



**A GREAT
PLACE TO
VOLUNTEER**

Adviser

ADdenbrookes Volunteers Information & Events Review

Volume 10

December 2017

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Of particular interest in this issue:

- Review of 2017
- The role of Occupational Therapists
- Young Person Scheme

Voluntary Services over Christmas

The Voluntary Services office will be closed from 18.30 on Friday 22 December until Tuesday 2 January.

If your usual volunteering day is a Wednesday, Thursday or Friday then please feel free to come in if you wish but of course we recognise this is an incredibly busy time of year.



Christmas Get-Togethers & Annual Reviews

Well, it's certainly been an action-packed Christmas party season in the Voluntary Services office this year. Recognising the value of feedback from our almost 450+ dedicated volunteers, we took the opportunity to combine our Christmas party with an annual review. Volunteers were invited to Christmas parties according to their role, ensuring people met others in the same role and enabling peer to peer support. We asked volunteers to reflect on a number of things including what they liked/disliked and found easy/difficult in the role, best achievements as well as how the role could be improved. We will review all the feedback and make decisions accordingly. If you were unable to attend, we will catch-up with you in the New Year.

Following lively group discussion, we moved onto the traditional festivities of cracker pulling, mince pie eating and of course Andrew's Christmas quiz. Competition was fierce with winners being Rose (ward team) and John (guides team). Things were a little different for the PAT dogs with 'musical sit' won by Hugo with owner Dianne, identifying famous film and TV dogs won by Theresa

and 'Who am I?' won by Sandra. The PAT dog party was also Dylan's retirement party. Thank you Dylan for all your hard work over the last year and we're delighted that Julie is going to continue to volunteer with us.

Thank you to all those who attended, it was wonderful to gain your views and of course to celebrate the festive season with you.



Ward Volunteers Getting in the Festive Spirit

Welcome to our new volunteers!

On Tuesday 12 December we welcomed an amazing 10 new volunteers to our fabulous team in guide, chaplaincy, ward Radio Addenbrookes, Macmillan and clinic volunteer roles,

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

Janet, Wendy, Matty, Hamonda, Lavinia, Sonia, Faye, Philip, Shaji & Anwesha



Matty, Hamonda, Lavinia, Sonia, Faye, Philip, Shaji & Anwesha



Focus on... 2017



Arthur & Barbara at
Mill Road Winter Fair

It's been an incredible year here in Voluntary Services and we have you, our loyal volunteers to thank for this.

As well as all the thousands of hours dedicated to ward volunteering, guiding and conducting surveys, new roles have been developed to support our patients and visitors. In late spring we recruited volunteers to the Courtesy Bus and Wheelchair volunteer role, vastly improving the availability of wheelchairs at the key entrances around the hospital as well as supporting Peter the Courtesy Bus driver. We heard from Peter what a huge difference having a volunteer on the bus makes and feedback from our

guides shows that having wheelchairs readily available has a really positive impact on their role.

We now also have volunteers supporting the work of the newly opened Haematology Day Unit, others completing Friends and Family Surveys on the paediatric wards, a recreational activities volunteer supporting our physiotherapy team, as well as volunteers helping the Craft Club and Coffee clubs on the Lewin Ward. And of course we can't forget the outpatient check-in champions!

Volunteers have kindly supported us at a number of promotional events, including the Cambridge Science Festival in March, Volunteer Week in June, Volunteer for Cambridge in October, and the very chilly but fun

A huge thank you to all our volunteers

Mill Road Winter Fair earlier this month. It's wonderful to know that the interaction between our volunteers and the public at these events has encouraged applications from those who wouldn't have applied otherwise.

There have been 3 bake sales to raise funds for outpatients and two book

sales raising money to improve patient experience – all run by our amazing volunteers.

Without doubt, the highlight of the year was the Annual Volunteers' Awards Lunch in June. It was an absolute pleasure to celebrate with the 8 award winners plus all the other volunteers who attended. Speeches from our Chair, Mike More, and Chief Executive Roland Sinker reinforced how important volunteers are to the hospital, and was followed by presentation of awards, lunch and of course wine. It was a fabulous celebration of all that our volunteers do and just a small way in which our appreciation can be shown.



Awards lunch

A huge thank you to all our volunteers for the time you give, the dedication you show, and the ideas and support you give us. We wish you all a very merry Christmas and a happy and peaceful 2018.

Coming up.....

