



Royal Star & Garter

Care with courage

FOR IMMEDIATE RELEASE

Director of Care celebrates 20 years' service at veterans' charity

Royal Star & Garter's Director of Care, Pauline Shaw OBE, is celebrating 20 years with the charity.

She joined on 4 April 2001, when the veterans' charity was still based at its iconic Richmond Home.

Over the years, the mum-of-three has helped oversee some of the biggest transformations in Royal Star & Garter's 105-year history, including developing three new state-of-the-art Homes, and an award-winning dementia care model.



On HMS Richmond in Portsmouth in 2008

In a blog to mark her two decades, Pauline explained that her father and grandfather had been in the military, and that she has "always been very attracted to the commitment and sacrifice made by people who have served."

And she has been able to draw on her personal experience of having a mother who lived with disability and used a wheelchair for the benefit of residents. Pauline said: "It gave me a really good insight into what we should be looking to achieve to provide homely, enabling environments, fit for purpose which also bring joy to the lives of the people living in them."

Pauline said it is an "absolute privilege" to meet "incredible residents", recalling a conversation with a WWI fighter pilot early in her Royal Star & Garter career, and speaking of her pride at seeing staff deliver exceptional person-centred care.

Discussing the OBE she was awarded in 2018 for services to veterans, Pauline added: "Nothing I've done has been achieved alone. Everything has



Helping with the move from Richmond in 2013



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involved being part of a team. It's not a solo act, it's a group effort working with the most amazing people."



Proud Pauline with her children (l-r) Rowan, RAF Nurse Alex and Olivia after collecting her OBE in 2018

Pauline lists the move from Richmond and the current Covid-19 crisis as among the biggest challenges she's faced, whilst also looking forward at some of the hurdles the adult social care sector faces in the future.

Paying tribute to her 20 years of service, Royal Star & Garter Chief Executive Andy Cole said: "Pauline has helped transform the charity and the care we provide to veterans. We are truly grateful for her dedication and passion. She inspires us all."

The charity is welcoming new residents to all of its Homes. For more information on this, and working with Royal Star & Garter, please visit: www.starandgarter.org

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Captions:

Pauline Shaw 1-2: On HMS Richmond in Portsmouth in 2008

Pauline Shaw 3: On the site of the Solihull Home, before it opened in 2008

Pauline Shaw 4: Pauline at work in 2007

Pauline Shaw 5: In her office in the Richmond Home in 2006

Pauline Shaw 6: On assessment at Stoke Mandeville Hospital

Pauline Shaw 7: Outside the Richmond Home with her daughter Alex, who is a Nurse in the RAF

Pauline Shaw 8: After running the London Marathon and raising money for Royal Star & Garter

Pauline Shaw 9: Pauline Shaw

Pauline Shaw 10: Pauline with her mother, who was a resident at the Richmond and Surbiton Homes

Pauline Shaw 11: Pauline with daughter Alex after raising money for the charity on a 10k run

Pauline Shaw 12: Proud Pauline with her children (l-r) Rowan, RAF Nurse Alex and Olivia after collecting her OBE in 2018



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Pauline Shaw 13: Helping with the move from Richmond in 2013

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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