog to celebrate International Nurses Day on 12 May, Reggie said: "Our Homes are special. They're family-orientated. They are full of history, full of courage, and have a long tradition of providing exceptional person-centred care... I am very proud to be the Home Manager at High Wycombe. For me it's a continuation of my journey as a Nurse and as a leader. I am so happy."

Reggie, from High Wycombe, qualified as a Nurse in the Philippines in 1995 and worked in a hospital, covering departments including Orthopaedics, Gynaecology, Intensive Care and Paediatrics.

She moved to England in 2006, and after qualifying again, joined Royal Star & Garter in Solihull as a Registered Nurse in 2009. She was promoted to Lead Nurse before making the move to Surbiton to become Dementia Care Manager. Reggie remained in the same role when she moved to the state-of-the-art 74-room High Wycombe Home ahead of its opening in 2019.



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Reggie continued in her blog: "I've loved working for Royal Star & Garter from the very beginning... I've been fortunate enough to work in all three Homes... Each Home is unique, with its own personality, but they're all Royal Star & Garter and all have the same values and the same culture."



Reggie enjoys a chat with High Wycombe resident Frank

Throughout her time with Royal Star & Garter, Reggie has been encouraged to progress and develop her career. She has benefitted from mentorship training, completed an apprenticeship course, and is currently studying a Level Five Diploma in Leadership and Management in Adult Care. Reggie said: "The charity believes and invests in its staff. I think that's why so many people stay here, because they feel valued and have the opportunity to progress their careers."

She added: "The opportunity that Royal Star & Garter has given me has helped me find myself and who I really want to be. I want to create something and give back because of the opportunities that have been given to me. As Home Manager, I will do the best I can to repay that trust."



Reggie's name badges chronicling her Royal Star & Garter career

Pauline Shaw is Director of Care at Royal Star & Garter. She said: "I am so immensely proud of Reggie. She has been an asset to us from the moment she first walked through the doors of our Solihull Home 13 years ago. I've taken pleasure in seeing her develop and progress with the charity, and I know she's doing a fantastic job in High Wycombe. Hers is an inspirational story to share on International Nurses Day."

To read Reggie's blog, go to <https://starandgarter.org/media-centre/our-blogs/international-nurses-day-reggie/>

Royal Star & Garter in High Wycombe Home is welcoming new residents. For more information on this, or working at the Home, go to www.starandgarter.org/hw

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Video

<https://vimeo.com/701993861>

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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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Website: www.starandgarter.org



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