

**A GREAT
PLACE TO
VOLUNTEER**

Adviser

ADdenbrookes Volunteers Information & Events Review

Volume 1, Issue 5

August 2017

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Of particular interest in this issue:

- Learn about the work of SSAFA
- National Citizenship Service
- New volunteering opportunities

Infection Control Reminder:

Please ensure you check with the nurse in charge before entering a side room which has the door closed. Infection control procedures have changed whereby the small blue/yellow square is no longer in use.

Pets as Therapy Summer Party

On 15 August it was time to honour the long service of our furry volunteers, with special guest Deborah Dow, CEO of PAT.

Started in 1983, Pets as Therapy is a national charity assessing and registering cats and dogs and their owners as suitable to be PAT Volunteers. At CUH, our PAT dogs visit wards and clinics to bring joy and comfort to patients who appreciate being able to stroke a friendly animal. It could be the patient is missing their own pet, or the urge to stroke a dog maybe the additional motivation for a patient to move their hand for the first time since having a brain injury.

As is tradition, the event started with a welcome and then a dog-themed quiz. In a 'nail-biting' tie

-breaker, Sandra and Merlin came out on top, correctly identifying the number of CUH PAT dogs as 12.

'Pup Idol' followed with dogs showing off their incredible talents. Tricks included Lola high-fiving, Merlin playing dead, Mitzi spinning in a circle, Lillie speaking, and Mylo resisting the temptation of treat on his paw! Deborah was the judge, and Lillie, Mitzi and Merlin came joint first but quite rightly ensured all dogs got rewarded.

Perhaps the most serious part of the celebration followed with the presentation of certificates and

rosettes to all dogs who have volunteered for a year or more.

If you're on a ward and you think a patient may benefit from a visit, please let us know and we'll see what we can arrange. For infection control reasons, not all wards or clinics can have dogs but many can.



Lola, Finch, Mitzi, Mylo, Lillie and Merlin and their owners!

Welcome to our new volunteers!

On Tuesday 15 August we welcomed another 9 new members to our fabulous volunteering team.

As always, if you see them around the Trust, please give them a very warm welcome.

Alison, Carole, Philip, Carmen, Robert, Martyna, Philip, Haleemah & Farah



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Focus on..... SSAFA

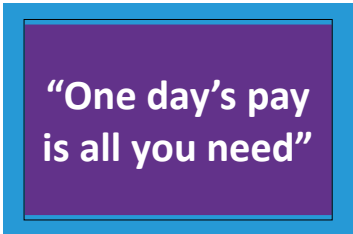


Daphne Lott, Secretary & Case Worker, SSAFA

Help can be in many forms including needs for white goods, furniture, furnishings, disabled equipment, top ups for care costs, moving home, relocation costs, bereavement counselling, or just a friendly visit. Also for serving personnel respite care for special needs children, adoption services to give just a few examples.

responsible fundraising and publicity, or Daphne , Secretary and Caseworker are in the One Place Office every Tuesday form 10.00 until 16.00. It is clear both of them are passionate about their volunteer work for SSAFA, enjoying the broad cross-section of people and the incredible difference the support given can make.

Daphne explained the range of help available is broad, from arranging a house clearance to supporting those with post-traumatic stress disorder, an issue which is on the rise. She went on to say that overall cases are getting more complex and the variety of uses increasing.



In the next in our series of taking a closer look at One Place we are focusing on SSAFA, the Armed Forces Charity. Founded in 1885 to support the wives and children left behind when men went to war and those who returned from fighting overseas, today SSAFA supports all who have served 1 day or more or are currently serving in the British Armed Forces, and their dependent families. SSAFA operates in 10 countries including the UK and in 2016 helped 67,616 people through their charitable services, including 38,978 cases and visits to beneficiaries.

Many of our elderly patients will have undertaken National Service and may not realise they qualify for support from SSAFA, plus of course all those who have served more recently.

For financial assistance the client's household income will be means tested. For Veterans or their eligible dependents a Caseworker visits the client, verifies their service details, finds out their needs, records all their finances and applies to the relevant Benevolent fund, in some cases more than one. Once funds have been granted the goods can be ordered. For some non-financial needs, including debt advice, the client will be signposted to a relevant organisation.

All SSAFA caseworkers are trained volunteers, supported by professionals at SSAFA Central Office, dedicated to helping their clients.

At Addenbrooke's either Lesley , a caseworker for many years and now

The SSAFA team's aim is for nobody to leave the hospital, including dependents, not being aware of how SSAFA is able to help. So if anyone is, or knows service personnel, their family or a veteran who has a military background and needs help or advice, please signpost to One Place.

