

The logo features a circular arrangement of teal dots of varying sizes, with a small icon of a person at the top left. The text "RLDATIX AWARDS" is centered within this circle.

RLDATIX  
AWARDS

# RLDatix Awards Europe

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**Birmingham**

October 2025



# Thank you for

joining us as we  
celebrate the  
achievements  
of this year's  
nominees.



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It's a real privilege to introduce this year's RLDatix Awards brochure and to recognise the people and teams who are shaping safer, better care every day.

Each of the shortlisted projects represents something special: a commitment to doing things differently, to learning and improving, and to supporting the people who deliver care as much as those who receive it.

What stands out is the scale, creativity and purpose behind this work. Whether it's through smarter use of data, collaboration across organisations, or new ways to support colleagues, these projects all make a tangible difference to people's lives.

The RLDatix Awards are about more than recognition; they're a chance to share ideas, celebrate progress and take pride in the difference being made across health and care. Every one of these stories reflects the commitment and creativity that drive real, lasting change.

On behalf of everyone at RLDatix, thank you for everything you do, and congratulations to all of our finalists and winners.

**Paul Sanders**

President, UK&I, RLDatix

# Thank you to this year's independent judging panel:



**Helen Hughes**  
**Chief Executive, Patient Safety Learning**

Helen is Chief Executive of Patient Safety Learning, a charity and independent voice for system-wide change.

It promotes patient safety and the reduction of avoidable harm through: policy, influencing and campaigning; developing and promoting 'how to' resources, including shared learning, the hub is our free shared learning platform for patient safety and organisational standards for patient safety using the evidence-based foundations in A Blueprint for Action.

Helen's passion for improved patient safety is informed by personal family insight into the impact of unsafe care and the ineffectiveness of organisational responses to learning and taking action to reduce avoidable harm. Helen is an experienced leader in organisational effectiveness and transformational change. She has held Executive leadership roles in healthcare in the UK and the WHO, the National Patient Safety Agency, Equality and Human Rights Commission, Parliamentary Health Services Ombudsman and the Charity Commission.

Helen has extensive experience as Chair and Trustee in social justice and health care delivery charities.

**Steph Lawrence MBE**  
**Chief Executive, Queen Nursing Institute**

Steph has been a nurse for more than 38 years with the last 25 years spent working in the community. She is both an adult and children trained general nurse as well as being a very proud District Nurse.

She was until her retirement from the NHS at the end of August 2024 the Chief Nurse at Leeds Community Healthcare NHS Trust. She also spent 3 years working at the CQC as the National Professional Adviser for Community Services.

She led the national trailblazer group for the District

Nurse Apprenticeship standard which is now being delivered in many English universities. She also co-chaired the Clinical Reference Group for the National Community Nursing plan for several years.

She was recognised in the Queens 2022 Jubilee Birthday Honours and received an MBE for services to District Nursing. She has recently been appointed as the new CEO at the Queens Institute for Community Nursing and started in post on 1/7/2025. As a Queens Nurse and Fellow of the QNI this is a great opportunity to continue to shape community nursing and ensure the community nursing voice is heard at all levels.





## Rahul Chodhari

**Associate Director, Medical Innovation, NHS England**

Rahul is an experienced clinician and manager working in the hospital and healthcare industry.

He is skilled in epidemiology, emergency medicine, healthcare management, hospital mergers, health technology clinical risk management, clinician/population engagement and healthcare consulting.

He has wide experience of running multisite children services, mergers & building/relocating hospital sites.

In his role as Associate Director for Medical Innovation within the New Hospital Programme, Rahul provides medical leadership, engages with medical royal colleges and professional bodies, and champions sustainable innovation in hospital design.

His work has included securing seed funding to promote local innovation, leading engagement with over 100 clinical organisations, and coordinating expert workshops to shape clinical briefs for emergency care, maternity, neonatal services and radiology. Rahul also serves as Medical Productivity Director at NHS England, is a Consultant Paediatrician at the Royal Free London NHS Foundation Trust, and holds academic and research fellowships in genetics and immunology.

## Dr Stefan Cantore

**Associate, Elizabeth Garrett Anderson Senior Leader Apprenticeship**

Henry qualified from Barts in 1997 and practiced as a junior doctor for 3 years. It was during this period that he developed an interest in the organisation and working lives of junior doctors, and in particular how best to organise this workforce in an optimal manner while also meeting the complexities of the rules governing working hours and rest.