Here's what's coming up in January & February, do let us know if you are interested in attending:

- Tuesday 30 January Volunteer Forum
- Wednesday 1 February Dementia Champion Training
- Wednesday 21 February Medicine for Members talk
- Thursday 22 February Dementia Training
- Friday 23 February Be Disability Confident



Guest slot... Rachael, Occupational Therapist



Rachael with the Christmas tree made by patients on J2

Speaking to Rachael and learning all about the role of occupational therapists was inspiring. Rachael returned to working at Addenbrooke's 3 years ago, was recently based on the Lewin Ward but most recently on J2, the major trauma ward.

Asked about a typical day, what struck was the variety of her role and how using tasks such as watching a patient washing and dressing can be used as an assessment tool or as a therapy. It could be the patient finds it difficult to plan to get dressed, the order clothes need to be put on, or their

dexterity is more of an issue and the OT team work out how it can be best dealt with. This could be by changing the technique the patient uses, changing the task slightly or building up their skills so they are able to do it. An example of this would be with someone getting on and off a toilet – the therapy may be practicing getting on and off the toilet to build up strength or providing equipment to enable a person to do it. If a patient is struggling with their memory, Rachael will come up with strategies to help support them such as setting reminders in their mobile phones.

Rachael doesn't just work with her patients on the ward. She may take one to the hospital concourse where they would use their cognitive skills to work out how much it would cost to buy some food or drink and a memory task of how to get back to the ward. When things don't go as they should, seeing how a patient deals with this is also very important. Towards the end of a patient's stay, an access visit to their home may be undertaken to establish how they will interact with people at home as well as manage with getting off the sofa, in

or out of bed, and into the bath. It will come as no surprise that Rachael recognises and appreciates the huge difference volunteers make on the wards. PAT dogs are well and truly loved on J2 and seeing a patient interacting and acknowledging a PAT dog can bring out another side of a patient not seen before. Running groups on the Lewin can be quite challenging to ensure patients get the most from the activities. However, having volunteers help with the interactions between the group, encouraging and supporting the patients makes a huge difference to the atmosphere and mood. Maria, coffee club volunteer, and Judy and Frank the craft club volunteers, make the sessions feel more relaxed and the activities feel like a natural activity rather than a therapy session. In turn, this enables the therapists to see things they may not do in a one to one therapy session.

"Volunteers make a huge difference, are hugely appreciated by staff and patients but are not always there when patients go home and the 'thank you's' are being given out"

Monthly Montage



December





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Voluntary Services
Box 214
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 - November 2017

2900.5 hours
volunteered
in November



964 hours
on Wards



36 hours
Trolley
Services



97.5 hours
Survey Team



Guides
789 hours



PAT dogs
22.5 hours



Clinics & Units
249.9 hours



Chaplaincy
742 hours



New volunteers
start in November 2017
6



Total number of hours
volunteered in 2017
21,483.95



In 895 days you could
experience the 12 days
of Christmas 74 times!



If calculated using the
National Living Wage,
volunteer hours saved the
Trust approximately
£168,219.32



Just a reminder

Some of you may be aware there was a small incident at Main Reception on 18 December where there was a spillage of bodily fluid on the floor. The volunteers on duty were very helpful and quick to respond — many thanks. Should anything like this happen when you are on duty please ask a member of staff to contact Medi Rest who have the correct equipment to deal with these situations.



Other news.....

Celebrating Young People



On Tuesday 12 December we held a celebration event to mark the end of the 5th cohort of the Young Person's Scheme. Dedicating 2 hours a week for 15 weeks, they spent their time helping serve evening meals as well as socialising with patients. Out of the 68 who started the programme, 67 completed it.

As well as gaining confidence and a better understanding of what it might be like to work in the NHS, one volunteer described

how "It has taught me to become very sensitive to the needs of older people.

When asked about their most memorable experience, while volunteering, these included involving the whole ward singing happy birthday to a 90 year old patient, getting to know the patients over the weeks, and having a patient's family member praising their volunteering. We are delighted that over half (36) are going to continue volunteering with us in the New Year. Many thanks for all your dedication!

Addenbrooke's Discharge Unit

This has now opened up on J3.



Thank you and looking forward to 2018

As well as having a full programme of workshops, forums and other training available to book onto, don't forget volunteers can join Frank Lee Leisure and Fitness, as well as access Care First, our Employment Assistance Programme.

Until then, we wish you all a wonderful time during the festive season, thank you for all your amazing hard work and dedication over the last year and we look to seeing you in 2018.

THANK YOU