Coming up.....

Here's what's coming up in September and October, do let us know if you're interested in attending:

- Thursday 7 September Carers' Trust
- Friday 8 September Heart Start
- Wednesday 20 September Customer Service
- Wednesday 4 October Be Disability Confident
- Thursday 19 October Dementia Training



Thank you NCS for the ideas!



The NCS Team

In August 15 young people on the National Citizen's Service (NCS) came to Addenbrookes to help us come up with ideas for ward activity boxes.

NCS was founded in 2009 with the vision that young people can change the world around them if given the right tools, opportunities and respect. It is a national

scheme whereby 15-17 year olds live together, working together over the summer break, on projects to help support their local community. By doing so, not only do they make new friends but also develop life skills such as budgeting, leadership and build their confidence,

On their first visit, the group were briefed about the project by Maggie and Rose, a Ward Volunteer. They got to see first-hand the layout of a bed space when they visited the mock ward training room and had the opportunity to ask questions about the hospital, patients, dementia etc.

Split into 3 teams, the group spent a week carrying out research to come up with appropriate items to go into the activity boxes. They needed to consider the target patients, for

instance general adults (box 1) and those with dementia (box 2); the logistics of using any activities around the bed space, size of the box, as well as the budget set.

On their return to Addenbrooke's the teams presented their ideas to a panel made up of staff and Library volunteer Maureen, who assessed the boxes.

All the participating students were awarded a certificate as thanks for participating in such a dynamic, community oriented project Maggie; " it was wonderful to be part of such an inspiring project and to see the energy and enthusiasm of all the young people. Thanks to all those who helped to make this possible."



Monthly Montage



August



A GREAT PLACE TO VOLUNTEER

Voluntary Services
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Cambridge University NHS Foundation
Trust
Hills Road

Phone: 01223 586616
E-mail: volunteer@addenbrookes.nhs.uk
www.volunteering.cuh.org.uk

CUH VOLUNTEERS

We're on the web!
www.volunteering.cuh.org.uk

Volunteering in Numbers - July 2017

1575.50 hours
volunteered
in July



563 hours
on Wards



55 hours
Trolley
Services



88 hours
Survey Team



Guides
584.50 hours



PAT dogs
36 hours



Clinics & Units
249 hours



Number of volunteers
recruited in 2017
70 + 77 on Young
Persons' Scheme



Total number of hours
volunteered in 2017
11,833



In 493 days 49 World
Athletics Championships
could be held



Mo Farah could run his final
gold medal winning World
Championship 10,000 metres
race 446 times



If calculated using the
National Living Wage,
volunteer hours saved the
Trust approximately
£88,747.50



A quick reminder...

- We know you're really keen to get on with your volunteering duties, please remember to sign-in and out so we know whether you are here or not.

- This is particularly important as in case of an emergency such as a fire we need to ensure you are accounted for.

- Plus of course, when we get fabulous feedback we can more easily identify which of our volunteers it relates to and so can pass it on,



Other news.....

Public Holiday - 28 August

As it's a public holiday on 28 August, the Voluntary Service office team will not be in. Although we're not expecting volunteers to come in, if you would like to still do your shift you will still be able to sign-in at the office.

Relocation of Haematology Day Unit - 31 August

The Haematology Day Unit is relocating from E10 to part of the old Dialysis Unit on 31 August. As well as offering conventional day unit therapies for people with blood cancers and other haematological conditions, their service will include conditioning chemotherapy for patients undergoing bone marrow transplantation.

Volunteers Forum & Volunteer Consultant Group

Our next Volunteer Forum will be on Tuesday 17 October from 10.00-11.00.

Check-in Champions

We are still seeking volunteers to act as 'Check-in Champions' to encourage patients to use the new self service check-in kiosks.

The Champion would promote the use of the kiosks, have attended training using the dummy model or be confident and competent in using the kiosks.

We envisage on completing the check-in, the volunteer would work in harmony with fellow guides and refer onto their colleague for help with directions/escorting, or if there is no other Guide available they can give directions themselves or escort them to their destination.. Please email volunteer@addenbrookes.nhs.uk if you are interested.

Volunteering Opportunities

Are you green-fingered? Lewin Ward have a brand new opportunity for a **Garden Club Volunteer**. This is a seasonal role running to approximately September/October.

We're on the look-out for some more **Clinic and Unit Volunteers** including Macmillan and the new Haematology Clinic.

There is still the opportunity to be a **Courtesy Bus and Wheelchair Volunteer** but please bear in mind this is probably our most physically demanding role.

For any of these roles, please contact us at volunteer@addenbrookes.nhs.uk to express your interest.