Following a stint at the South Thames Regional Action Team, he founded Zircadian in 2000, a health tech



business that produced software solutions to help NHS organisations plan and organise their medical workforce. He sold this to Allocate Software in 2011 when the company had over 140 NHS clients using its products, many of which are still being used today.

Post Zircadian he went on to found a fintech business called Receipt Bank (now Dext), and Four Eyes Insight, a data driven change management business focussing on clinical productivity and efficiency. Following his exits from these businesses, he now focuses on advising health tech start ups and angel investment.





## **Charlotte Quarley**

**Group New Homes Director and Chief Nurse, Macc Care**

Charlotte Quarley is a Registered General Nurse with over 20 years' experience in the care sector. She has held senior leadership roles including Director of Operations and Regional Operations Manager, where she drove growth, acquisitions, and new home openings.

Skilled in regulatory compliance, workforce development and advancing nursing excellence, Charlotte combines strong financial acumen with a deep commitment to relationship-centred care. At MACC Care, she leads all new homes from opening through to maturity, ensuring each is established with the right expertise, culture, and passion for outstanding care.

## **Jackie Pool**

**Dementia Care Specialist**

Jackie Pool is a retired Occupational Therapist but still active as a specialist in dementia care as a campaigner for the disability rights of people living with dementia. She continues to be a co-investigator with the University of Exeter, Research into Ageing and Cognitive Health (REACH) programme into the effectiveness of Cognitive Rehabilitation Therapy.

Jackie is the developer of the reliable and valid PAL Instrument, author of the book "From Dementia to Rementia" and, a speaker at international dementia conferences.





# Award Categories

- 1. Digital Solutions  
Empowering the Workforce**
- 2. Delivering Safer Care**
- 3. Transforming Workforce  
Wellbeing and Flexibility**
- 4. Collaborative Excellence in  
Integrated and System-Wide Care**
- 5. Outstanding Care Across  
Non-Acute Settings**
- 6. Driving Productivity and  
Operational Excellence**
- 7. Efficient and Impactful  
Care Delivery**
- 8. Learning and Improvement  
Through Incident Reporting**
- 9. Improving Care Through  
Data and Insight**
- 10. Legacy of Impact Award**
- 11. Excellence in Care Award**



# Digital Solutions Empowering the Workforce

Recognising the use of digital tools to improve workforce experience, collaboration, and care delivery. This award celebrates the use of technology that helps people work more effectively and feel more connected.

**NHS**  
Greater Manchester  
Mental Health  
NHS Foundation Trust

- Greater Manchester Mental Health Trust
- Erostering Implementation 2.0

Greater Manchester Mental Health Trust re-implemented Optima to strengthen inpatient rostering and workforce management.

By updating templates, embedding governance processes, and providing targeted training, the project has improved financial oversight, staffing visibility, and operational control.

The initiative enables agile redeployment, clearer roster planning, and greater confidence in decision-making.

The Erostering & Temporary Staffing Team has worked closely with IT, Finance, and clinical leaders to deliver smarter, safer staffing built on accurate data and consistent processes.





Kent Community Health  
NHS Foundation Trust

- Kent Community Health  
NHS Foundation Trust
- The Implementation of Robotic  
Process Automation into the  
Recruitment Process

Kent Community Health NHS Foundation Trust introduced Robotic Process Automation (RPA) into its recruitment process to improve efficiency, reduce delays, and enhance the experience for managers and candidates.

Recruitment previously took an average of 13 weeks, placing additional strain on teams and increasing reliance on temporary staff.

Through automation, streamlined paperwork, and the introduction of digital tools such as DocuSign, the Trust has shortened time to hire, improved satisfaction, and released thousands of hours for staff to focus on more meaningful work.





Whittington Health  
NHS Trust

- Whittington Health NHS Trust
- Job Planning the Medical Workforce

Aligned with the national agenda for job planning improvement, Whittington Health NHS Trust has made outstanding progress.

At the time of submission, the Trust achieved the highest compliance rate in London and ranked as the top-performing English organisation in RLDatix metrics, with e-job planning compliance rising from 7% to 98%.

By embedding the Allocate JobPlan solution and leading a cultural shift in engagement, the team has empowered clinicians, improved data quality, and aligned workforce activity to service needs.



