

SPECIAL RECOGNITION AWARD

Winner – Luke Bond

“Luke is a younger member of the Home Care team and to some would appear to be a joker, however Luke is an outstanding employee.

He is totally committed to his role as Area Manager in Home Care, flexibly going above and beyond what is needed for his team and his clients, which can result in working long hours. Luke is dedicated and passionate in his role and has been working to recruit staff using his own initiative with a good level of success, not only for Home Care but for the company as a whole.

Luke has a big heart, is a friendly face and is a positive team member as a leader and as an advocate for his clients. Thankfully there are people like Luke out in the world!”

“Luke is an outstanding human being. He cares passionately about his team, making sure his clients never receive less than the best care, empathy and support. Luke is a motivator; whenever he visits our department it is like a breath of fresh air. He is totally engaged and his positiveness rubs off on all those he comes into contact with.

Nothing (and I mean this) is too much trouble. He will go out of his way to support and help others. I would love it if my Mum was in his care!”

“He goes above and beyond to ensure that all of his clients get the care they require and that his staff are all happy with their shifts. If any of them have appointments during their scheduled work times, we try to cover it, but if we can't, Luke will go out and do it himself. For the last few weeks he has been working his 39 hour contract along with covering up to 20 plus hours a week care in the community, as well as being on call. When a new staff member left without warning, in order not to overwork his carers and keep them as near to their contracted hours as possible, Luke picked up the extra calls to help out. He even went to Treliske on Christmas Day to visit one of our old clients to make sure she had company.

This week he met a gentleman who seemed to be struggling to walk in Penzance. Luke helped him home, stayed with him for over an hour, cooked him a meal, tidied his living room as the man had been struggling due to health problems and being on his own. Luke took all of his details and passed them onto social services in the hope he can get some help.

We had a call from the hospital last year – a patient wanted to come home to die and would need night sits. Luke took this on, on the understanding that if any of his team could do the night sits, he would cover



their calls and if they couldn't do it he would. He stayed with the client until he passed away.

These are just a few examples of how Luke has gone out of his way to help and deliver outstanding care and ensure that no call is missed, whatever the circumstances.”

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It is so lovely for us to hear these great stories about our staff going out of their way to create happiness and wellbeing wherever they go. We are incredibly proud as an organisation to have such fantastic high achievers with such hearts of gold.

Everyone who attended the awards ceremony had a wonderful time and it was fantastic to reward and recognise the amazing efforts and accomplishments of our staff. It is delightful to see how many of our staff go above and beyond what is expected of them and we are very proud to be able to support the people of Cornwall in all weathers, 24 hours a day, 7 days a week, with such genuine love and care.

A massive congratulations to all our nominees and a great big thank you to all our staff for nominating, for working so hard and for putting on a really special event!

We can't wait to do it again next year!