

## Walk the Talk Award Winner:

### Shaun Brown – BUPA Care Services

[Video Link https://vimeo.com/105191857](https://vimeo.com/105191857)

Shaun Brown, Operations Manager for the Midland region of Bupa Care services, looks after his staff and elderly clients with compassion and respect.

Bupa has a number of rest homes and hospitals, retirement villages and a monitored medical alarm service. Shaun has been Operations Manager for Bupa's Midland region for three and a half years, and his staff of about 700 people speak highly of him.

Shaun started out as a caregiver, then trained as a registered nurse then moved on to be a clinical leader, and then a care home manager. His hands-on experience in the sector means Shaun relates well to his staff and raises their own confidence and capability says Bupa's general manager of Care homes, Grainne Moss.

"An example of this is the work he put in with a rest home manager he hired, Robyn Filipo, who came from a hospitality background. Under Shaun's support and guidance, Robyn became the manager of two homes in Rotorua within four years of being with Bupa." Robyn says he taught her to treat everyone with respect and professionalism. "This is a man who we have faith in, trust in, and respect for as he so patently walks the walk and talks the talk."

Grainne says that's an example of Shaun creating an environment where his people are encouraged to reach their full potential. "He also recognizes early that some staff may require more input and assistance to meet targets or goals."

Others also speak in glowing terms. One employee says, "One of his managers, after splitting up with her husband, was touched and very grateful for Shaun's regular check-ups to ensure she was ok and his offers to help her with anything. He even organised a weekend away for her family when she was down in the dumps; he always cares and is always on the end of the phone - no matter where he is. His support is second to none."

Grainne says the respect Shaun engenders is reflected in employee engagement surveys. A total of 90% of staff under his management agree that Bupa is well led, and that he gives them the support they needed to do their jobs well. "On top of that, 96% of the employees in his team say they really enjoy their jobs. This positive endorsement is also reflected in the company's bottom line - there has been an increase in occupancy and profitability per bed since he became the Operations Manager."

Despite this Shaun says he is not motivated solely by staff and profits, and Grainne agrees. "He also focuses on the care of rest-home clients and introduced a falls focus team to reduce the number of elderly residents taking a tumble." A survey of clients in his region shows their satisfaction levels have risen to 89% since Shaun has been on board - a six per cent increase.

One client at The Gardens Care Home says there is a high degree of care and empathy coming from top management and filtering down to all the staff. Another says Shaun is friendly and welcoming. "He gets things done. He keeps me informed. He is friendly, welcoming, and takes an interest in me as a person."