

CCA National Good Practice Awards 2018

Care Coordination Association

CCa

See people See potential

Highlighting Best Practice

The CCA has a long history of recognizing best practice in health & social care across both teams and individuals through the annual CCA awards. Now in their 13th year, the CCA awards have recognised many teams and individuals for the innovative and excellent work that they do to support service users through effective assessment, care planning and care coordination processes.

Each category is judged by a panel of experts who will be looking for individuals or teams who have made an outstanding contribution in each category within the past year. Following a shortlisting process, the panel will award one winner for each category, and may also recognise other notable nominations as Highly Commended.

Entry forms can be accessed from the website www.cpa.org.uk or by emailing ccaonline@outlook.com

Team Awards

Innovation To Support Service Development; Innovative approaches that make a real difference to service user care through delivering better outcomes and/or improved efficiencies e.g. implementation of innovative service models & approaches or use of technology to support assessment and care planning processes.

Improving Service User Care through Effective Learning & Development Strategies; Supporting continued staff development by recognizing strategies that promote learning & skills development through effective and innovative approaches

Improving Quality and/or Service User Outcomes; Teams / services / organisations that demonstrate a commitment to quality e.g. through the development of policies and protocols that support the implementation of quality processes; practices that embed a person-centered culture or approach such as those that seek to ensure parity of esteem.

Embracing Service User/Carer Involvement; Individual or a team promoting user/carers involvement in the care process, through the implementation of practices that promotes service user/carers involvement in their care, such as in care planning, peer support programs or recovery college initiatives.

Individual Awards

Rising Star Award: An Individual award that recognises a trainee or student who demonstrates compassion, commitment and potential.

Everyday Hero Award: An Individual award nominated by service users / carers (group or individual) or by a colleague. This can be any member of the workforce including qualified clinicians, support or ancillary staff

The CCA invites entries for the 2018 Good Practice Awards!

If your organisation / department is successful, the award will include:

- Certificate
- CCA Quality Mark
- A feature in the CCA's newsletter
- A formal letter from the CCA to your Chief Executive, Chair or Director

Eligibility

In order to enter for an award, you must be a **fully paid up member** of the Care Coordination Association for 2018/19

Submissions

Submissions must be largely jargon free and must relate to work carried out in 2017/18 (not draft or planned for launch).

For all categories

A submission for any award must demonstrate how the judging criteria have been demonstrated. There must be no more than 5 pieces of supporting evidence/attached documents.

Key Dates

Nominations open

17th December 2018 -

31st March 2019

Shortlisting of entries & finalists identified

w/c 8th April 2019

Winners Announced

w/c 15th April 2019, awards will be presented at the CCA Event, date to be confirmed.

2018 Categories and Judging Criteria

Team Awards

★ **Innovation to support Service Development**

This category aims to recognise fresh and innovative approaches that make a real difference to service user care through delivering better outcomes and/or improved efficiencies. This may be through the implementation of innovative service models and approaches or use of technology to support assessment and care planning processes. The judging panel will be looking for nominations that;

- Evidence demonstrable benefits to service user care
- Demonstrate engagement and effective working with key stakeholders including service users, carers and clinicians
- Evidence sustainable approaches to delivery of care
- Demonstrate integrated and effective partnership working between different teams / agencies

★ **Improving Service User Care through Effective Learning & Development Strategies**

This category aims to highlight the importance of continued staff development by recognising strategies that promote learning & skills development through effective and innovative approaches. The judging panel will be looking for nominations that;

- Clearly identify the aims and anticipated outcomes of the learning activity
- Effectively support staff to develop relevant skills that can be applied in practice
- Demonstrate original and innovative approaches to providing opportunities for learning & development
- Have been appropriately evaluated and evidence improved outcomes as a result of the strategy implemented
- Are based upon best practice, national policy and/or practice guidelines

★ **Improving Quality and/or Service User Outcomes**

This category aims to recognise teams / services / organisations can demonstrate a commitment to quality with evidence of a continued drive to promote positive outcomes for service users/carers. This could be through the development of policies and protocols that support the implementation of quality processes; practices that embed a person-centered culture or approach such as those that seek to ensure parity of esteem. The judging panel will be looking for nominations that;

- Actively support recovery and wellbeing for service users and / or carers
- Promote a culture of engagement and involvement
- Have clearly identified measurable objectives and can demonstrate how improved outcomes have been achieved
- Demonstrate how the implementation of best practice, national policy and/or practice guidelines has benefited service user/carer outcomes

★ **Embracing Service User/Carer Involvement**

This category aims to celebrate genuine service user/carer involvement in the care process. This may be by an individual or a team, through the implementation of practices that promote service user/carer involvement in their care, such as within the process of agreeing and planning care, or through methods such as peer support programs or recovery college initiatives. The judging panel will be looking for nominations that;

- Demonstrate real and tangible service user/carer involvement in an aspect of the care process
- Evidence a culture of collaboration, co-production and partnership working
- Clearly evaluate the benefits of service user involvement in supporting recovery

Individual Awards

★ **Rising Star Award** *(There is a separate entry form to complete for this category)*

An Individual award that recognises a trainee or student who demonstrates compassion, commitment and potential. They could be nominated by their placement facilitator, mentor or training establishment, or by service users or carers. The panel will be looking for a trainee or student who;

- Is passionate about their role and training
- Clearly demonstrates through their practice an understanding of the importance of a person-centred approach to care
- Works creatively to involve service users/carers in the core components of their care process i.e. assessment, care planning & review

★ **Everyday Hero Award** *(There is a separate entry form to complete for this category)*

An Individual award nominated by service users / carers (group or individual) or by a colleague. This can be any member of the workforce including qualified clinicians, support or ancillary staff. The panel will be looking for an individual who;

- Is passionate about their role
- Is seen as an inspiring and motivating role model for others
- Puts service users and / or carers at the heart of their work
- Has an innovative approach to delivering / supporting care e.g. care planning
- Effectively coordinates the different aspects of care (e.g. mental health, physical health, personalisation)