# Delivering Safer Care

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Celebrating work that reduces harm, strengthens governance, and improves the systems and behaviours that support safer care for patients and staff.

## Delivering Safer Care Award



- London North West University Healthcare NHS Trust
- Enhanced Observation

London North West University Healthcare NHS Trust has introduced Enhanced Therapeutic Observations and Care (ETOC) to strengthen safety and therapeutic support for vulnerable patients across its three hospital sites.

The programme improves oversight, consistency, and quality of care through structured governance, skilled workforce deployment, and real-time visibility of staff movements.

By embedding this patient-centred model, the Trust has enhanced patient experience, reduced length of stay, improved productivity, and created a sustainable framework for therapeutic care in complex settings.





Barnsley Hospital  
NHS Foundation Trust

- Barnsley Hospital NHS Foundation Trust (BHNFT)
- Transforming clinical governance: a collaborative and coordinated approach to patient safety

Barnsley Hospital NHS Foundation Trust (BHNFT) integrated its central and women's services clinical governance teams to create a collaborative, person-centred framework for patient safety.

This change removed silo working, standardised processes, and embedded shared learning across all specialties. The new model has delivered measurable improvements including 100% compliance with duty of candour, no repeated patient safety incident investigations, and improved patient and staff engagement.

The approach is now embedded across the Trust and has gained regional and national recognition, with interest from other organisations in learning from BHNFT's experience.





- Belfast Health & Social Care Trust
- PATH

Belfast Health & Social Care Trust developed PATH (Psychiatric Assessment & Treatment Hub) as a proactive response to long waits for mental health admissions in Emergency Departments (ED).

The service provides a dedicated five-space area, staffed 24/7 by mental health nurses, where patients can receive immediate assessment and intervention.

Based on a general hospital site, PATH also supports patients presenting with increased risk in the community when no mental health bed is available, offering a safer and more responsive alternative to traditional pathways.



# Transforming Workforce Wellbeing and Flexibility

Recognising initiatives that support staff wellbeing, promote flexibility, and create better working conditions for those delivering care.



- Greater Manchester Mental Health Trust
- GMMH Rostering Dream Team 2025

Greater Manchester Mental Health Trust created a dedicated e-Rostering and Temporary Staffing Team to transform flexibility, fairness, and efficiency in rostering.

The project introduced a Trust-wide roster calendar, reconfigured demand templates, and delivered targeted training to managers and coordinators. By focusing on culture, consistency, and staff wellbeing, the initiative has given colleagues greater visibility of their schedules, more control over work-life balance, and earlier access to shifts.

These changes have supported retention, improved morale, and contributed to a more engaged workforce.





London North West  
University Healthcare  
NHS Trust

- London North West University Healthcare NHS Trust
- Team Based Rostering

London North West University Healthcare NHS Trust's Team Based Rostering initiative aligns with the NHS People Promise to improve flexibility, inclusion and sustainability.

By giving staff greater input into working patterns and introducing the approach across 71 inpatient wards, it supports wellbeing, work-life balance and retention.

The initiative is contributing to improved staff satisfaction and is designed to strengthen safe, consistent patient care.

The programme recognises ongoing challenges in aligning rosters with financial and establishment structures and in addressing cultural change, and continues to refine a fair, transparent model.





Northumbria Healthcare  
NHS Foundation Trust

- Northumbria Healthcare
- Valuing Our Bank Workforce: Boosting Fill Rates and Reducing Agency Spend

Northumbria Healthcare transformed the experience of over 1,500 bank workers through a values-led programme focused on connection, recognition, and wellbeing.

By treating bank workers as an integral part of the organisation, the Trust built loyalty, strengthened engagement, and improved morale.

This cultural shift increased shift fill rates, reduced reliance on agency staffing, and delivered safer, more consistent patient care.

The model shows how valuing flexible workers creates sustainable improvements for staff, patients, and the organisation.



# Collaborative Excellence in Integrated and System-Wide Care

Celebrating collaborative projects that improve care through leadership, planning, or delivery across organisations, sectors, or regions.

Collaborative Excellence in Integrated and System-Wide Care Award



- BLMK ICS
- People Digital Programme

The BLMK ICS People Digital Programme brings together Bedfordshire Hospitals FT, Milton Keynes UHFT, Cambridgeshire Community Services, East London FT and BLMK ICB to enhance the digital experience for NHS staff.

