



Royal Star & Garter

Care with courage

FOR IMMEDIATE RELEASE

Royal Star & Garter celebrates Solihull success at Markel 3rd Sector Care Awards

The exceptional specialist dementia care offered at Royal Star & Garter in Solihull has been acknowledged at the prestigious Markel 3rd Sector Care Awards.

The charity received a Special Recognition award at a gala ceremony held on Friday (6 December).

Markel 3rd Sector Care Awards praised the team, and recalled its interview with the Solihull team, when staff arrived in the colourful clothing they wear at the Home. It tweeted: "So pleased their excellent work was recognised. Remember them from the judging day, they really brought a warmth, as well as a splash of colour and feathers!"



Lee Mayo, Mandy Hannigan, Michelle Dempsey-Langston, Cheryl Harbourne, Kirsty Matthews, Kaylee Kelly and Carly Walker with the Special Recognition award

Home Manager Cheryl Harbourne, day care hosts and dementia care trainers Lee Mayo and Kirsty Matthews, Activity Coordinator Kaylee Kelly, Nurse Michelle Dempsey-Langston, Lead Health Care Assistant (HCA) Carly Walker, and HCA Mandy Hannigan picked up the prize from Dame Esther Rantzen at the black-tie event held at the London Marriott Hotel in Grosvenor Square.

The Home in Tudor Coppice provides person-centred care to veterans and their partners, tailored to the individuals' needs and delivered with love and compassion.

Its specialist dementia area, Roundel House, recently retained its Level 1 Dementia Care Matters Accreditation for a third year running, cementing its place as one of the leading providers of dementia care in the country, and the Home is rated 'outstanding' by the Care Quality Commission.

Pauline Shaw, Director of Care at Royal Star & Garter was delighted. She said: "You have to work extremely hard and have a dedicated team who totally buy in to what you are delivering. This is a reflection on the staff at the Solihull Home, because we



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wouldn't be able to do it without their devotion, commitment and professionalism. I'm delighted for them."

And Home Manager Cheryl added: "I'm so proud I could burst. We aim to provide the best care we can to all our residents!" Speaking about the afternoon, she added: "It was an honour to be among so many inspiring individuals and groups who do so much for people in the not-for-profit care and support sector."

Staff at the Home really get to know the veterans they care for, researching their hobbies and interests so that connections can be made and relationships flourish. Their life stories and photos are placed outside their rooms, while staff use memory boxes which contain personal items of sentimental value to aid connection.



*Royal Star & Garter's
Special Recognition award*

The charity strives to make life as interesting and enjoyable as possible for its residents. As well as a lively activities programme, the Home has shoes, hats and postcards dotted along the dementia area to pique interest. Coat stands and open wardrobes are full of clothes to encourage residents and staff to dress up whenever they like, creating a playful atmosphere and encouraging spontaneous interaction.



Hallways also have art, touch-boards and other items which can be handled and talked about, allowing for more sensory engagement. This includes 'treasures' such as jewellery, picture books, ornaments, games, fabrics and military memorabilia, relevant to the lives of residents.

The charity also has care homes in High Wycombe and Surbiton. For more information about life with Royal Star & Garter, go to:

<https://starandgarter.org/our-homes-and-care/life-in-our-homes>

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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

Facebook: facebook.com/starandgarter

Website: www.starandgarter.org



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