



Press Release

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For Immediate Release

Gloucester Mental Health Staff Win National Awards

Nurses from a Gloucester hospital who help women hospitalised for their mental health have scooped national awards for their outstanding care and compassion.

Memory Mafuleka 42, won Nurse of the Year and Katrina Hillier, 38, won the Speak Up Award at Cygnet Group's annual nursing awards where they were recognised alongside other nurses from across Cygnet health and social care services. Both Memory and Katrina work at Cygnet Alders Clinic, on Podsmead Road, a hospital which provides support to women with mental health needs, including personality disorder.

The Cygnet Nursing Conference and Awards took place last week at the National Motorcycle Museum in Birmingham.

On receiving her award Memory said: "I take great pride in winning this award. My job involves supporting women with personality disorder, supporting them through their rehabilitation journey and helping to take care of their needs.

"It is such an honour for me to have this work recognised. I take pride in helping people in their lowest times, through their most difficult periods and to be there with them.

"They come to us when they are at their most vulnerable and to be a part of their journey when they are struggling and to make a difference is amazing."

Nominating Memory, the team at Cygnet Alders Clinic, said: "We are privileged to have Memory in the Alders Team. It has been an absolute pleasure to watch Memory grow and develop in her professional nursing career.

"Memory is committed to ensuring excellent nursing care is delivered to our patients. "She is a well-respected member of the team. She is very hard working and is known for her diligence and commitment to excellence.

"Memory is a humble, calm and approachable and is a very much valued member of the team. She is a joy to work with and is always willing to respond to any requests that are made of her.

“Though her job is stressful and challenging it is never reflected in her responses and she will always smile and remain calm. She treats everyone equally with courtesy, kindness and care.

“She is a shining example to her colleagues.”

Katrina scooped the ‘Speak Up’ award, given to the person who best encourages a positive culture where people feel they can speak up and their voices will be heard, and their suggestions acted upon.

Katrina said: “I have recently become a Freedom to Speak Up Ambassador so to be nominated was fantastic, let alone winning. I am over the moon. Speaking up is so important to ensure patients and staff are seen as equal, that everybody has an opportunity to be listened to and to ensure that voices are heard. By doing that, we can make sure any changes that need to be made can be done.”

Her nomination read: “Katrina has worked at Alders for several years and her passion, drive and integrity has never diminished.

“She has always had a great ability to ‘Speak Up’ both on behalf of patients and her colleagues. She has always been prepared to do ‘do what is right’ and has a very admirable morale code; raising any issue that needs addressing. Katrina is not afraid to Speak Up.

“Katrina shows an admirable depth of care for our patients and works tirelessly to ensure that each person’s individual needs and wishes are met. When on the wards, Katrina brings a fantastic energy, lighting up the environment with her warmth and energy.

“She has the ability to really see people, picking up on non-verbal cues and always knowing how to support others, whether it’s with 1:1 time, an outing or activity. Her greatest values are Integrity and Empowerment. She is excellent at ensuring patient’s voices are heard at every opportunity in our service.”

Congratulating Memory and Katrina on their awards, Dr Tony Romero, CEO of Cygnet, said: “Nursing is a true vocation that requires compassion, knowledge, professionalism, humility and good humour. I am incredibly proud of the talented nursing teams we have across Cygnet who turn up every day to provide care to some of society’s most vulnerable people.

“We owe so much to our nurses and it gives me great pleasure to thank them all and congratulate award winners like Memory and Katrina. They improve and transform the lives of thousands of people every year, helping each individual to be the best version of themselves.”