



Issue 2 May 2014

STARS Dignity in Care winner: [Byl Rice](#)

Byl was the team leader on a shift when one of our residents passed away. Two care assistants emailed the deputy manager commenting on what a wonderful shift Byl had organised, giving the resident a “most calm and dignified passing” and that as they came away felt that they had done a worthwhile and rewarding job. Comments below:

1. I just wanted to say how brilliantly Byl was on Saturday night shift as well as the other members of staff that were on duty. There was such a lot of love, kindness and caring at the end of X life. It's hard to explain how it felt but I'm sure X would have been as proud as I was to be part of it. All the staff were excellent but obviously the Team Leader plays a big part in how the shift can run.

2. As part of the care team that was on duty on Saturday 25th January between the hours of 2.15 – 9.30pm I would like to point out what a well organised and well led shift it was. Byl Rice did an excellent job of co-ordinating the shift, consulting with the team of carers on duty and asking for our input. It resulted in a most calm and dignified shift and I came away feeling I had done a worthwhile and rewarding job.

STARS Dignity in Care winner, awarded in April 2014