The programme focuses on streamlining processes, enabling digital learning and improving access to workforce systems.

Key initiatives include piloting the NHS Staff App, developing an ICS-wide register of workforce systems and launching the UK's first People Digital Leadership course with Cranfield University.

Collaboration and shared learning sit at the heart of the work.





Coventry and Warwickshire  
Integrated Care System

- Coventry and Warwickshire Partnership
- Newly Qualified Recruitment Collaboration

Five NHS organisations across Coventry and Warwickshire, working with Coventry University, created a centralised recruitment and placement process for Newly Qualified Nurses.

The initiative replaced fragmented approaches with a single system that supports students from application to employment.

By coordinating recruitment timelines, aligning communication, and offering guaranteed roles within the system, the collaboration has improved staffing safety, reduced operational waste, and provided clear, supportive pathways for students moving from education into their first roles.



# Outstanding Care Across Non-Acute Settings

This award recognises services and teams that are improving outcomes and delivering safe, effective care in community, social care, or virtual environments.

## Outstanding Care Across Non-Acute Settings



### Barchester Healthcare

#### Transforming Workforce Management at Barchester Healthcare: A Six-Year Digital Evolution

Barchester Healthcare, the UK's largest independent health and care provider, has delivered a six-year digital transformation of workforce management across 260+ care homes and hospitals.

By implementing Allocate Optima and Loop from RLDatix, Barchester replaced fragmented and paper-based processes with modern, data-driven systems.

This shift has supported safer staffing, reduced reliance on agency workers, improved staff wellbeing and increased flexibility.

The programme demonstrates how digital workforce innovation can directly enhance resident safety, create consistent care environments and build operational resilience in non-acute settings.





- North Cumbria Integrated Care NHS Foundation Trust
- Empowering Community Nursing Through eCommunity

North Cumbria Integrated Care NHS Foundation Trust has improved the way community nursing is planned, delivered and evidenced through the implementation of RLDatix's eCommunity platform.

Covering a large rural geography, the Trust needed better visibility, safer lone working and reliable reporting to support staff and patients. eCommunity provides real-time scheduling, safety tools, route optimisation and data-driven reporting.

This has strengthened workforce planning, improved staff confidence and created safer, timelier care for patients while reducing inefficiencies across community services.





Northumbria Healthcare  
NHS Foundation Trust

- Northumbria Healthcare NHS Foundation Trust
- Northumbria Hospital at Home - New Wards

Northumbria Healthcare NHS Foundation Trust has expanded its Hospital at Home model to include new wards for Heart Failure, Lung Oncology, Trauma & Orthopaedics, and General Surgery.

In 2024/25, 1,420 patients received hospital-level care safely in their own homes. Daily face-to-face assessments are supported by innovations such as elastomeric pumps, advanced digital prescribing, and remote multidisciplinary consultations.

This approach combines acute and community expertise to deliver coordinated, high-quality care, improving patient experience, reducing hospital admissions, and supporting efficient use of resources while maintaining clinical excellence outside traditional hospital settings.



# Driving Productivity and Operational Excellence

Recognising measurable improvements in care delivery through better planning, resource use, or operational performance.

## Driving Productivity and Operational Excellence



Frimley Health  
NHS Foundation Trust

- Frimley Health NHS Foundation Trust
- Transforming Workforce Efficiency and Financial Governance

Frimley Health NHS Foundation Trust introduced a comprehensive programme to improve workforce efficiency, strengthen financial governance, and optimise rostering.

The initiative focused on reducing unnecessary expenditure, tightening approval processes, and supporting fairer staffing practices.

With alignment between finance and rostering systems, and supported by regular dashboards and roster clinics, the Trust achieved significant improvements in workforce management.

This work has delivered measurable savings, improved planning, and enhanced staff experience, resulting in a substantial reduction in net hours and greater organisational sustainability.





Hertfordshire  
Partnership University  
NHS Foundation Trust

- Hertfordshire Partnership University NHS FT
- Improving Safer Staffing Governance through Oversight and Partnership Working

The Safer Staffing and eRoster Team have led a Trust-wide programme to strengthen safer staffing governance, optimise workforce deployment, and align planning with clinical needs.

