

# Southwest Integrated Personalised Care Awards (SWIPC) 2023

## Guidance



# Celebrating South West Integrated Personalised Care (SWIPC) Awards

The Southwest Integrated Personalised Care (SWIPC) Awards is an exciting initiative created to celebrate outstanding personalised care “tried, tested, and empowered patients, staff, and families” across the South west. This has allowed large and small organisations to inspire and learn from one another. Our mission is to encourage and celebrate success in personalised care!

We all know that effective person-centred care makes a difference. By sharing examples of inspirational stories, case studies and programmes we showcase how personalised care enables good governance and best practice.

For its second year, the SWIPC awards will recognise inspirational success stories. There will be two new categories, the first will recognise a person’s outstanding contribution to Personalised Care in their system including leading above and beyond their remit to deliver personalised care in practice. The second will be the Green Award to celebrate the use of sustainable resources to support the provision of personalised care.

## How The Judging Will Work

To help you understand the process better, below is an explanation of how applications will be judged.

The judging panels are made up of small teams who assess the applications online, before the final decisions are made in November.

- Every effort will be made to ensure the panels is diverse.
- The judging panels will make their decisions based solely on the content of the applications.
- Please do not assume the judges know anything about any entry apart the information you have provided.

## Judging Process

The judging of the SWIPC awards will be a two-stage process.

**First Assessment:** All entries are evaluated and scored by at least two members of SWIPC team. The scores are independently reviewed, and all entries ranked to create a shortlist of entries that advance to the next stage. Where there is a discrepancy in scores or the scores are otherwise inadequate for ranking, entries may be reviewed by another SWIPC team member.

Regrettably, the number of awards and limited staff capacity mean we are unable to offer individual feedback to entries on the results of the first assessment.



Second Assessment: The shortlist (top rated entries in each category) is evaluated by a second round of judges, made up of experts with knowledge and/or lived experience across the personalised care sector. The judges will meet to discuss and debate the shortlisted entries as a panel.

During the awards ceremony in December, the winners and the highly commended nominees will be announced.

The shortlisted entries in the second round will be notified and invited to seek individual feedback and support.

## Conflict Of Interest

Before the judging process begins, judges will be asked to declare any conflicts of interest with the entries they have been assigned to review; where a conflict of interest occurs, the affected judge will be replaced.

## Judging panel ethics and guidelines

### Judges' code of ethics

The Judges' code of ethics aims to define the standards required of the judging panels to maintain the core values of integrity and impartiality. There is an obligation on all parties to observe the highest standards of integrity and on all judges and others involved in the award process to accept the importance of establishing and maintaining fairness from the start. The principles that govern the judging process are as follows:

**Independence** - Judges' decisions must not be based on extraneous influences, and they must reject any attempt to influence their decisions.

**Integrity** - Judges will ensure that they are above reproach and act consistently in the view of fair-minded, informed people.

**Diligence** - Judges will commit to ensuring that all entries they receive are judged fairly and are considered equally.

**Equality** - Judges will carry out their review without discrimination.

**Impartiality** - Judges will remain impartial in the judging process, and review entries based purely on the quality of the evidence provided to them.

The judging panellists for the SWIPC awards have been selected to include individuals who can be independently viewed as:

- Individuals in the personalised care sector with lived experience and knowledge.
- Individuals who are familiar with, and can acknowledge the differences between, patient-centred care and person-centred care.
- Individuals who have undertaken different roles in the personalised care sector and or working in/with personalised care.
- Individuals who adhere to the judges' code of ethics set out above.

## Judging procedure and guidelines

- After the closing date for submissions, all nominations will be collected by the SWIPC team for review.
- The judges will mark all entries against the title of the award; the highest scoring entry will be the winner.
- The judges will use a scale of 1 to 4 (4 being the highest) to score the award application(s).
- No correspondence from outside parties will be accommodated.
- Judging will be based on the strength of the submissions and the award application questions.

## Rating scale

**4 – An exceptional example** has been provided that confirms the implementation; demonstrates extraordinary contributions to the personalised care; clearly indicates that the nominee has lent their own expertise to the greater goal of co-operation, co-production, and leadership; indications that all aspects of the example have been implemented, with no weaknesses noted.

**3 – A strong example** has been provided that confirms the implementation; demonstrates strong contributions to the personalised care; clearly indicates that the nominee has lent their own expertise to the greater goal of co-operation, co-production and leadership; indications that all aspects of the example have been implemented, with few weaknesses noted.

**2 – An adequate example** has been provided that confirms the implementation; demonstrates strong contributions to the personalised care; clearly indicates that the nominee has lent their own expertise to the greater goal of co-operation, co-production and leadership; indications that all aspects of the example have been implemented, with some weaknesses noted.

