

Nomination for Care Home Registered Manager of the Year Award

By Alan Fry, Office Manager

From the first day Zoe took over Valerie Manor she set her standards high, whether that be in the level of care the residents receive or in the caliber of staff – her steadfast beliefs have paid off in a spectacular fashion.

I don't think anyone involved can imagine the pressure that Zoe willingly put herself through in pursuit of her dreams. Coming from a long and successful career in the NHS, Zoe purchased Valerie Manor in 2008 and set about turning it into her vision and hasn't looked back since. She has managed to not only set very high levels of care for the residents but also managed her first business – returning a profit in the first quarter of ownership – in no small part to her organizational and planning skills.

Many would have rested on their laurels, but not Zoe, once she had 'settled in' she then sought to develop a purpose built nursing wing. Never during this process did her focus or belief waiver – as with any development projects many situations arose which would have broken most if not all. Zoe resolved to achieve her goal, and on a very special (emotional) day in June this year, Dame Vera Lynn very kindly agreed to open the new facility.

Zoe continues to dedicate herself to the comfort and wellbeing of the residents, and despite all the long hours she puts in, remains the best employer I have worked for.

I know all the staff would join with me to endorse this application, and can think of no better recognition of her efforts, than if she should win this award.

Manager Testimonials

DEPUTY MANAGER – Registered Nurse

Zoe is an inspiration to everyone. She is hard working and totally dedicated to providing a high standard of service to the residents of Valerie Manor and maintaining a personal and homely atmosphere. Building the new nursing wing created a lot of work and problems but she sailed through it all always with a smile and involved the residents and staff as much as possible. Then with a whole new team of staff starting last March Zoe managed to successfully integrate the old team with the new team which has gelled together to provide a team that is caring and compassionate. I feel privileged to have been chosen as Zoe's Deputy Manager and to be given the opportunity to work in such a wonderful place. All of this is down to Zoe.

VOLUNTEER

During my time at Valerie Manor I have become totally impressed by the standard of care given to each and every one of the residents. Zoe Bates, the proprietor of Valerie Manor, is

one of the most driven women I have had the pleasure to know. Her definition of what 'care' is, is reflected in the staff that work around her and the faces of the residents. I have witnessed time and time again that the only focus for Zoe and her staff is the happiness and well being of the residents. Over my time at Valerie Manor I have seen, first hand, that the staff are truly good people with a shared focus of delivering the best care possible to people that deserve to have peace and comfort. The staff clearly know the residents very well and I often witness their ability to adapt to the diverse needs, likes and dislikes that a group of people can demand. Zoe and her staff clearly share and believe in the same vision with regard to what Valerie Manor wishes to offer its residents. I am so impressed by the lovely environment that their residents live in and I am proud to have my name attached to such an outstanding Home.