Developments include the introduction of a weekly Safer Staffing Oversight Meeting, implementation of the Mental Health Optimal Staffing Tool (MHOST), improved roster scrutiny across inpatient and community teams, and strengthened oversight of temporary staffing.

These changes have enabled safer, more productive staffing outcomes, reduced reliance on temporary staff, and delivered operational efficiencies while improving accountability and staff engagement.





- Liverpool University Hospitals NHS Foundation Trust
- Optimising Inpatient Staffing: Net Hours Reduction and Roster Efficiency Programme

The AfC Roster Team at Liverpool University Hospitals NHS Foundation Trust reduced inpatient net hours from 18,110 to 4,404 between April and August 2025, improving roster efficiency and workforce productivity.

Through enhanced use of SafeCare, refined demand templates, and close collaboration across nursing, finance, and rostering teams, the project strengthened governance and created fairer, more transparent rosters.

These improvements have delivered over £1 million in agency savings, supported safer staffing, and improved staff experience, with progress recognised for best practice in roster management.



# Efficient and Impactful Care Delivery

Celebrating improvements that have made care more efficient while protecting quality and outcomes, through simpler systems or smarter use of resources.

## Efficient and Impactful Care Delivery



Midlands Partnership University  
NHS Foundation Trust

- Midlands Partnership NHS Foundation Trust
- Transforming Community Nursing Efficiency with eCommunity

Midlands Partnership NHS Foundation Trust has embedded eCommunity across 42 community nursing teams and specialist services to improve daily planning and caseload oversight.

The system standardises realistic activity timings, protects non-patient activities such as handover and supervision, and gives real-time visibility of demand and capacity.

Deferred care is logged and rescheduled with clear audit trails. Integrated reporting supports caseload reviews and workforce establishment decisions, with links to Allocate Optima and Rio.

This has reduced administrative burden, supported safer staffing, and strengthened efficient, transparent care delivery.





- United Lincolnshire Teaching Hospitals NHS Trust
- Reducing Registered Bank and Agency Spend

In January 2023, United Lincolnshire Teaching Hospitals NHS Trust began a focused programme to reduce reliance on temporary staffing.

The work combined international recruitment, tighter rostering, and a phased reduction of agency rates to NHS England caps.

By May 2025, the Trust had removed all nursing agency use, significantly reduced bank spend, and aligned payments back to Agenda for Change.

These changes have supported safer care delivered by Trust staff, improved staff experience, and delivered substantial financial savings.





Northumbria Healthcare  
NHS Foundation Trust

- Northumbria Healthcare NHS FT
- Go Decaf!

'Go Decaf' is a staff-led Quality Improvement initiative led by the Enhanced Care for Older People (EnCOP) team.

It addresses the role of caffeinated drinks in contributing to toileting-related falls among older patients.

By making decaffeinated drinks the default option in clinical areas, the project promotes safer hydration practices and improved wellbeing, while maintaining patient choice.

Grounded in NICE guidance and supported by frontline staff insights, the initiative suggests measurable reductions in falls, improved patient outcomes, and sparked national interest as a scalable, low-cost model for safer care.



# Learning and Improvement Through Incident Reporting

Recognising how organisations have strengthened safety culture by using reporting and learning systems to drive improvement.

## Learning and Improvement Through Incident Reporting



Epsom and St Helier  
University Hospitals  
NHS Trust

- Epsom and St. Helier University Hospitals FT
- Turning Awareness into Action: Expanding Sexual Assault and DV Support Hospital-Wide

Teagan Briant identified an opportunity to improve access to support for those experiencing sexual assault or domestic violence.

New updated posters were first placed in the Emergency Department (ED) by the hospital IDVA, providing discreet information and contact details for support services.

After a Datix report showed that a young person had attended ED and made the decision to talk to staff as a result of these posters, Teagan acted to share the learning and ensure the posters were placed across the hospital.

This simple change has made support more visible, accessible and immediate





- Priory Hospital Burgess Hill
- Seclusion Episode Monitoring

Priory Hospital Burgess Hill developed a structured approach to monitoring seclusion episodes to improve patient safety and staff practice.

By collating and reviewing Datix reports each month, the hospital moved beyond simply counting incidents to examining when and how seclusions occurred, what interventions were attempted beforehand, and whether seclusions ended in a timely way.