**1 – An inadequate example** has been provided that confirms the implementation; demonstrates strong contributions to the personalised care; clearly indicates that the nominee has lent their own expertise to the greater goal of co-operation, co-production and leadership; indications that all aspects of the example have been implemented, with many weaknesses noted.

## Information Sharing and Consent

The award ceremony on 12th December will be filmed and streamed live. Attendees will also be photographed during the event. Consent to be filmed, streamed and photographed will be sought from all those attending the ceremony but does not affect your application process at any stage. The information collected is used solely to promote the benefits of Integrated Personalised Care (IPC). The awards are a great opportunity to show good examples of this work on the ground, and share knowledge of good working practice.

## What are the SWIPC Award Categories?

1. **Working together differently award:** “I feel the relationship has shifted, now we are all working together”- tell us your story of personalised care in practice and the difference that this has made.
2. **What matters award:** “I was asked what matters to me, the focus wasn’t on what’s the matter with me, and that has made all the difference” - tell us your story of this happening in practice.
3. **Shared decision-making award:** “No decision about me, without me! I am able to make informed choices and be at the centre of discussions about my health and care” – tell us your story of this happening in practice and the difference that made.
4. **Collaborative working Award:** “I want people supporting me to work together as a team (whatever professional background they are from) and include me and my family/carers as equal members of that team”– tell us your story of this happening in practice and the difference that made.
5. **Seeing me award:** “Seeing me as a whole person with strengths, attributes and networks, as well as needs to be met” – tell us your story of how a can-do approach happens in practice and is reflected in personalised care and support plans.
6. **Choice and control award:** “I can choose the things that help me” – tell us your story of where everyday solutions makes life wonderful.
7. **Giving confidence award:** “When it comes to managing my own care, I know what to do and how to do it!” – tell us your story of building knowledge, skills, and confidence so everyone benefits from personalised care.
8. **Connecting people award:** “I am connected to people in my community helping me live a happy life” – tell us your story of how people are helped to support each other where they live or within their community.
9. **Living in a digital age award:** “Making the most of our modern world to support me” – tell us your story of how new technology is being used and how it made all the difference.
10. **Health equity award:** “Giving me a fair chance to be as well as I can be” – tell us your story of how personalised care has been used to help people achieve health equity.
11. **Using our money well award:** “I want to have just enough support focused on what matters most to me” – tell us your story how personalised care is providing an affordable, efficient way to support people, and so providing good value use of publicly funded money.
12. **Green Award:** “My care is better for me, and the planet” – tell us your story about how your personalised care is delivered in a sustainable way reducing its environmental impact but still giving you great health outcomes.

## Top Tips for a Successful Entry

- Tell a compelling story about the initiative, project, and journey – and especially the organisation’s role in that journey. Explain why decisions were made and how changes were implemented. Don’t leave it to the judges to piece the story together themselves.
- The entry should clearly link to the personalised care model and to the award category for example:
  1. *How the team/individual started the project, initiative?;*
  2. *Why they did what they did?, and;*
  3. *How the future looks with it?*
- The entry should have a clear timeline
- The entry should elaborate on:
  1. *The staff who were active in the pathway but also;*
  2. *The people who received the care along with wider families, communities, carers*
- Be specific about change. Entrants should be clear on the exact change or impact that has been achieved. Please don’t use vague phrases in the entry like ‘great benefits’ or ‘more diverse’. Instead, spell out exactly what happened and why it is significant.
- Back up statements with evidence. Use both figures and anecdotes to support claims, demonstrating the difference between where it started and where it ended up.
- Include clear links to the national guidance of personalised care model to avoid disqualification from the award category.
- Add information about finance where relevant –
  1. *Had the entry made any savings for unit/team?*
  2. *Was it better value for money (evidence of it)*
- Be clear on the organisation’s part in the process. Explain what roles the Leadership team adopted or actions they took to contribute to entry/entrant’s success – if relevant, include how this evolved over time. Please ensure the entry is written by someone who understands the role leadership team played in the initiative’s achievements and how this contributed to the change or success being reported.
- Please explain how any challenges were overcome – failure is an opportunity for learning and improving.
- Please respect confidentiality – Only use people’s names and details in your application if you have obtained their consent to do so.
- Please do not cover every element within the personalised care model.
- Please refrain from repeating a story to match more than one element of personalised care model.