This data-driven approach has supported open discussion, improved the quality of reporting, and provided evidence that has contributed to achieving accreditation for the male PICU ward.





**Northumbria Healthcare**  
NHS Foundation Trust

- Northumbria Healthcare NHS FT
- Advancing Access to Learning from Patient Safety Events

The Incident and Corporate Governance Team has enhanced the incident reporting system to embed the mandated Learning from Patient Safety Events (LFPSE) criteria and strengthen the quality of reporting, investigations, and learning.

Alongside this, the team introduced a programme of role-specific training, closer collaboration with key partners across the Trust, and the use of new digital tools and communication methods.

These developments ensure learning is more accessible, meaningful, and integrated into daily practice, supporting a strong safety culture and continuous improvement.



# Improving Care Through Data and Insight

Celebrating improvements that have made care more efficient while protecting quality and outcomes, through simpler systems or smarter use of resources.

## Improving Care Through Data and Insight

**NHS**  
London North West  
University Healthcare  
NHS Trust

- London North West University Healthcare NHS Trust
- Building Data-Driven Rostering Excellence Through Collaboration and Insight

London North West University Healthcare NHS Trust has transformed rostering into a data-driven, collaborative programme that strengthens workforce fairness, compliance, and patient safety.

By cleansing and aligning data across systems, embedding Team-Based Rostering, and automating reporting, the Trust has reduced errors, improved engagement, and delivered over £1.5 million in savings.

Rostering is no longer just a scheduling task but a strategic tool that supports staff wellbeing, operational efficiency, and safe patient care.

The programme continues to evolve, focused on continuous improvement and learning.





Royal Devon  
University Healthcare  
NHS Foundation Trust

- Royal Devon University Healthcare  
NHS Foundation Trust
- Strategic Workforce  
Transformation: A Story of  
Data-Driven Impact

The RDUH Workforce Team developed a strategic workforce planning framework and an in-house optioneering tool to improve how workforce demand is forecast and addressed.

This collaborative, data-driven approach combines quantitative analysis with stakeholder insights to model future scenarios, identify gaps early, and test solutions before implementation.

Integrated into annual planning, the framework supports long-term investment in apprenticeships, role development, and sustainable recruitment strategies.

The initiative is strengthening workforce resilience, improving collaboration, and ensuring planning decisions are aligned with future service and patient care needs.





Royal Devon  
University Healthcare  
NHS Foundation Trust

- Royal Devon University Healthcare NHS Foundation Trust
- Use of RLDatix DCIQ and Yellowfin to Improve Data Insight and Consistency

Royal Devon University Healthcare NHS Foundation Trust has harnessed the capabilities of RLDatix DCIQ and the Yellowfin BI tool to create real-time dashboards presenting care group key performance indicators.

By standardising and integrating safety and performance data, directors and care group leads now have a unified, dependable view of trends and risks.

This accessible and consistent intelligence enables timely decisions, targeted interventions, and improved strategic planning.

The approach supports higher quality care, strengthens accountability, and builds greater confidence in the organisation's data.



# Legacy of Impact Award

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Honouring long-term achievements that have delivered lasting improvements in care, safety, or workforce experience.

## Legacy of Impact Award



Calderdale and Huddersfield  
NHS Foundation Trust

- Calderdale & Huddersfield NHS Foundation Trust
- Maximising workforce availability to reduce agency usage

In response to the national directive announced in November 2024 to reduce agency staffing by 30% and bank staffing costs by 10% in 2025/26, Calderdale & Huddersfield NHS Foundation Trust established a focused programme to reduce temporary staffing reliance without compromising patient safety.

Building on a strong track record in rostering and workforce management, the Trust introduced a Cost Improvement Programme (CIP) workstream, strengthened governance, and re-focused staffing meetings.

These changes have delivered significant reductions in agency usage and improved the use of existing workforce capacity.





Liverpool University Hospitals  
NHS Foundation Trust

- Liverpool University Hospitals NHS FT
- Temporary Staffing Spend Reduction & Workforce Optimisation Programme

The Temporary Staffing Team at Liverpool University Hospitals NHS Foundation Trust delivered a £13.8m reduction in temporary staffing spend in 2024/25, with a further £4m reduction in Q1 2025/26.