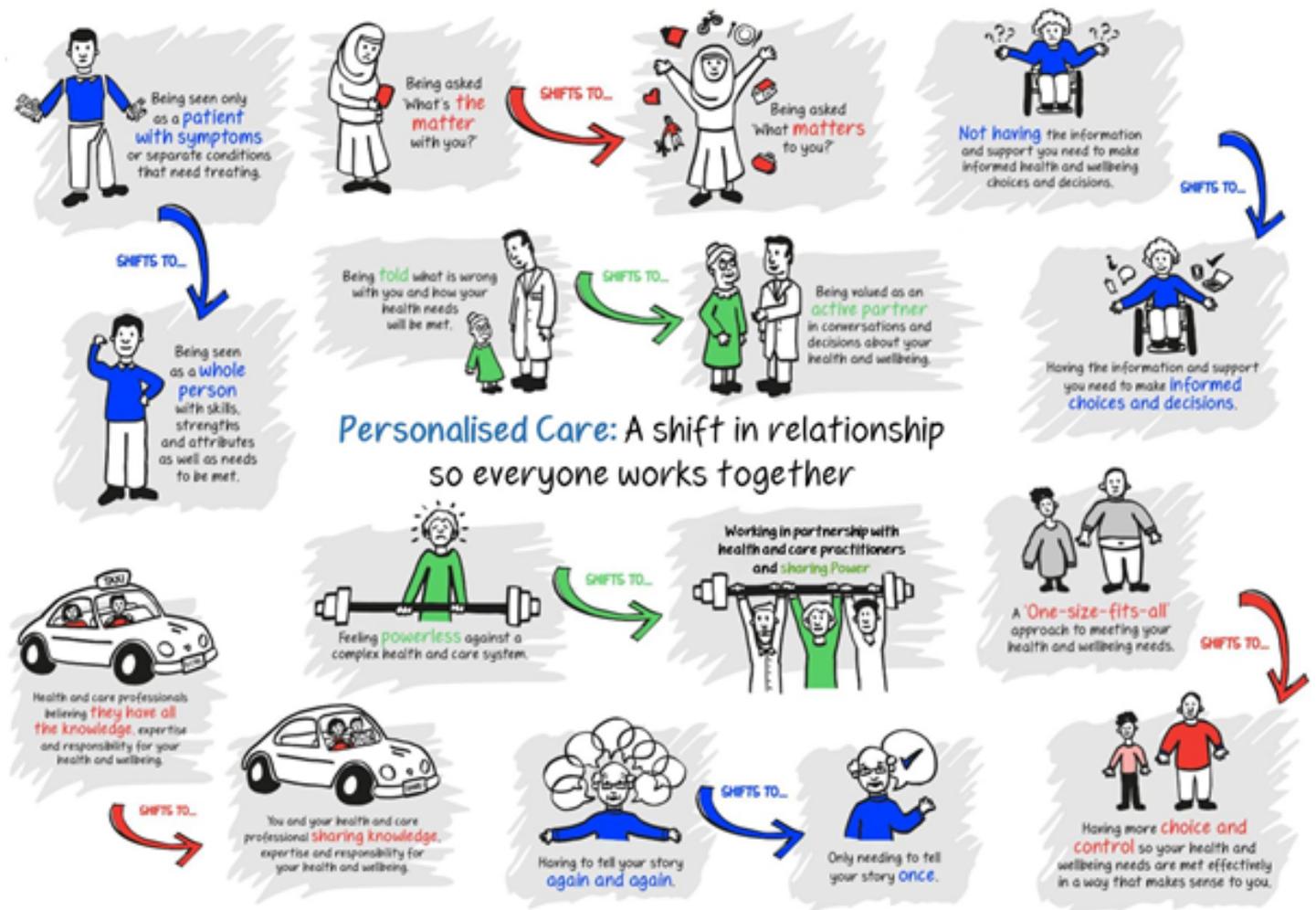
# Personalised Care Resources

The following links are a list of Personalised Care resources to assist with your entry:

[Personalised Care and Support Planning Handbook - Core Information \(www.nhs.uk\)](https://www.nhs.uk/personalised-care-and-support-planning/)

[NHS England » Personalised care](#)

[NHS England » Universal Personalised Care: Implementing the Comprehensive Model](#)





## Meet our 2022 SWIPC Award Winners!



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South West Integrated Personalised Care Awards 2023

**Winner of the 'Using Our Money Well' Award 2022**

*Clare Mees, Children & Young People Continuing Care Team Leader, NHS Somerset*

"Truly personalising care around the child and family can achieve some surprising benefits,"



**Winners of the 'Connecting People Award'**

*Mel Richards & The GL11 Community Hub*

"I didn't feel so alone and isolated. It was lovely to speak to people with similar symptoms and feel part of something"



Listen to our stories....