By introducing escalation processes, real-time dashboards, and targeted workforce initiatives, the Trust reduced reliance on agency staff, eliminated off-framework usage, and achieved the highest nursing cap compliance in Cheshire and Merseyside.

The project expanded the internal bank, supported staff development through CARE and Preceptorship Lite, and created a sustainable model for safer staffing and long-term workforce resilience.





Northumbria Healthcare  
NHS Foundation Trust

- Northumbria Healthcare  
NHS Foundation Trust
- Safer Staffing Long Term  
Improvement Initiative

The Workforce Systems & Reporting team improved how the Hard Truths report is compiled following the implementation of SafeCare in 2019.

The process previously relied on manual calculations by the Matron team, which was time-consuming and difficult to audit. By moving to system-generated data from Allocate Optima and SafeCare, the team ensured accuracy, compliance with national reporting requirements, and reduced workload for clinical staff.

The initiative brought together Matrons, Ward Managers, Finance, and Information Services to create a more reliable and efficient process that supports safer staffing decisions.



# Excellence in Care Award

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The Excellence in Care Award celebrates the very best of social care.

It shines a spotlight on services and teams that deliver safer, supported and sustainable care and go one step further by finding new and innovative ways to improve people's lives.

## Excellence in Care Award



- Empathia Ltd
- Empathy in Everything we do

Founded by a former District Nurse, Empathia is a nurse-led care company delivering compassionate, clinically informed, and person-centred support across Worcestershire.

With a strong focus on local recruitment and partnerships, the team creates meaningful careers in care while reinvesting in the local economy.

Each care plan blends professional expertise with heartfelt compassion, helping people live safely and independently at home.

Empathia's community-rooted approach ensures dignity, trust, and positive change for those they support.



## Excellence in Care Award



- Newford Nursing Home
- Living Well at Newford: Person-Centred Excellence in Care

The “Living Well at Newford” initiative reimagines care by placing residents' voices and life stories at the centre. Through personalised “My Day, My Way” profiles, tailored activities, and staff-led innovation, the team has created a culture where residents thrive.

Outcomes include reduced distress, improved wellbeing, higher engagement, and stronger family connections.

With improved staff retention and community involvement, Newford has become a home of warmth, dignity, and genuine person-centred excellence.



## Excellence in Care Award



- Priscilla Wakefield House
- Moments That Matter – How Our Team Excels

At Priscilla Wakefield House, Moments That Matter is more than a phrase - it's a way of caring.

The team creates meaningful connections by understanding each resident's story, celebrating individuality, and building trust through everyday gestures.

From carers to kitchen staff, everyone works together with compassion and positivity to ensure residents feel valued and at home.

Through reflection and feedback, the team continually improves, turning ordinary days into extraordinary moments filled with dignity, warmth, and joy.





- Samson Olibamoyo
- Lifecome Care Limited

Samson Olibamoyo is a dedicated support worker whose calm, reliable, and compassionate approach ensures excellence every day.

Always alert in emergencies, he balances quick action with respect for dignity and personal choice. A true role model, he supports colleagues, shares knowledge, and fosters trust with service users.

His consistency, teamwork, and commitment to continuous learning have transformed care delivery - creating a safe, responsive environment where people feel valued and empowered and staff feel supported.





- Sandra Nadal Tombe
- One Day At A Time Homecare

Sandra's leadership has transformed rota planning and teamwork at One Day At A Time Homecare.

By listening to staff preferences, ensuring fairness, and encouraging open communication, she has built a culture where carers feel valued, respected, and supported.

This has boosted morale, improved staff stability, and strengthened the quality of care.

Sandra's compassionate and fair approach shows how putting people first creates motivated teams and better outcomes for those receiving support.





# Thank You!

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At RLDatix, we are truly grateful to everyone who contributed to making this awards evening possible. Your ongoing commitment to raising standards in health and care is the driving force behind everything we do.

Tonight, we come together to celebrate the exceptional accomplishments of teams and organisations who share a common goal—to create lasting, positive change. Your dedication inspires us all, and we are proud to be part of this journey with you.

Together, we are building a future that prioritises safety, support, and sustainability in health and care.

We look forward to seeing you again in 2026, when we'll continue to celebrate even more of your achievements.



Thank you for being part  
of this year's Awards!

Visit the  
**EVERY VOICE COUNTS**  
to read more of the stories.

